

# My Home Repairs and Maintenance

June 2024

## 1. How to report a repair

You can report a repair at any time, 365 days a year, 24 hours a day. There are several ways you can do this:

- ◆ If you are a council tenant or rent a council garage, you can register to use the myHousing app to –
  - request non-urgent repairs and book an appointment.
  - look up your repair's history.
  - receive updates on existing repairs.
- ◆ By telephone – ring the Council's Contact Centre on 300300. Minicom users' phone 613839. All repairs can be reported from 8am to 7pm (Monday to Friday) and 9am to 1pm (Saturday). At all other times (including bank holidays), this number should only be used to report emergency repairs. You may need to wait and listen to the instructions to report your emergency repair if it is out of hours. Calls may be recorded and monitored for training and service standard purposes.
- ◆ In person – visit your nearest Customer Service Centre

## 2. When you report a repair

Please be ready to give us the following information:

- ◆ Name, address, and up-to-date contact number
- ◆ As much information about the repair as possible
  - What exactly is the problem?
  - How is it affecting you?
- ◆ Whether you have reported the repair before
- ◆ Whether there are any vulnerable persons living in the property who may be directly affected by the problem

All the information you provide will be used to determine the details of the repair order to be issued and the response time required. All staff use the same computer system to ensure services are consistent. **Please note that if any of the information you supply is found to be inaccurate, you may be liable for the costs of the repair and/or any additional costs incurred.**

## 3. Keeping in touch about your repair

You will receive Repair Receipt for every repair you report. This is sent by post and where you have registered for myHousing you will also receive an email version. The Repair Receipt will give you information about:

Repair description  
Repair number  
Order type  
Target date  
Contractor details  
Appointment details (where applicable)

The repair receipt will also have a tear-off Tenant Satisfaction slip. You are encouraged to complete and return this to us so that we can continually gauge the level of satisfaction with the service that is received and identify where further improvements can be made.

We want to ensure that we keep in touch with you to let you know about the progress of your repair. We will:

Send you a reminder text to your landline or mobile 24 hours before your appointment  
Phone you before we set off to carry out the repair to confirm that you will be in when we arrive  
send

Send text and email alerts to let you know:  
Further works are required to complete your repair  
The operative cannot access the property  
The operative could not attend an appointment  
The repair is awaiting additional materials  
The operative will not be attending.

#### **4. Repair priorities and appointments**

Some repairs are more urgent than others. The timescale for your repair will therefore be based on repair categories.

##### **♦ Emergency Repairs**

An emergency repair is something that needs fixing urgently because there is a risk to the health, safety, or security of a tenant or third party or which adversely affects the structure of the property. These can only be reported by telephoning 01482 300 300. You will be asked some additional questions to confirm that the repair is an emergency and whether it is safe for us to attend. To carry out emergency repairs our contractors will observe safe working practices whilst in your home.

Examples include:

- locked out of property
- no heating or hot water (during extreme weather)
- total loss of power, water or gas to the property
- damaged door or window has left your home insecure
- leaks or burst pipes
- a leak that is affecting the electrics or unsafe electrics

In extreme cases, it may be deemed necessary to attend some repairs more quickly as they present an immediate danger to either the occupants, public and/or risk serious damage to the property if left unattended. These repairs will be designated as a **High**

##### **Priority Emergency**

Examples include:

- Unsafe electrics
- Severe / uncontrolled leaks or burst pipes.
- Blocked flue to open fire or boiler
- Broken Glass with exposed edges

Note, in some cases, Emergency and High Priority Emergency repairs will be attended and made safe/secure only in the first instance. The contractor will arrange a further date with you for the repair to be completed.

##### **Urgent UI5**

Is an urgent appointable order to be carried out within 5 working days.

An urgent order is any disrepair that is causing serious inconvenience to the occupants or likely to cause further problems to the property.

Examples include:

- loss of hot water where no occupant is at risk
- minor plumbing (e.g. a leak that can be contained)
- leaking roofs
- glazing where there is no security risk
- minor electrical re-wiring

#### ♦ **Appointable Repairs – by appointment typically within 28 days**

The vast majority of repairs will be categorised in this priority. You will be given an appointment where possible when you report the repair.

- morning appointments are available between 8am and 12noon
- afternoon appointments between 12noon and 6pm

In some cases, it will not be possible to provide you with an appointment at the point when you first report the repair. For example, larger jobs or multi-trade repairs. In these cases, you will be contacted by our contractor to confirm an appointment.

#### ♦ **Minor Works**

These repairs are larger works which generally require a longer timescale and are likely to involve multiple visits.

Examples include:

- Rising and penetrating damp treatment
- Infestation and wood decay
- Extensive multiple trade repairs

### **5. What are my responsibilities?**

Most repairs are carried out by the Council, but you are responsible for some minor day-to-day maintenance. You are responsible for carrying out the following work and to repair or replace as necessary the following items or parts in your home. **Please be aware if you do not keep up with these repairs, the Council will carry out the work and charge you for it.**

- ♦ Aerials (unless communal)
- ♦ Internal painting and decorating, including filling minor plaster cracks, sealing the edges of the bath, washbasin and sinks;
- ♦ The handles, bolts and catches of inside doors and cupboards;
- ♦ Letter boxes and door numbers
- ♦ Toilet seats and chains and plugs to basins, baths and sinks;
- ♦ Fire grate bottoms and ash pans
- ♦ Blocked waste pipes and drain gullies (except where the blockage is outside of your property)
- ♦ Fences and gates
- ♦ Light bulbs, fluorescent tubes, starters and fuses;
- ♦ Batteries for smoke alarms
- ♦ The 'wheeled bin' if stolen, lost or damaged
- ♦ Sweeping chimneys
- ♦ Any sheds, garages or outbuildings as notified to you by the Council
- ♦ Any alterations, fixtures or fittings undertaken or installed by you unless otherwise agreed in writing by the Council, and
- ♦ Maintaining the inside of your home by keeping it in clean and tidy condition and good decorative order

### **6. Do I need to allow access to my home?**

There may be times when it is essential for us to access your home to carry out inspections or emergency repairs. We will give you notice of this, but it is a condition of your tenancy that you give us access and we can take legal action to enforce this, if necessary.

## 7. Rechargeable repairs

Repair orders that a tenant is responsible for paying for will be recovered by the Council. They are referred to as Recoverable Orders.

Examples of recoverable orders -

- repairs needed due to damage by the tenant to the structure of the building
- repairs needed due to damage to fixtures and fittings
- theft of fixtures and fittings
- lock changes carried out due to lost keys. Over 65-year-olds and tenants in sheltered housing who have lost keys are exempt
- structural alterations carried out without the permission from us
- repairs required when the tenant moves out of the property to bring it up to an acceptable standard
- repairs that have been misreported and have resulted in an unnecessary Call-Out
- to remove rubbish left in the property when the tenant has moved out
- reinstate gas and electric meters which have been tampered with

Exceptions -

- repairs to smoke alarms
- repairs caused through criminal damage, reported to the police with a crime number. If the damage is caused by criminal activity by someone who is not a visitor or member of your household, we will not charge you for the cost of these repairs. But you will need to provide us with a crime number. We will work with the police to investigate all reports of criminal damage. If we find you have given false information about damage you are responsible for, we may take legal action against you
- works left by a deceased tenant
- emergency access required to prevent injury
- fair wear and tear for example deterioration due to age
- tenants who are aged 65 or over or who live in sheltered housing will not be charged for lock changes carried out due to lost keys
- repairs caused through Domestic Violence

You will be asked to pay to the Council the cost for making good any damage to the items mentioned above. This includes damage caused by neglect or malicious damage and damage caused by a member of your family or visitors to your home. If you fail to make good the damage or replace the item within 14 days of being required to by the Council, then you will be charged.