



Shian

Housing Association Ltd



Guidance on repairs
& responsibilities



Our mission and objectives

Empowering the community to independent living through providing diverse services that offer an opportunity for everyone.

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section one

Introduction

When you become our tenant, you enter into a contract with us. As part of the contract (the tenancy), we will arrange to carry out some of the repairs to your home. By law we must keep the structure and outside of your home in good repair, and maintain installations in your home which supply water, electricity, gas and drainage. If your home needs repair work you must report it immediately. We will carry out the repairs that are our responsibility as your landlord - please refer to the checklist at the end of this booklet. However, you will need to carry out repairs which are your responsibility, some of which have been included in the checklist.

Our definition of a 'tenant' for repairs purposes is where we have signed one of these forms of agreement:

- Assured Non-Shorthold
- Assured Shorthold
- Assured Shorthold Fixed Term
- Licence

Leaseholders should refer to their lease with Shian to determine Shian responsibilities and their responsibilities. Where Shian is responsible they should use this handbook as guidance for our response times unless the lease determines the response time.

Our service standard

When dealing with repairs to your home the repair worker will:

- not smoke in your home
- be suitably dressed
- be tactful and polite
- respect your privacy and personal belongings
- use dust sheets and minimise disturbance to you
- arrange with you for the use of any services required
- try to avoid leaving an unfinished job
- advise when the worker will return
- not leave equipment or materials in a dangerous or inconvenient position at your home.
- arrange to remove any rubbish at the end of the day



sectiontwo

Reporting repairs

Repair faults can be reported in a number of ways:

By telephone

Call our office (see Contacts Section for the Association's contact details).

Our staff are able to record faults, book appointments and offer repair advice.

You can also leave a voicemail message at any time.

The office is normally open between 9:30 am and 4:30 pm weekdays except bank holidays and some training days. Any other dates of closure will be notified to you.

Where an appointment or further information is required, our staff will call you back on the same or next working day.

Whenever you report a fault you will receive a maintenance request number, which you should keep a record of for future reference.

By fax

Faults can be reported by fax (see contacts section for the Association's contact details).

In writing or in person

See Contacts Section for the Association's contact details.

Via the Internet

Our website has an extensive section on housing repairs. You can report faults 24 hours a day via the website at www.mytenancy.co.uk or via email at repairs@shian.org.uk

By e-mail

See Contacts Section for the Association's contact details.

View repairs history at www.mytenancy.co.uk



Reporting emergency repairs

- In normal office hours call the repairs telephone number listed in the contacts section.

Emergency repairs outside of normal office hours

Some repairs will occur outside our normal hours of business.

To contact the repairs service in case of an emergency please refer to the Contacts Section.

In the case of an out of hours emergency we normally carry out a temporary repair or make safe and follow up with a permanent repair the next working day.

We may need to use forced entry in the case of an emergency access.

See section 3
for examples of emergency repairs

Reporting gas repairs

If you smell gas or if a gas leak is suspected, immediately switch off the gas supply at the meter, do not use electrical appliances or switches, do not light naked flames.

Call National Grid straight away on freephone 0800 111999.

There is a separate section on gas supplies and appliances. See page 17.

sectionthree

How we deal with repairs

Our housing association has maximum target times for undertaking different types of repair work. When a repair is reported it will normally be placed in one of four categories:

- Emergency work
- Urgent work
- Routine work
- Annual work such as cyclical maintenance & major works



Need an emergency repair?

Examples of emergency work

In an emergency we will usually carry out a temporary repair or make safe within 24 hours.

A permanent repair will be arranged for the next working day, subject to availability of materials.

Emergency repairs typically involve:

- No lights or power.
- No lighting to communal areas.
- Dangerous electrical faults i.e. exposed wires, overheating of switches or sockets, flickering lights etc.
- Burst pipes, defective tanks or serious leaks causing flooding.
- No cold water supply from the mains.
- Lock changes in cases of forced entry.
- Replacing batteries in smoke alarms in communal areas.
- Damaged ground floor or walkway windows where security is affected.
- Blocked drains or blocked toilets, but not including individual waste pipes.
- Blocked wastes in low rise or high rise blocks of flats.
- Lift breakdowns including loss of lighting within lifts.
- Dangerous structures, floors, walls, and ceilings.
- Removal of offensive graffiti.
- Missing or badly damaged manhole covers.

Urgent repairs

Urgent repairs are responded to within 5 working days.

These repairs include:

- Restoring heating or hot water, including defective valves.
- Restoring cold water supply to bath or hand basin.
- Repair of blocked waste pipes.
- Mending minor leaks on water pipes.
- Repairing leaking toilet connector and soil vent pipes generally.
- Repairing or renewing ball valves (overflows or water hammer).
- Repairing defective entry phone system.
- Repairing defective communal TV aerial.
- Restoring flush to toilets.
- Repairing loose or detached banister or handrail.
- Replacing dangerous rotten or defective flooring or stair treads.
- Repairing taps that cannot be turned.

Routine work

All non-urgent routine work fall within this category and an appointment is made depending on which trade is required. These repairs are normally carried out within 20 working days.

When you request a repair, we will tell you how high a priority it is and then we will aim to get the work done. We will also give you a maintenance request number. We will, in all instances, confirm in the form of a letter, email, fax or text message.

Please keep your appointment - once an appointment has been made, it is important that you are in when the contractor calls you could be charged for the aborted visit. If you are not at home we will offer another appointment and normally cancel the repair if you miss the second appointment.

You will need to re-contact the office to re-order your repair. Please let us know at least 24 hours in advance if you are unable to keep an appointment.

If you are not sure what is causing the problem, we will arrange for one of our staff to visit. The appointment will be on a weekday morning or afternoon and should be within 10 working days. We strive to meet all of our appointments, but there may be occasions when a contractor is unable to get to your home at the agreed time. Wherever possible we will try to notify when a contractor advises us that he/she will be late or unable to attend.

Annual work

All routine non-urgent external repairs fall within this category and are normally completed within 30 working days. If they cannot be scheduled into our cyclical or major repairs programme.

These include repairs to:

- Rainwater pipes
- Washing line posts
- Footpaths (except where there is an immediate hazard)

We will offer you either a morning (9am to 1pm) or afternoon (1pm to 5pm) appointment on a weekday. Some repairs cannot be undertaken as afternoon appointments due to the nature of the task, for example - bath replacement, because of the time required to complete the task on the same day.

Before allowing anyone claiming to be from Shian into your home please ask to see their identification.

Security

All of the Association's employees carry official identity cards that include their photographs. Before allowing anyone claiming to be from the association into your home, please ask to see their identification.

Contractors who carry out work on our behalf have identity cards.

Companies can also arrange for you to have a password, to ensure that only genuine company officials can gain access to your home.

If you are in any doubt about the identity of a caller do not let them in. Call the Association's office (see our Contacts Section for details). Genuine callers will not mind waiting whilst you check their identity.



sectionfour

Whose responsibility is it?

As part of your tenancy agreement, we carry out certain repairs in your home. Other repairs are your responsibility.



Our responsibility

a) The structure and exterior of the property:

- Roof, stacks and chimney pots
- Walls, ceilings, floors and foundations
- Gutters, soffits and fascias, pipes and drains

b) Our fixtures:

- Door and window frame
- Fences, gates and boundary walls
- Paths and steps giving access to the property
- Sanitary installations such as baths, washbasins, sinks, WCs and soil pipes
- Service installations such as water pipes and taps (including stop taps) gas piping from the meter, electric supply from the consumer unit including sockets and switches.
- Water heaters, fireplaces, fitted fires and central heating.

c) All other statutory obligations In the case of flats or maisonettes, this also covers communal areas:

- Corridors, stairways, deck access, communal windows
- Entrances, including communal doors and door entry systems
- Lift and rubbish chutes
- Bin areas
- Communal television aerials supplied by the Association and communal lighting
- Common rooms and other shared facilities including laundries and drying areas

This is subject to the Association's detailed repairs policy and whenever possible the repair will be undertaken on a like for like basis.

The rent you pay each week covers these repairs. Unless they are due to damage or neglect by you, your family, visitors or pets. Under these circumstances we would expect you to carry out the work, but we may carry out the work and charge you any associated costs.

Your responsibility

You are responsible for minor repairs and replacements (Except where you meet the agreed vulnerable person's criteria).

- Broken glass replacement
- Interior decorating
- Repairing any damage done by you, your family or visitors to your home
- Providing and renewing light bulbs
- Replacing lost keys and gaining entry and subsequent lock change
- Gully covers
- Sweeping chimneys
- Installing smoke alarms and replacing batteries
- Bath panels
- Wooden airing cupboard slats/shelving and framework
- Washing lines and pulley ropes
- Cupboard door catches and handles
- Curtain rails and battens

- Electricity and gas meters
- Disconnection and reconnection of appliances such as cookers and washing machines
- Plugs and chains to wash-hand basin, sink and bath
- Toilet seats
- Draft excluders to windows and doors
- Additional home improvements above programmed work
- Additional electrical sockets
- Additional home security such as door chains
- Plumbing in washing machines
- Skirts to ceiling lamp-holders
- TV aerials (which are not communal)
- Resetting of electrical trip switches
- Bleeding or venting central heating radiators
- Providing refuse bins except where part of our domestic recycling scheme
- Replacing tap washers

Lost keys and broken glass

Repairs following a lock out or broken glass are often an area of confusion. Our policy tries to be reasonable.

For lost keys

Vulnerable tenants who are locked out will not be charged to open the door. If requested by other tenants, the Association will open doors and you will be recharged the full cost of this service.

For broken glass

For the vulnerable we will replace glass free of charge. For all others we will only replace broken glass free of charge where the police have been contacted and have established that a crime has taken place and issued a crime number.

Charges for repairs

Your rent covers the cost of any repair work that is our responsibility.

Repairs or replacements that are not caused by 'fair wear and tear' are your responsibility. You can either do the work yourself or pay someone else to do it for you. You may be able to claim for accidental damage through your own household insurance.

Vandalism and neglect

We are not responsible for any repair or replacement needed as a result of damage or neglect caused by you, your visitors or your pets. This includes accidental damage and any alterations you have made. Damage to our property may be deemed a serious breach of tenancy.

If we have to secure your property, we will charge you for the full cost of the work.

If the cost of the repair, including VAT, is less than £50, we will ask you to pay in advance. The repair will not be ordered until payment has been made. If the cost of the repair, including VAT, is above £50 we will ask you to pay a deposit of at least £50 and sign a form saying that you will pay the balance, before the work is ordered.

When the work is finished, we will send you an invoice for the balance, which you can pay by instalments. We may waive advance payment in exceptional circumstances.

Criminal damage

Where damage is caused due to criminal action you must report this to the Police so that the matter can be investigated.

The Police will issue you with a crime number, which must be provided to the office so that any necessary repairs can be ordered.

We strongly advise you to take out household contents insurance

Home insurance

We do not insure your furniture, belongings and decorations against theft, fire, vandalism or burst pipes and leaks.

You should insure your belongings and household contents with a scheme arranged through a national insurer. Details are available from all our offices if you wish to protect your belongings.

Internal decoration

The inside decoration of your property is your responsibility. However, if the decor is damaged due to Shian failure to undertake work that it is responsible for we will either redecorate the affected area or give you a contribution to the cost of re-decoration.

We operate a scheme to help vulnerable people maintain their home décor. You can apply for up to two rooms to be decorated, once every five years, as long as you have been living at your current address for seven years or more. You will need to contact your tenancy services officer for further details. We have a limit of £125 per room.

Communal areas

We are responsible for communal areas. Our housing tenancy services officers inspect and maintain communal areas in blocks of flats and maisonettes. Should you discover a fault in a communal area please let your tenancy services housing officer know or contact the office.

Office access for repairs

It is important that you allow us into your home to carry out inspections or repairs.

Your tenancy agreement states or infers you must...

'allow unrestricted access to the Association's employees or other agents to enter the property at any time for the purpose of inspection and/ or repair. A minimum of 24 hours notice will normally be given but in the case of emergency and/or for the purpose of gas/electricity service work, no notice may be given and force may be used to enter your premises.'

This may include where there is risk of damage to the property or to other properties, or risk of injury to people. If you try to prevent us from entering, we will charge you the cost of getting into your property.

Removal of carpets and furniture

We may have to ask you to remove furniture or carpets from a room for some repairs. The repair staff will advise you of this when booking the work for you. If this is not done, the work may have to be cancelled and rebooked for a later date.

When you report a repair

Please be ready to give us the following information:

- Your name, address and daytime telephone number
- Times when someone will be at home
- As much information about the repair as possible
- Whether you have reported the repair before (If you have the reference number)

Repairs by appointment

If you prefer, you can make an appointment for the contractor to call. You can have a choice of weekday, morning or afternoon appointments. How soon we will be able to call will depend on the type of repair and the demand for the day and time you choose.

Right to repair

If we have not carried out repairs for which we are responsible within agreed timescales, you may be entitled to compensation. There is a set procedure which both you and the association must follow. For more information please request a copy of our Compensation Policy.

Paying for chargeable repairs

It is possible to pay for charged repairs by instalments. If you wish to discuss this matter before you decide to get us to undertake the work, contact your Tenant Services Officer who will advise you of your options. You might be able to claim back the cost of getting a chargeable repair done through your Contents Insurance. It is up to you to check your policy details to find out whether you are covered for accidental damage.

Please check whether you have household contents insurance. You are not automatically insured against theft or damage from fire or burst pipes.

Insurance

We strongly advise all tenants to take out Home Contents Insurance. Many tenants mistakenly believe that their furniture and belongings and decorations are automatically insured against theft or damage from fire or burst pipes.

THIS IS NOT THE CASE and unfortunately, some people realise this only after the damage has been done.

Shian is not responsible for damage caused by the neglect of your neighbours. You are responsible for damage caused to your neighbours property due to any neglect that may intentionally or unintentionally occur in your property.

If you do not have Contents Insurance you should seriously consider getting some.

Within your home

Asbestos has been used in a wide range of building materials and fireproofing, as it is strong and resistant to heat and chemicals. Properties built since the mid-1980s are very unlikely to contain asbestos in the fabric of the building and properties built after 1990 are extremely unlikely to contain asbestos anywhere. Asbestos cement has been widely used as a cladding material and can still be found in garages and sheds.

Our current policy regarding asbestos containing materials is:

“Where existing installations include asbestos-containing material which is sound, in good condition, not releasing dust, and not subject to abrasion or damage the material will be left undisturbed, noted in the asbestos register and re-inspected at regular intervals to ensure that the condition of the material has not changed”.

section five

National Grid freephone number 0800 111 999

Gas installations

Gas appliances

We are responsible for ensuring that gas supplies and domestic gas appliances in our properties are regularly checked, serviced and maintained. If you wish to install a gas appliance, such as a wall-mounted heater, you must get written permission from us. Should a fixed gas appliance break down, please telephone our boiler and heating contractors, details can be found in the Contacts Section.

Gas leaks

If a gas leak is suspected, immediately switch off the gas supply at the meter. Extinguish all sources of ignition. Do not use electrical appliances or switches, do not light naked flames. If necessary ventilate the building (open the doors and windows), ensure access can be made to the premises.

Gas servicing

We ensure that all gas appliances and pipework installations in our properties comply with the relevant gas safety and servicing regulations. We carry out gas servicing once a year. We must be given access to carry out any necessary work.

Gas supply pipes

If you want to arrange a new gas supply, you must pay for this unless we are installing gas heating for you, or you are a new tenant and there are already gas-heating appliances in your property.

Gas meters

Your gas meter is the property of the gas supplier. To find out who your gas supplier is, call the M-Number hotline (see details in the contacts section). They may ask you for the serial number, which is located on your meter.



sectionsix

Pest control

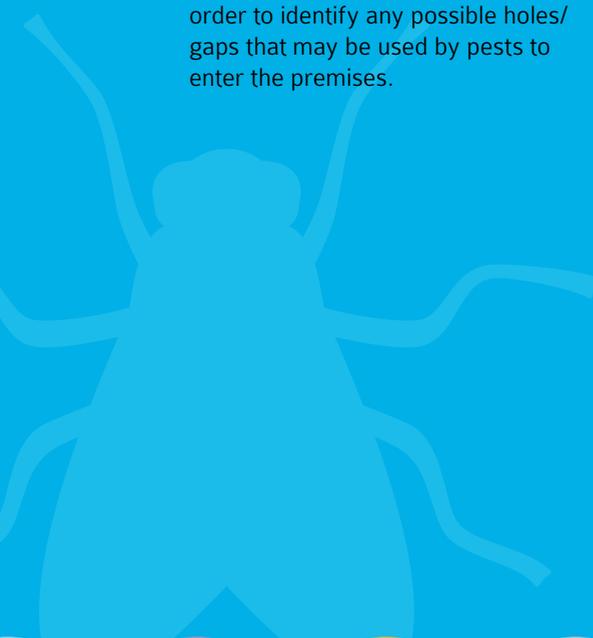
Our responsibility

Following a report of rodent infestation, a pre-inspection should be arranged within five working days of the initial report.

This inspection is to ascertain the cause of infestation i.e. whether it was caused by mice, rats or any other insects / animals. This inspection should cover internal and external areas of the property in order to identify any possible holes/ gaps that may be used by pests to enter the premises.

Appropriate advance notification of works shall be given to you and we will advise whether you will need to move your furniture, fittings or other possessions to ensure that holes are easily accessed. We will make the necessary arrangements to carry out proofing works as part of routine process which is within 20 days. We will also send you a copy of our housekeeping leaflet at the time of your initial report to our association.

Pest control information will be given to you at the time of property inspection. This is to ensure that all measures are being taken to help eradicate infestation from the premises.



Single dwellings and street properties

If single dwellings are infested with rats, proofing and treatment should be arranged by the Association.

Where your single dwelling is infested with mice and a provision of service charge is not in place, we will make the necessary arrangements for the proofing works and treatment is expected to be carried out by tenants.

Although in some cases, if you want us to undertake the work, we may come to an agreement with you to introduce a service charge to cover the costs.

Pest control for blocks of flats

We are responsible for the pest control treatment in the communal areas of the building. Treatment may also be carried out to your flat where the appropriate provision of a service charge is in place.

Action for properties under pest control contract

For properties undergoing regular treatments, you will be informed of the next treatment date. Contractors should be alerted of any new reports/complaints as and when they are reported to the association.

Disposal of dead rodents

- Communal areas
We will make necessary arrangements to dispose of any dead rodents within communal areas of our properties.
- Public areas
In the event that a dead rodent is sighted in public areas i.e. footpaths and highways, you should report this matter to your local Environmental Health department directly, to request the removal (see contacts section for further details).



sectionseven

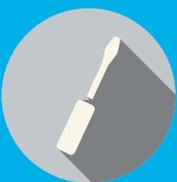
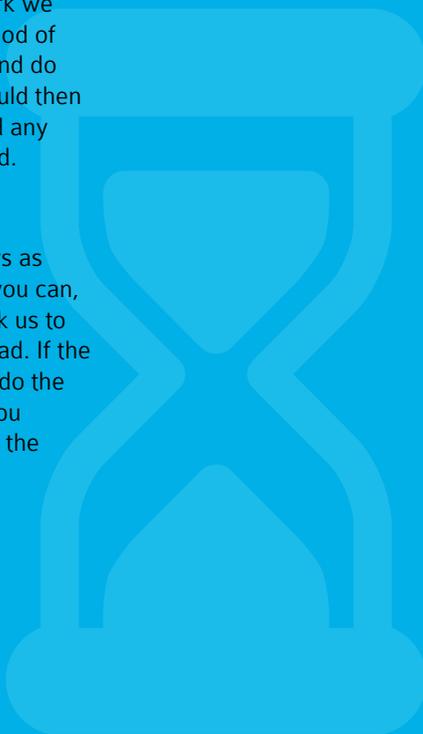
What if repairs are not done?

Not carried out by you

If you do not carry out any repairs or replacement work, you are responsible for; we may send an official notification asking you to do so within a certain time. If you still do not carry out the work we may, after a reasonable period of notice, enter the premises and do the work ourselves. You would then be charged for the work and any administrative costs incurred.

Not carried out by us

If we do not carry out repairs as agreed in our repair policy you can, in certain circumstances, ask us to get another contractor instead. If the second contractor does not do the repair in time, we will pay you compensation. This is called the Right to Repair.



sectioneight

Planned maintenance and improvements

This is repair work that is planned and carried out to keep items in good order or to replace items that have reached the end of their useful life. To make the most of repair expenditure certain types of work may be carried out as part of a programme.

Examples of this work may include:

- External repairs before a painting contract
- Heating installation or upgrade
- Insulation to the property
- Windows replacement
- Electrical rewiring

When you report a repair that falls within a planned programme, The association will advise you of the timescale of the programme. Before we start work, we will write to you with the details of the work and the contractor. If you need more information please call the main office.



section nine

Home improvements

You have the right, with our permission, to carry out improvements to your home. You must not start any work until we have given you written permission.

Before carrying out any work you must apply to us in writing.

You must provide details of the alteration, with detailed plans and specifications where necessary. In most circumstances, an officer will visit to discuss your request.

You will also need to satisfy planning and building regulations.

We will not turn down applications for improvements without good reason.

Before carrying out any work you must apply to us in writing.

When considering each application we consider whether the improvement could:

- cause any additional costs in the future
- result in claims against us from third parties
- be carried out to an acceptable standard and by a competent and qualified tradesperson
- spoil the appearance of the property
- require significant reinstatement work before re-letting the property later.

We will give consent in writing and may specify certain requirements and restrictions. You will be responsible for the cost of any repairs required as a result of faulty installation, poor workmanship or defective materials. You will also be responsible for the maintenance of alterations or improvements you have carried out, with the exception of fixed gas appliances.



What kind of improvements can you get compensation for?

Some assured tenants have the right to claim back compensation for certain improvements at the end of their tenancy.

Tenants have a right to carry out improvement to their homes, subject to certain conditions. In some cases tenants may wish to carry out works which the association would have had to do to preserve and improve its property within a specified period after carrying out the improvement. In order to qualify for compensation:

- The improvement must be one identified by the association as being required by or benefiting to the property.

How do you get compensation?

You should make a claim for compensation when you tell us you want to leave. You will have up to 14 days after your tenancy ends to make a claim. We will need enough information to decide how much compensation you will get.

We will need to know:

- your name and address,
- what improvements you have made,
- how much each improvement costs, with original receipts and
- the date the improvements began and finished.

How is your compensation worked out?

We will look at the cost of your improvements.

The value of any improvement will go down with time and the compensation you get will depend on how old the improvement is when you make your claim. We may give you less compensation if we feel the cost of the improvement was too high.

We may also adjust your compensation - up or down - depending on the condition of the improvement when you claim.



We can also take off any money you owe us from any compensation when your tenancy ends.

You will not get any compensation for improvements worth less than £100.

What does compensation cover?

You can claim compensation for:

The cost of materials (but not appliances such as cookers or fridges) and labour costs (but not your own labour). You will need to provide an invoice to show how much your improvements cost.

If you make a false claim (for example if you claim for an improvement you have not actually made or your claim is for more than the real cost) you may be taken to court.

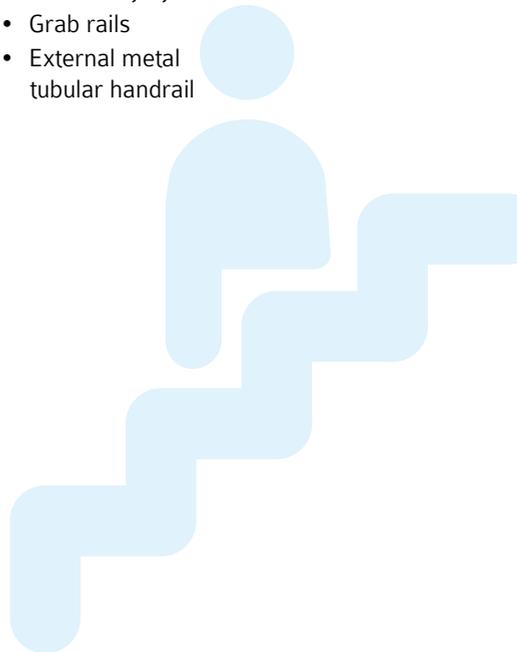
Adaptations for elderly and disabled tenants

We can, in certain circumstances, provide adaptations to assist elderly or physically disabled tenants to remain in their homes.

For more information contact our office. Initially you should contact the occupational therapist in the Local Authority who will decide what adaptation may help and assist you in making an application for a 'Disability Facility Grant'.

Adaptations that can be made include:

- Level access shower unit.
- Stair lift
- External ramps
- Door entry system
- Grab rails
- External metal tubular handrail



section ten

Protecting your home

Frost damage prevention

In cold weather, water inside pipes, cisterns and basins can freeze and expand, causing serious damage.

At the start of a cold spell, take these precautions to avoid freezing:

- Make sure that all taps are turned off at night
- Report any running overflows
- Keep your home warm and comfortable
- Find out where the main stopcock is and how to turn it off
- If you are leaving your home empty for more than a few days, and there is a danger of a hard frost; draw off any water from the system after turning off the stop cock, or if you have central heating system, leave it running at a low temperature to provide background warmth.

Burst pipes

If you have a burst pipe, you should:

- Switch off your central heating system or immersion heater if you have one
- Turn off the main stop-cock
- Put something under the leak to catch the water
- Turn on all taps to drain water out of the system as soon as possible
- Inform the Association by calling the relevant number (details in the contacts section).



Condensation

Dampness in buildings can be caused in many ways. The most frequent cause of reported damp is condensation.

Condensation occurs when moist air reaches a cold surface and deposits its water on or in that surface. Air can become heavy with water vapour from cooking, washing, hot baths and drying clothes. Dampness shows up as black mould growth, particularly near windows or in areas where air cannot circulate.

To limit condensation:

- Reduce the amount of water vapour in the air by drying clothes outside. If you have to air them indoors, keep a window open.
- After a bath or shower, keep the bathroom door closed and the window open so that steam can escape without getting into other rooms.
- Try to ensure there is enough heat and ventilation in each room.
- If you have an airbrick or vent in the wall or window do not block it up or you will stop moisture getting out and prevent essential ventilation
- If you experience continuing problems a repairs officer can carry out a check on the cause of dampness and give further advice, contact the association on the relevant number, (see the Contacts Section).

See page 31 for condensation advice

Home energy advice

Home energy advice is available from a number of sources and most of the companies that supply gas and electricity can provide free help. They can advise on the best ways of paying for fuel, how to spread payments through the year and how to save energy and cut fuel bills. Being energy efficient means taking simple steps to reduce the amount of fuel you use but still keeping your home warm and comfortable.

Keeping warm helps you to stay healthy. There are many ways you can save energy in the home that cost almost nothing, and at the same time, you can make your bills more affordable. You can also get advice on how to set your heating controls to get the best out of your heating system. Work on improving the insulation of your home to reduce the amount of heat lost through the windows, walls and roof is normally undertaken on a programmed basis. There is a list of useful contacts at the end of this booklet.

Smoke alarms

You should test your smoke alarms every week to ensure that they are working correctly.

section eleven

Repairs before transfer or mutual exchange

Mutual exchanges

Before we agree to an exchange we will inspect your property to make sure that there is no damage (except fair wear and tear). We will ask you to replace any missing fixtures or repair any damage you are responsible for before we agree to the exchange. If the defects are not put right, within a reasonable period, the consent to the exchange will not be given. We may also decide to carry out the repairs ourselves and charge you for the work.

Defects not repaired by previous tenants will be the responsibility of the new tenant and no repairs will be made until a period of six months after the exchange begins.

The Association will not accept responsibility for any alterations or damage caused by the previous tenant; this will be the responsibility of the new tenant. Any Health and Safety repairs that were caused by the previous tenant will be undertaken and a charge made.

When you exchange properties with another tenant, the association will assume that both parties have inspected the properties and accept the new property on the same basis as the previous tenant.

Transfers

If you are offered another property, before the transfer takes place, we will inspect your property to check that it is in good repair and decorative order. We will also check the outside of the property and the garden.

The inspection normally takes place 10 days before the transfer. We will make a list of any defects and will give you a copy. We then give you seven days to correct these defects. Following this a second inspection is carried out and if you have carried out the work the transfer is approved. If you have not done the work, the transfer is declined.



sectiontwelve

Complaints

Comments and complaints

We aim to provide the best possible service to all our customers, but we realise that we do not get it right all the time. We value your views, comments, complaints, compliments and suggestions. This section explains what to do if you feel that we have either failed to do something or have done something wrong.

What if something has gone wrong

Please contact the association (details in Contact Section) and let us know what has happened. We will try to resolve your problem as quickly as possible. If you are still unhappy, leave a message with the details of your problem and a manager will call you the same day or within 24 hours. If your difficulty is not resolved, you may request that the matter be dealt with as part of our complaints procedure.

Our complaints procedure

This is described in full in your tenants handbook. You can follow the advice given if you wish to make a formal complaint.



sectionthirteen

Advice on condensation and mould growth

Damp housing encourages the growth of mites, can cause mould on ceilings, walls and furniture and can increase the risk respiratory illness.

The following explains how condensation forms and how you can keep it to a minimum, so reducing the risk of dampness and mould growth. Advice on the treatment of mould is also included.

Is it condensation?

Condensation is not the only cause of damp. Damp can also come from:

- Leaking pipes, wastes or overflows
- Rain seeping through the roof where a tile or slate is missing, through walls, spilling from a blocked gutter or penetrating around window or door frames
- Rising damp due to a defective or bridged damp proof course or because there is no damp proof course.

These causes of damp usually leave a 'tidemark'. New repair and building work can also appear to be damp while it dries out. If you do not think the damp comes from any of these causes, it is probably condensation.



What is condensation?

There is always some moisture in the air, even if you cannot see it. If the air gets colder it cannot hold all of the moisture and tiny drops of water appear. This is condensation. You notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath or shower.

Condensation occurs mainly during cold weather, whether it's raining or dry. It does not leave a 'tidemark'. It appears on cold surfaces and in places where there is little movement of air.

First steps against condensation

Wipe condensation off windows, doors and sills every morning. Wring out the cloth rather than drying it on a radiator.

Try to produce less moisture

- **Cooking:** Cover pans when cooking and do not leave kettle boiling.
- **Washing clothes:** Put washing outdoors to dry if you can or put it in a room with the door closed and the window open or extractor fan on. If you have a tumble drier make sure you vent it to the outside (unless it is a self-condensing type).
- **Portable gas heaters.** These heaters put a lot of moisture into the air. Ventilate rooms these are used in. If you have a problem with condensation, try to find an alternative means of heating.

Ventilate to remove moisture

Some ventilation is needed to get rid of moisture being produced all the time, including that from people's breath. Keep a small window ajar or a trickle ventilator open when someone is in the room.

Ventilate unheated rooms such as bedrooms for short period (of 10 to 15 minutes) each day to remove moist air. On cold or wet days, keeping windows or vents open for long periods, when rooms are not used may only make the room colder and the air damper, which may increase condensation. You need much more ventilation in the kitchen and bathroom when cooking, washing up, bathing and drying clothes. Closing the kitchen and bathroom doors when these rooms are in use will help stop the moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.

Ventilate cupboards and wardrobes. Avoid putting too many things in them, as this stops air circulating and try to leave a space between furniture and the wall so that air can circulate. Where possible, position wardrobes and furniture beside internal walls rather than against outside walls.

Further advice on damp and mould treatment is available from your local housing office

Insulate and draught proof

Loft insulation, cavity wall insulation and draught proofing windows and doors help to keep your home warmer and your fuel bills lower.

Please contact the association (See Contacts Section for details) if your home has less than 100mm (4") thick insulation in the loft or cavity walls that have not been insulated. Draughty windows and doors should be reported to your association. However, we are not always responsible for rectifying the problem.

Heat your home a little more in cold weather, the best way to avoid condensation is to keep low background heating on all day, even when there is no one at home. This is very important in flats and other dwelling where the bedrooms are not above a warm living room.

Dehumidifiers will help reduce condensation in warm rooms or dry out new plaster etc. but are of little use in cold damp rooms.

Treating mould growth

To kill and remove mould, wipe down walls and window frames with a fungicidal wash which carries a Health & Safety Executive 'approval number'. Follow the manufacturer's instructions precisely.

Dry-clean mildewed clothes, and shampoo carpets. Disturbing mould by brushing or vacuum cleaning can increase the risk of respiratory problems.

After treatment, redecorate using a good quality fungicidal paint to help prevent mould.

Note that this paint is ineffective if overlaid with ordinary paints or wallpaper.

Going away

If you leave your home unoccupied for more than a few days, remember to:

- Turn off the water mains stopcock
- Turn off water heating, especially electric immersion heaters
- Turn down central heating controls

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Emergency works

- Serious damage to the building
- Damage to health
- Risk to safety
- Risk or damage to the occupier's property

For example:

- Gas leaks
- Total electrical failure
- Total heating failure (winter)
- Total lack of hot water
- Burst pipes
- Making the property secure by boarding up etc.
- Making the property safe, e.g. after storm damage
- Major drainage faults
- Failure of lighting on communal staircases

Urgent works

Repairs which seriously affect the comfort of the resident or cause potential damage to the property

For example:

- Plumbing and drainage faults
- Roof leaks
- Electrical faults to individual lights and sockets
- Majority of gas repairs
- Partial loss of heating
- Taps which can't be turned off/on

Routine works

Repairs which will not seriously interfere with the comfort and convenience of the resident, i.e. most repairs

For example:

- Repairs to plaster work
- Repairs to doors, windows, etc.
- Repairs to bathroom and kitchen fittings
- New sanitary fittings, i.e. bath, toilet, wash-hand basin



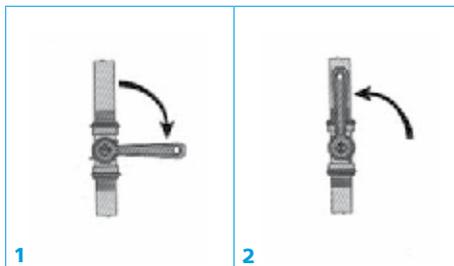
Escape of gas externally outside house

- Phone Freephone
0800 111 999

Escape of gas internally within home

- Locate gas meter to turn
off gas mains supply
- Open windows to
ventilate house
- Do not switch on any
electrical appliance
- Phone Freephone
0800 111 999
and contact your the
association (see Contacts
Section for details).

-
- 1 Main gas off,
 - 2 Main gas on



Note:

If a contractor has been called and your appliance is at fault, you will normally be charged for the call.

Electrics
We need to know...

No power or lights...

- Are there any other properties in the area affected?
- Could one of your appliances be faulty?
- Have you checked the fuse or the trip switch?
- Which circuit is affected: lights or sockets?

Light/light switch – loose or broken...

- Which room is it in?
- What type of light fitting is it?
- Have you tried a new bulb/ fluorescent tube?
- Have you checked the fuse or the trip switch?

Lamp holder – loose or broken...

- Which room is it in?
- Are there sparks or smoke?
- What type is it: pendant, batten or fluorescent light?

Socket – not working...

- Which room is it in?
- Are there any sparks or smoke?
- Have you tried a different appliance in the socket?
- Have you checked the fuse or the trip switch?
- What type of socket is it: single, double or cooker control unit?

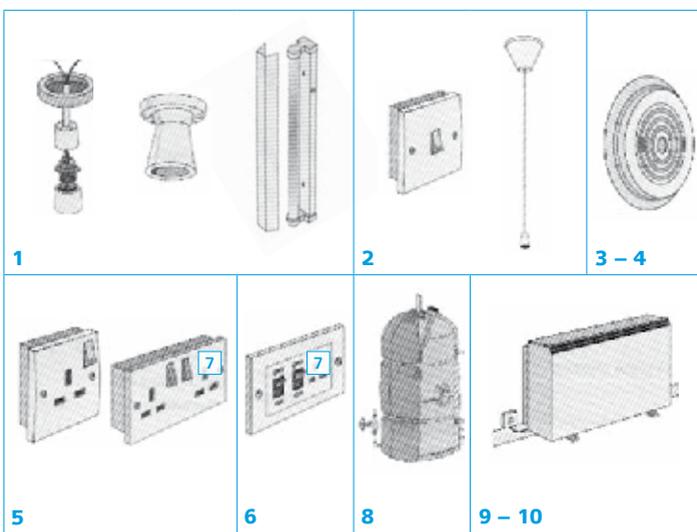
Extractor fan – not working...

- Where is the fan: wall, window or ceiling?
- Have you checked the fuse or the trip switch?

Smoke/Carbon Monoxide detector faulty or beeping...

- Have you checked the battery? Have you cleared the area of dust (i.e. used a vacuum cleaner to suck out the dust)?

1 Light fitting broken, 2 Light switch broken, 3 Smoke detector broken, 4 Carbon monoxide detector broken, 5 Socket outlet broken, 6 Cooker switch broken, 7 No lights or power 8 Immersion faulty, 9 Heater switch faulty, 10 Storage heater broken



Note:

If a contractor has been called and your appliance is at fault, you will normally be charged for the call.

Water services We need to know...

Water pipe burst...

- Where is the burst: inside or outside?
- What type of pipe is it: cold or hot water supply?
- Are electrical fittings getting wet?
- Is it causing any other problems or damage?

Water leaking...

- Where is the water coming from: pipe, hot water cylinder, tank or roof?
- Are electrical fittings getting wet?
- Is it causing any other problems or damage?
- Is it coming from the flat above?

No water supply...

- Are other properties in the area affected as well?
- Are you getting cold water in the kitchen?

Overflow – running or broken...

- How fast is it flowing: dripping, running or full bore?

Waste pipe leaking...

- Which waste is it: bath, basin or shower?
- What is the problem: joint leaking or pipe broken?

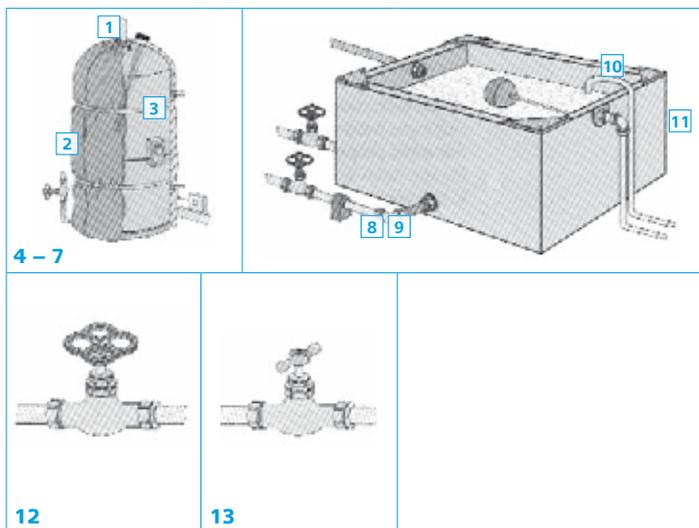
Waste pipe blocked...

- Where is the blockage: bath, basin or shower?
- If you are in a flat, are others affected?

Waste pipe frozen...

- Where is the pipe: inside or outside?
- Has the pipe split or separated at a joint?

1 Leak from cylinder,
2 Jacket missing,
3 Cylinder split,
4 Burst pipe,
5 Discoloured water, **6** Noisy pipes, **7** No water from taps,
8 Leaking pipe / joint, **9** Roof pipe work not insulated,
10 Water storage tank overflow running, **11** Roof tank not insulated,
12 Faulty gate valve, **13** Faulty stop valve



Note:

You may be charged for damage and blockages that you have caused.

Toilets

We need to know...

Overflow running or broken...

- Have you tried to adjust the ball valve?
- Is a pipe broken?
- How fast is it flowing: dripping, running or full bore?

Toilet blocked...

- What has caused the blockage? (Blockages found to be due to tenants will be charged)
- Have you tried to clear it yourself?
- Are other properties affected?
- Do you have a second toilet in your home?
- Is this blocked? (This is a chargeable repair)

Toilet leaking...

- Does the toilet only leak when it is flushed?
- Do you have a second toilet in your home?

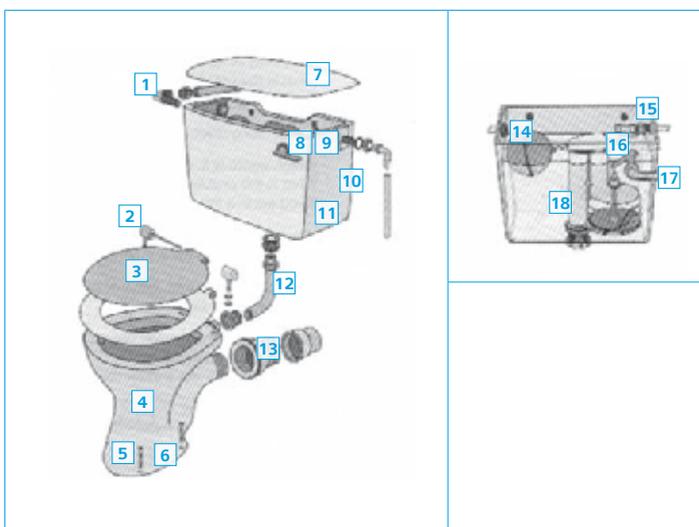
Cistern or pan loose or cracked...

- How did this happen?
- What type of cistern is it: high level, low level, close coupled?
- What is the condition of the wall or floor around it?

Flush handle broken...

- What type is it: lever handle or push down knob?
- Do you have a second toilet in your home?

- 1 Overflowing,
- 2 Seat loose,
- 3 Seat broken,
- 4 Pan cracked / broken,
- 5 Pan loose,
- 6 Pan blocked,
- 7 Cistern lid broken,
- 8 Not flushing,
- 9 Handle broken,
- 10 Loose cistern,
- 11 Cistern cracked / broken,
- 12 Flush pipe leaking,
- 13 Soil pipe leaking,
- 14 Float,
- 15 Ballvalve,
- 16 Linkage arm,
- 17 Flush handle,
- 18 Syphon



Note:

If a contractor has been called and your appliance is at fault, you will normally be charged for the call.

Sink, basin and bath We need to know...

Tap dripping or faulty...

- Which tap: bath, basin or sink?
- Is it cold or hot tap?
- What is the problem: tap dripping, seeping or broken?
- Is it running full bore? (If found to be the washer this will be chargeable at the full cost of the service)

Water supply pipe leaking...

- Which fitting does it supply?

Waste pipe leaking...

- Which waste is it: bath, basin sink or shower?
- What is the problem: joint leaking or pipe broken?
- If you are in a flat, are other flats affected?

Sink loose or damaged...

- What is the problem: unit coming away from wall, top loose on base unit, or base unit falling apart?
- How did this happen? (This may possibly be chargeable)

Bath damaged...

- Is it chipped, cracked, loose or broken (This may possibly be chargeable)
- How did this happen?
- Is it plastic or metal?

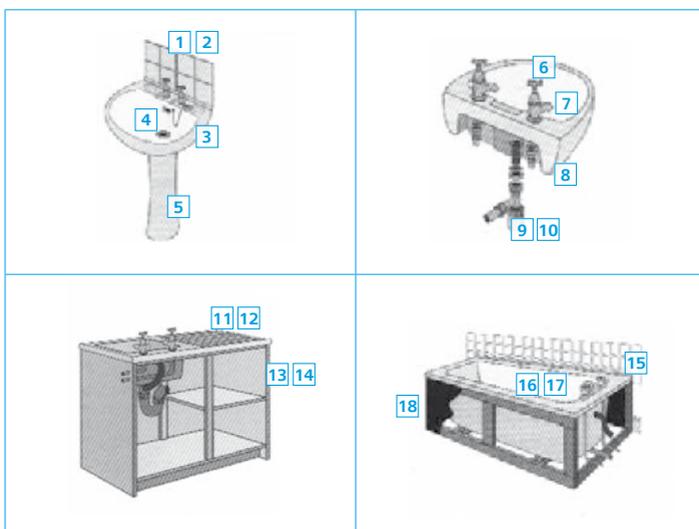
Shower not working...

- Did you install the shower yourself?
- Is it electrically operated?
- Is a part broken: the shower head, hose, tray or cubicle?

Wash hand basin damaged...

- How did it happen?
- Is it on brackets or a pedestal?

- 1 Tiles loose, 2 Tiles missing, 3 Basin loose, 4 Outlet corroded, 5 Pedestal broken, 6 Tap won't turn, 7 Tap loose, 8 Basin broken, 9 Waste leaking, 10 Waste blocked, 11 Sink top damaged, 12 Sink top loose, 13 Unit broken, 14 Unit loose, 15 Seal leaking, 16 Bath damaged, 17 Bath loose, 18 Panel broken



Locks

We need to know...

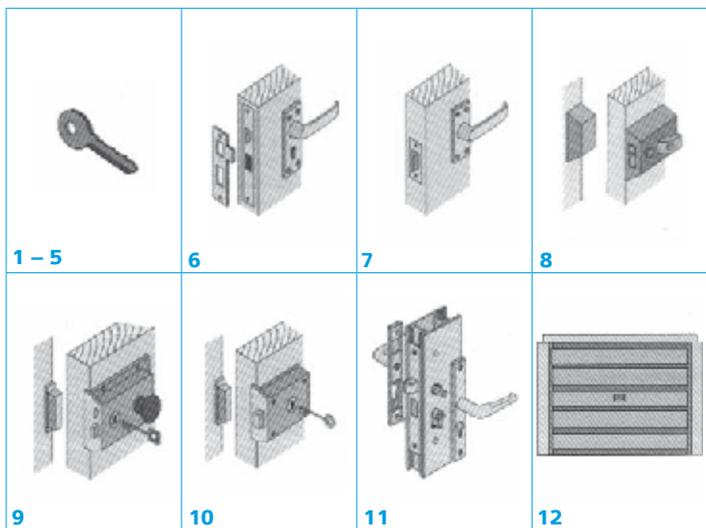
Key lost or left inside or outside...

- Do any of your relatives or friends have a spare key for your home?
- Are you a vulnerable tenant?
- Which door is it?
- What type of lock is it?

Lock or latch not working...

- Which door is it?
- What type of lock is it?
- How many locks are there on the door?
- What is the problem? (e.g. stiff, broken or not fitting?)
- Can you secure the door?
- Do you have another door you can use?

1 Gain access (lost keys etc.),
2 Broken key in lock, **3** Broken lock, **4** Loose handles or lock, **5** Broken handles,
6 Mortice lock, **7** Mortice latch, **8** Night latch, **9** Rim lock (with latch),
10 Rim deadlock (no latch), **11** Multipoint lock (uPVC doors), **12** Garage door lock



Note:

Drainage holes must be kept clear. Hot water should be flushed through, from time to time.

Doors**We need to know...****Door or frame damaged...**

- How did this happen?
(Possible charge)

Door not working properly...

- Which door is it?
- Was the door installed recently?
- What type of door is it: timber, metal or PVCu?
- Are the hinges broken or loose?
- Can you secure the door?
- Do you have another door you can use?
- Is it a communal door?
- How did this happen?

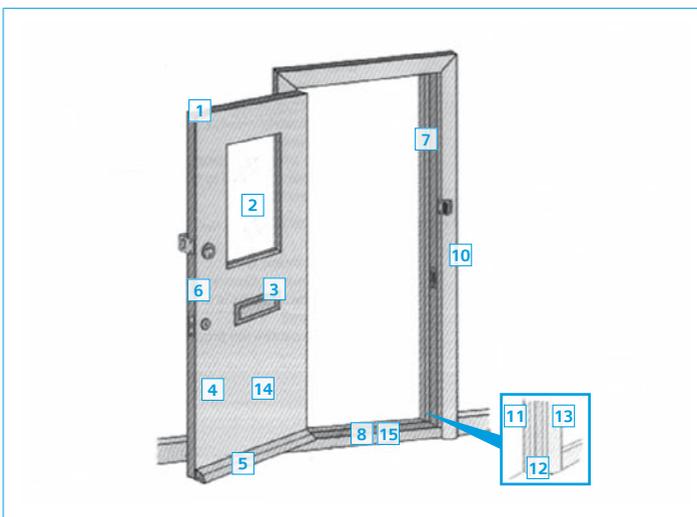
Door leaking...

- Which door is it?
- What type of door is it: timber, metal or PVCu?
- Where is it leaking?
- If a PVCu door: are drain holes working?

Door closer not working...

- Which door is it?
- Is it a communal door?
- What is the problem: loose, stiff or broken?
- What type of door is it: timber, metal or PVCu?

- 1 Door sticking,
- 2 Glass broken,
- 3 Letterplate broken,
- 4 Door damaged,
- 5 Weatherboard damaged,
- 6 Unable to open / close door,
- 7 Faulty rubber seals,
- 8 Faulty draught strip,
- 9 Water penetrating,
- 10 Door frame loose,
- 11 Door stop damaged,
- 12 Door frame damaged,
- 13 Architrave damaged,
- 14 Door / frame rotten,
- 15 Threshold loose



Note:

You may be charged for the cost of replacement glass and boarding up.

Windows / Glass We need to know...

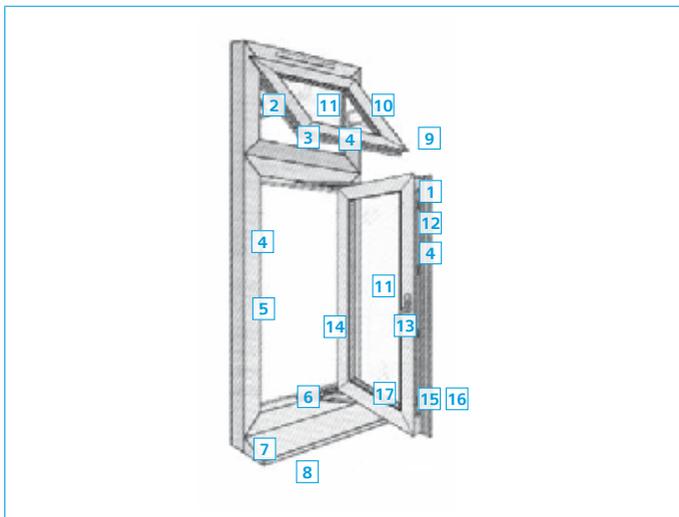
Glass loose cracked or broken...

- What glass is broken: Which door or window?
- How did this happen?
- What type of frame is it: timber, metal or PVCu?
- What type of glass is it: clear, obscure or wired?
- Is it single or double glazed?
- Approximately what size is the glass?
- Are you a vulnerable tenant?
- Can you secure the property?
- Has it been reported to the Police? If so, what is the Crime Reference Number?

Window faults...

- Which window is it?
- Have windows been installed within the last year?
- What type of frame is it: wooden, metal PVCu or aluminium?

- 1 Window sticking,
- 2 Broken friction hinge,
- 3 Broken fanlight sash,
- 4 Damaged rubber seals,
- 5 Damaged nylon keep,
- 6 Stay broken,
- 7 Damaged sill,
- 8 Water penetrating,
- 9 Unable to open / close,
- 10 Broken vent,
- 11 Broken glass,
- 12 Broken casement sash,
- 13 Faulty handle,
- 14 Faulty hinge,
- 15 Sash rotten,
- 16 Window frame rotten,
- 17 Defective putty



Internal finishes We need to know...

Wall plaster loose or crumbling...

- How did this happen?
- Which room is the problem in?
- Approximately what size of area is affected?

Dampness, mould or condensation...

- Which room is the problem in?
- What is the extent of the problem?

Cracks in ceiling or wall, plaster loose...

- Which room is the problem in?
- What area is affected?
- Are they hairline cracks, small or large cracks?

Floorboards or skirting loose or rotten...

- Which room is it in?
- What is the problem?
- Approximately what size of area is affected?

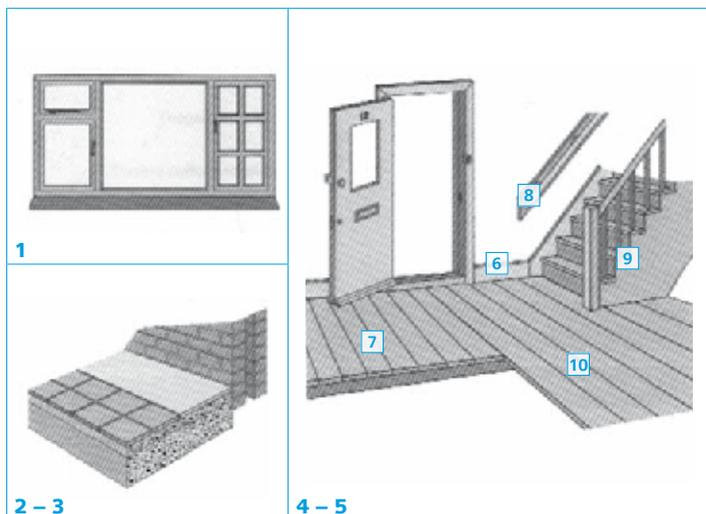
Stair tread or rise...

- How many treads or risers are affected?
- Is the problem on the bend of the stairs?

Stair handrail broken...

- Is it a handrail or banister?
- Does it have a back board?
- Which parts are affected: handrail, brackets or back plate?
- Do you have another handrail that you could use?
- Is it a communal area?

- 1** Sill loose,
2 Single floor tile broken, **3** Area of floor tiles broken,
4 Ceiling plaster damaged, **5** Wall plaster damaged,
6 Skirting loose / rotten,
7 Floorboards loose / rotten,
8 Handrail loose,
9 Tread or riser loose / broken,
10 Springy floor / breaking up



Kitchen units

We need to know...

Kitchen unit drawer sticking or broken...

- What is the problem: is it sticking, runners broken or drawer coming apart?

Kitchen work top or unit damaged...

- What is the problem: loose or damaged?

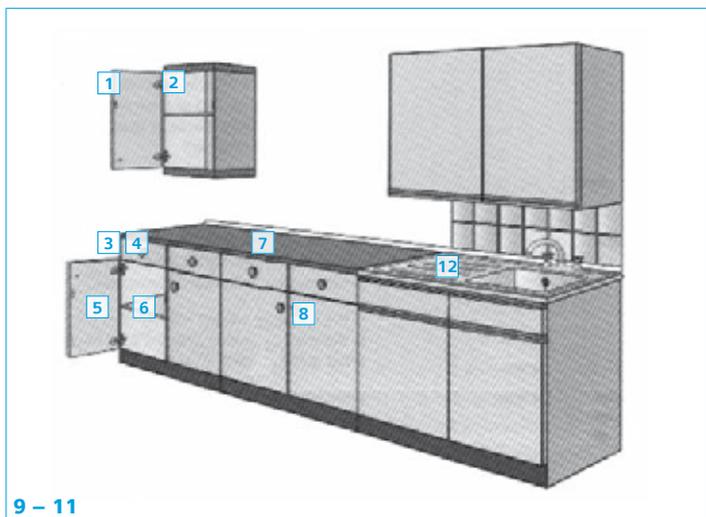
Kitchen unit door: sticking, loose or damaged...

- What type of unit is it?
- What type of door is it: white or another colour?

Kitchen unit door hinge, catch or handle broken...

- Which part is broken: hinge, catch or handle?
- What type of unit is it?

1 Door won't function, **2** Hinge broken, **3** Drawer front loose, **4** Drawer off runners, **5** Door damaged, **6** Shelf broken, **7** Worktop loose / damaged, **8** Handles missing, **9** Wall unit loose / broken, **10** Wall tiles loose / broken, **11** Door grip loose / broken, **12** Sink top loose / damaged



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Roofs and chimneys We need to know...

Roof leaking...

- Where is the water coming in?
- What type of roof is it?
Flat or pitched?
- Are any electrical fittings getting wet?

Roof tiles or slates...

- How many floors high is the building?
- Are the tiles: ridge, hip or main slope?
- What type are they: slates or tiles, ridge or hop tiles?
- How many are missing?

Roofs to garage, shed or store...

- Where is the garage, shed or store located?
- What type of roof is it: corrugated, felt, slates or tiles?

Ridging loose or damaged...

- Where on the roof is it?
- How many floors high is the building?
- What length is affected approximately?

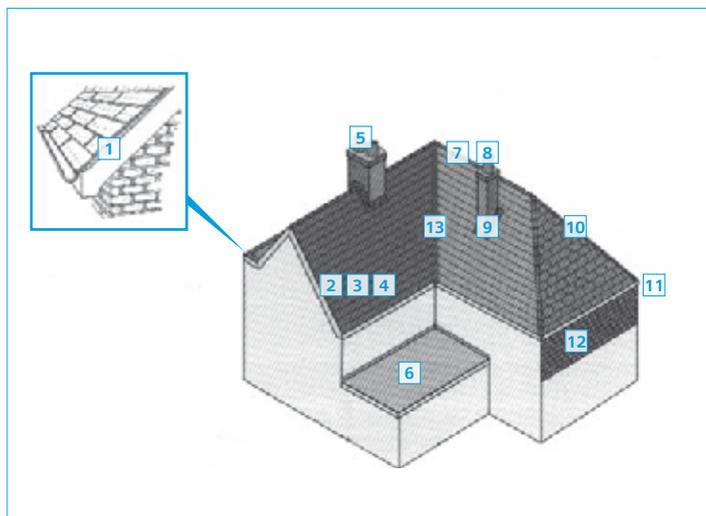
Chimney...

- Is the chimney shared with another property?
- Is there a TV aerial on the chimney head?
- What is the problem: pot broken or chimney crumbling?

Smokes or fumes coming from fire or flue...

- What kind of heating system is it?
- For example: Open fire, Parkray, Charnwood

- 1** Verge filler damaged, **2** Leak on pitched roof, **3** Slate dislodged, **4** Tile dislodged, **5** Chimney stack cracked, **6** Flat roof leaking, **7** Ridge tile dislodged, **8** Chimney pot broken, **9** Leak from chimney, **10** Hip tile dislodged, **11** Vertical slate dislodged, **12** Vertical tile dislodged, **13** Valley leaking



Note:

You may be charged for blockages that you have caused.

Gutters**We need to know...****Broken, blocked or overflowing hopper; gutter or down pipe...**

- Is your house up to 2 storeys or over 2 storeys?
- Which hopper/gutter or down pipe is broken, blocked etc.
- What type is it: metal, plastic or concrete?

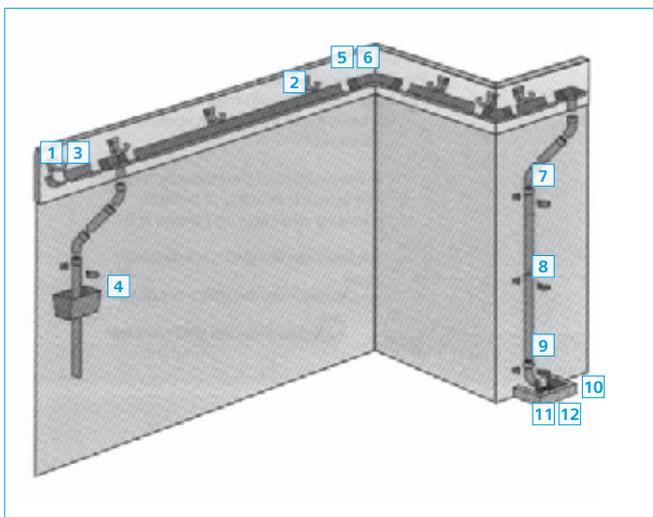
Missing gully grids...

- Do you know how the grid went missing?
- Which gully grid is missing?
- What type is it: round or square?

Blocked gully...

- Which gully is blocked?
- Are any other gullies or drains blocked?
- Is the gully overflowing?

- 1 Gutter overflowing.
- 2 Gutter clip broken,
- 3 Gutter stop end broken missing,
- 4 Hopper overflowing / damaged,
- 5 Gutter broken / missing.
- 6 Gutter joint leaking.
- 7 Downpipe loose / blocked / broken
- 8 Downpipe bracket broken / missing.
- 9 Downpipe joint open,
- 10 Gully kerb damaged,
- 11 Gully blocked,
- 12 Gully grid missing



Note:

You may be charged for blockages that you have caused.

Drainage We need to know...

Blocked or overflowing drain of gully - outside...

- What is blocked/overflowing?
- Is it a rainwater or a sewage drain?
- Is anything else blocked?

Toilet or waste pipe blocked...

- What has caused the blockage?
- Have you tried to clear it yourself?
- Are other properties affected?
- Do you have a second toilet in your home?
- Is this blocked?

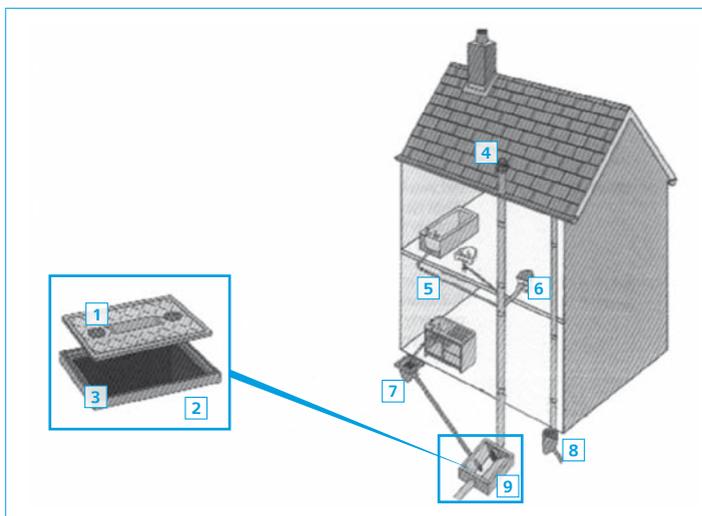
Inspection cover loose, broken or missing...

- What is the location of the inspection cover?
- Is the cover loose, missing or broken?
- Approximately what size and shape is it?

Missing gully grids...

- Do you know how the grid went missing?
- Which gully grid is missing?
- What type is it: round or square?

- 1** Inspection cover loose / broken / missing,
2 Concrete surround broken / uneven,
3 Inspection cover or gully overflowing,
4 Vent pipe balloon missing,
5 Waste pipe blocked, **6** Toilet blocked,
7 Gully pipe blocked, **8** Gully grid missing,
9 Drain blocked



Gates, fences and paths We need to know...

Fence, fence post or gate post loose, damaged or rotten...

- How did the damage happen?
- Where is it located: front, back, side etc.?
- What is the problem?
- Is it shared with another Private or Association owned property?
- Did you fit the fence or gate?
- Do you have children living at the property who are under 5?
- Is there any immediate danger to anyone?

Gate loose, sticking, damaged or rotten...

- Tenant's responsibility - you will be recharged for the full cost of this service.
- Did you fit this yourself?
- What type of gate is it: wooden or metal?

- What's the approx. height?
- Do you have children living at the property who are under 5?

Path or paving slabs uneven or cracked...

- Where is the path?
- Is it shared with another Private or Association owner property?
- What type is it: slabs, concrete, tarmac or chippings?
- How many slabs are affected?

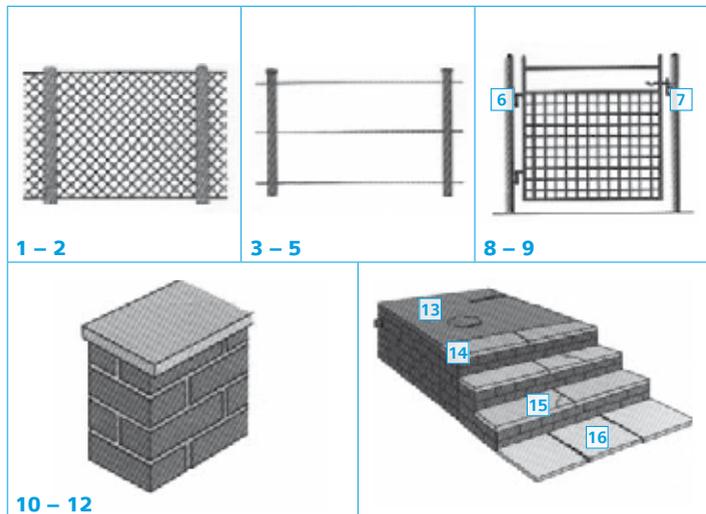
Steps uneven or cracked...

- Where are the steps?
- How many steps are affected?
- What type are they: slabs, concrete, brick or stone?

Garden wall loose or crumbling...

- Where is the wall?
- Is it shared with another Private or Association owned property?

1 Chainlink fencing broken, 2 Broken fence post, 3 Line wire fencing broken, 4 Broken timber fence post, 5 Fence unstable, 6 Gate hinge broken, 7 Gate latch broken, 8 Gate post loose, 9 Gate missing / rotten, 10 Coping loose, 11 Brickwork loose, 12 Wall unstable, 13 Path damaged, 14 Steps damaged, 15 Slabs broken / uneven



sectionfifteen

When will my repair be completed?

At the back of this handbook other repairs are listed, from boilers to work tops. For each repair, there is a time in which we promise to complete the work and whether the repair is our or your responsibility. If your repair is not listed, please tell us and we will tell you if it is our responsibility and how long it will take us to complete.

We always give our repair contractors clear instructions to complete your repair within the time promised in this leaflet. Very occasionally, in poor weather or when specialised parts are needed, the repair might take longer than the time shown. When this happens we will call you to explain this and give you a new completion date.

We will send you confirmation when we order repairs to your home. This will tell you:

- the repair we have ordered for you;
- who is doing the work;
- the date when the work will be completed; and
- whether the repair is a “Right to Repair”

If “Right to Repair” work is not completed by the date on the order we will re-order the repair with a different contractor. If it is again not completed by the date on the order we will pay you compensation.



Appointments and inspections

We will:

- make and keep appointments with you for repairs and inspections;
- if we have to amend this appointment we will inform you in advance;
- offer another appointment if you are out; and normally cancel the repair order if you miss the second appointment.

We will visit your home to inspect some repairs where:

- we cannot identify the repair from your request;
- the repair might be your responsibility or where we think you have caused the need for the repair;
- a previous repair has not solved the problem in your home;
- the repair affects the structure of your home; and you would like an upgrade.

We also like to check the quality of the repair after it is finished and will inspect some repairs during and after completion. But we know you are the best judge of quality and for every repair you request we would like you to return the customer satisfaction survey to the association's freepost address (see Contacts Section). If you return the card we promise we will:

- follow up any negative comments and try to find why you were not happy and what we can do to put things right; and
- report the results of the survey to all tenants annually.

Quality standards and decorations

All the repair contractors we employ have agreed standards of quality that include:

- completing the repair in one visit if possible and if the repair is not finished agreeing with you when they will return;
- cleaning up after doing the work;
- removing all small rubbish when they leave your home and removing all large rubbish within three days;
- paying reasonable compensation if items in your home are damaged or need repairs or cleaning;
- employing clean and presentable staff;
- treating your home and family with respect by not smoking, using your water, electricity or telephones without asking; and
- if using dangerous equipment think of you and your children first.

Sometimes when we carry out repairs, the decorations can get damaged. If this happens we will:

- encourage you or a member of your household to make-good the decoration. To do this, we will agree a sum of money for you to undertake the decorations.
- offer to make-good the damaged decorations if you or your household are not able to do it.

Choice

For some repairs you can choose a different fixture. You can choose:

- different styles of external doors;
- the type of patterned glass in windows and doors; and
- colours of paint or tiles.

Other choices are sometimes available and it is always worth asking.

Upgrades

When repairs are needed in your home you can take the opportunity to pay some money yourself and have a higher quality fixture than the one we might fit. For example, if your shower needs replacing as it is broken you could pay some money and have a power shower. Upgrades are only available where:

- you do not owe the association any money and the repair is needed; and
- you pay the cost of the upgrade in advance and it does not require specialist equipment or skills to install.

If you are thinking of upgrading, please tell us when you ask for the repair. We will visit you and discuss the repair, the type of upgrade proposed and give you an estimate of the cost.

Support for all tenants

Some households need extra support. The time we have promised to complete jobs can be quicker if your circumstances need it. For example, if you are disabled our promise to repair your path in 20 days may be too slow.

Please tell us if there is reason why you think your repair should be completed faster than our promise. We are always ready to listen. We want to treat all customers fairly and we will monitor the satisfaction survey to make sure that all our customers are treated equally.

You have sight difficulties we can agree a caller code with you when the repair is requested. The person calling at your home to do the work should only be allowed in if they know this agreed code word.

If you need an adaptation to make living in your home easier, please contact us. If you have an adaptation in your home that is no longer required we will take it away if it is not permanent or we will continue to maintain it.

1 Outside				
Repairs	Shian	Tenant	Priority/ or time to completion	Comment
Walls	•			Unless you have fitted your own
Dangerous walls, make safe	•		24hrs	
External brickwork including re-pointing	•		20wds	
External rendering	•		20wds	Major repairs on future planned maintenance
Internal plastering	•		20wds	
Window frames & sills	•		20wds	Unless you have fitted your own
External doors				
Door entry phone not working	•		5wds	5 wds where installed by your association
Door release solenoid not working	•		5wds	5 wds where installed by your association
Moving/additional door entry phone		•		
Make safe or secure external door	•		24hrs	Tenants are responsible for lost keys
Gain access – keys lost etc.		•	24hrs	Chargeable except for vulnerable tenants
Glazing to external door		•		
Glass (where previously boarded up)	•	•	5wds	Where the tenant has agreed to pay when they are responsible
Repair or replace useable locks to external doors	•		24hrs	Useable but sticking lock – 20 wds
Replace faulty seals to external doors	•		20wds	
Door numbers, door knockers & bells		•		
Letterboxes & letter plates to doors		•		
TV aerial		•	5wds	Except communal aerials - unless you have fitted your own
Pathways/external steps				
Repairs to paths	•		20wds	Make safe in 24hrs if trip hazard
Repairs to driveways, hard standings & patio areas	•		20wds	Make safe in 24hrs if trip hazard
Steps	•		20wds	Make safe in 24hrs if trip hazard
Replacement of paths	•			Future planned maintenance contract only
Providing driveways, hard standing & patio areas	•	•		Association on refurbishment contract only
Providing washing line paths	•	•		Association on refurbishment contract only

Repairs	Shian	Tenant	Priority/ or time to completion	Comment
External decorating	•			
Rendering & brickwork repairs	•			
Main drains				
Blocked foul drains (sewers)	•		24hrs	Association owned drains only
Blocked rainwater drains	•		5 or 20wds	Association owned drains only
Damp proof course	•			
Washing lines & pulley ropes		•		Except in communal areas – blocks
Communal clothes line	•		20wds	
Draft excluders to doors & windows		•		
Fencing & gates between gardens	•			Unless damaged or neglected by the tenant
Gutters & outside pipes				
Clear blocked gutter	•		5 or 20wds	
Replace broken gutter	•		5wds	
Remake leaking gutter joints	•		20wds	
Replace fascia board	•		20wds	Unless on an imminent planned maintenance contract
Gates	•		20wds	

2 Inside

Glass in windows		•		Unless resulting from criminal damage
Ceiling	•		20wds	
Floors				
Rotten floorboards	•		5wds	
Repairs to floorboards	•		5wds	Chargeable where damaged by the tenant or by the tenant's contractor
Refix loose/squeaking floorboards	•		20wds	Chargeable where damaged by the tenant or by the tenant's contractor
Floor tiles	•		20wds	Only if fitted by the association
Quarry tiles	•		20wds	Only if fitted by the association
Re-screed concrete floor	•		20wds	
Repair/replace skirting boards	•		20wds	
Skirting boards	•		20wds	
Internal doors & frames				
Ease & adjust doors		•		
Repairs to internal doors, locks & handles		•		

Repairs	Shian	Tenant	Priority/ or time to completion	Comment
Decorating				
Internal decorations		•		
Internal decorations disrupted by repairs	•		20wds	A decoration voucher will normally be offered except to vulnerable tenants
Curtain rails & battens		•		
Walls	•		20wds	
Ceramic wall tiles		•		
Condensation				
Mould Growth – less than 25% of room		•		Unless defect is causing the condensation, the association will advise on prevention
Mould Growth – more than 25% of room	•		20wds	This may be chargeable if due to the tenant
Extractor fans	•		5 or 20wds	If there is no window

3 Kitchen

Cooker		•		Except at hostels
Sinks	•		20wds	Chargeable if due to tenant damage
Cupboards	•			Not cupboard catches, handles, hinges and vents
Washing machine connections		•		
Disconnection & reconnection of appliances		•		
Kitchen units provided by the association (only carcass)	•		20wds	Hinges & handles chargeable if due to tenant damage
Kitchen worktops provided by the association	•		20wds	Where due to fair wear & tear – otherwise chargeable if damaged

4 Bathroom

Baths	•		5wds	Charges apply where misuse occurs
Wash basin	•		5wds	Charges apply where misuse occurs
Toilet & Cistern	•		5wds	
Toilet seat		•		
Wooden airing cupboard slats/shelving		•		
Bath panels		•		
Electric Shower		•		Unless provided by the association

5 Heating				
Repairs	Shian	Tenant	Priority/ or time to completion	Comment
Flues	•		24hrs	Blockages will be cleared within 24hrs
Boilers				
Drain down back boiler or make safe	•		24hrs	24hrs if only means of heating hot water
Repair back boiler	•		5wds	
Water heater	•		5wds	
Central heating				Annual service provided
Total or partial heating failure 31 Oct – 1 May	•		24hrs	Treated as an emergency
Total or partial heating failure 2 May – 30 Oct	•		5wds	Treated as an emergency
Gas				
Gas meter		•		
Gas fires	•		5wds	Annual service provided if fitted by Association
Gas escapes	•	•	1-3 hrs	Report to National Grid
Failure of gas fires fitted/or approved by the association	•		5wds	24hrs if the only heat source in the room
Gas cookers, connection pipes & other tenant appliances		•		
Storage heaters	•		5wds	If supplied by the association
Bleeding/venting radiators		•		
Immersion Heater				
Repair/replace (if only form of water heating)	•		5wds	
Repair/replace (if alternative water heating available)	•		20wds	

6 Electrical				
Additional electric sockets		•		Except where part of a programme
Unsafe power or lighting socket or electrical fittings	•		24hrs	Charges apply where misuse occur
Lamp-holder skirts		•		
Providing & renewing light bulbs		•		
Batteries in smoke alarms		•		
Electricity meter		•		
TV aerial systems	•		20wds	Communal
Resetting electrical trip switches		•		
Consumer unit	•		24hrs	
Electrical wiring	•		24hrs	

Repairs	Shian	Tenant	Priority/ or time to completion	Comment
No electricity at all	•	•	24hrs	Except during power cuts/ failures
No lights at all	•		24hrs	Chargeable if found to be tenant's misuse
Lights & / or power to only part of property	•		5wds	
Check electrics after water penetration	•		24hrs	Chargeable if found to be tenant's misuse
Dangerous or exposed wires	•		24hrs	
Repair or renew fuse box	•		5wds	Unless no power - 24hrs
Fuses to plugs or appliances		•		
Communal hallway lighting & landing lights	•		5wds	Complete lighting failure - 24hrs
All lamps/bulbs/tubes		•		Except communal areas
Smoke detectors	•		24hrs	If due to battery failure we may charge the tenant the cost of the visit
Smoke detector batteries		•		
Rewiring fuses or resetting trips		•		
Any other internal electrical work	•		20wds	

7 Pipes/tanks/cylinders				
Burst pipe - internal	•		24hrs	
Burst pipe - external	•		24hrs	
Blocked or leaking soil pipe	•		24hrs	May be rechargable
Replace section of soil vent pipe	•		20wds	Providing it is not leaking
Water hammer / pipe vibration	•		20wds	
Re-fix rainwater pipes	•		20wds	
Air lock	•		5wds	No water from air lock - 24 hrs
Burst tank	•		24hrs	Given immediate attention
No water at all	•		24hrs	
Leaking water or heating pipe, tank or cistern	•		24hrs	
Faulty stop cock / valve	•		5wds	
Insulation to hot water cylinder	•		20wds	Except on future planned maintenance contract
Insulation to pipes		•		
Drainage inspection cover	•		20wds	Unless dangerous then made safe within 24hrs

8 Plumbing				
Repairs	Shian	Tenant	Priority/ or time to completion	Comment
Radiator valves		•	20wds	Charges apply where misuse occurs
Blocked WC pan		•		Chargeable if due to tenant abuse (e.g. disposal of nappies)
Re-fix/replace WC pan	•		20wds	Unless unusable, then 24hrs
Replace loose or broken WC seat		•		
Toilet not flushing (where no other in the swelling)	•		24hrs	Otherwise 5wds
Blocked sink, bath or wash hand basin		•		
Unusable sink/bath/wash		•		
Re-fix loose wash or hand basin brackets	•	•	5wds	Chargeable if due to tenant damage
Re-fix loose bathroom tiles	•		20wds	
Re-fix bath panel & framework	•		20wds	
Plugs & chains to basin, sinks & bath		•		
Taps will not turn off (e.g. running full bore)	•		24hrs	
Taps will not fully turn off (e.g. dripping)	•		20wds	5 wds if water meter fitted
Taps - Washers		•		
Replacement tap to bath/sink etc.	•		20wds	Unless unusable, then 5wds
Other repairs to taps	•		5wds	
Replace faulty shower over the bath	•		5wds	If installed by your housing association
Replace faulty shower unit (where no bath available)	•		5wds	If installed by your housing association
Leaking wastes	•		5wds	Charges apply where misuse occurs
Blocked wastes	•	•		Charges apply where misuse occurs

9 Roofs				
Slipped tiles - dangerous	•		24hrs	
Make safe after storm damage	•		24hrs	As far as possible due to safety
Major roof repairs	•			Future planned maintenance contract
Rain penetration	•		5wds	We will make safe within 24hrs if possible
Re-fix or replace loose or cracked tiles of slate	•		5wds	24hrs if dangerous
Repairs to lead flashings	•		20wds	
Re-bed & re-point joints to roof ridge tiles	•		20wds	

10 Stairs & lifts				
Repairs	Shian	Tenant	Priority/ or time to completion	Comment
Damaged Stairs or lifts not working	•		24hrs	
Repair banister or hand rail	•		20wds	
Refix loose banister or hand rail	•		5wds	Unless considered dangerous then 24hrs
Rotten stair tread or damaged stair nosing	•		5wds	Unless considered dangerous then 24hrs
Re-fix loose stair tread	•		20wds	Unless considered dangerous then 24hrs
Missing balustrade	•		5wds	
Other repairs to staircases	•		20wds	

11 Windows glazing				
Broken glass		•	24hrs	Glass replaced for vulnerable tenants & where a police crime number issued. Alternatively, your association will board up & secure the property
Glass (where previously boarded up)	•	•	20wds	Where the tenant has agreed to pay when they are responsible
Glass in communal areas	•		5wds	24hrs if necessary to secure the property. Alternatively, Shian will board up & secure the property
Secure loose window frame	•		24hrs	
Re-putty window glazing	•		20wds	

12 Windows repairs				
Repairs where a window cannot be opened or fully closed	•		5wds	
Repairs where a window cannot be secured	•		24hrs	
Ease and/or adjust sticking window	•		20wds	
Repair or replace window catches	•		20wds	Providing window can be secured – if not then 24hrs
Fix new window sill boards	•		20wds	
Rain penetration	•		20wds	
Replace faulty seals to windows	•		20wds	

13 Block of flats				
Repairs	Shian	Tenant	Priority/ or time to completion	Comment
Re-washer taps		•	20wds	
Water tanks in roof	•		20wds	
Blocked WC		•		

14 Garages				
Defective roof coverings	•		20wds	
Light in communal garages	•		20wds	
Repairs to communal garage doors	•		20wds	24hrs if unable to get car out

15 Other				
Damage to the Association property		•		
Window locks & stays	•		20wds	
Lost keys & gaining entry		•		
Clearance of rubbish		•		Except where left by the association
Additional home security		•		
Door bell		•		
Fittings or improvement made by yourself		•		
Fireplaces				
Fire grates & other parts	•		5 or 20wds	Depends of the type or part required
Replace damaged or missing tiles to surround or hearth		•		Rechargeable if repaired by the Association – no exceptions
Outhouse/Sheds				Except below items
Lights in outhouses		•	20wds	Masonry structures
Other repairs to outhouses		•	20wds	
Locks		•	5wds	
Lost keys		•		
Glazing		•		
Fences for communal gardens	•		5wds	
Garden fences with sole access		•		
TV aerials for block of flats	•		5wds	
TV aerials for houses/individual properties		•		

contacts

Shian Housing Association Ltd
76 Mare Street

Hackney

London E8 3SG

Opening Hours:

9:30am-4:30pm Weekdays

T: 020 8985 7120

F: 020 8985 7031

E: info@shian.org.uk

www.shian.org.uk

Skype: Shianha

Repairs & maintenance:

T: 020 8525 7641

E: repairs@shian.org.uk

Gas central heating and

hot water contractors:

24 hr service 7 days per week

MCP Property Services LTD

T: 0333 320 7380

Out of Hours Service

Pinnacle T: 020 3701 3533

Other useful numbers

Below is a list of useful contact details for various organisations:

Gas Leaks

National Grid

T: 0800 111 999

www.mytenancy.co.uk

Local Authorities

Hackney main contacts

London Borough of Hackney

Town Hall

Mare Street

London E8 1EA

Corporate Contact Centre email:

E: info@hackney.gov.uk

www.hackney.gov.uk

For main contact

telephone numbers call:

T: 020 8356 5000

F: 020 8356 3104

For general enquiries call the

Corporate Contact Centre

T: 020 8356 3000

F: 020 8356 2080

Out of hours emergencies:

T: 020 8356 2300

www.hackney.gov.uk

Bulk Refuse Collection and

Waste Helpline:

T: 020 8356 6688

Pest Control:

T: 020 8356 6688



Environmental Health
Dorleston Court,
81 Downham Road N1 5TR
T: 020 8356 4911
F: 020 8356 4916

Haringey main contacts

London Borough of Haringey
Civic Centre
High Road
Wood Green
London N22 8LE

Corporate Contact Centre:
E: customer.services@
haringey.gov.uk
www.haringey.gov.uk

For general enquiries/out of
hours emergencies
T: 020 8489 0000

Waste
Haringey Enterprise
Call Centre:
T: 020 8885 7700;
E: haringey.enterprise@
enterprise.plc.uk

Pest control
Enforcement Response
Urban Environment
Units 271-272 Lee
Valley Technopark
Ashley Road
Tottenham
London N17 9LN
T: 020 8489 5133

Environmental Health
Enforcement Service
Units 271-272 Lee
Valley Technopark
Ashley Road
Tottenham
London N17 9LN
T: 020 8489 1000
E: enforcement@
haringey.gov.uk

Islington main contacts

London Borough of Islington,
222 Upper Street,
London
N1 1XR

Corporate Contact Centre
E: contact@islington.gov.uk
www.islington.gov.uk

For main contact telephone
numbers call:
T: 020 7527 2000;
F: 020 7527 5001

Waste Control Service
Contact Islington,
222 Upper Street,
London N1 1XR

T: 020 7527 2000
F: 020 7527 5001

Pest Control Service
Public Protection Division,
222 Upper Street
London N1 1XR

T: 020 7527 3190
F: 020 7527 3210
E: pest.control@islington.gov.uk

