



Shian  
Housing  
Association  
Ltd

# Repairs Guidance

and responsibilities



## Repairs guidance

# Contact details



Shian  
Housing  
Association  
Ltd

### Contact details for Shian Housing Association

**Phone** 020 8985 7120

**Email** [info@shian.org.uk](mailto:info@shian.org.uk)

**SMS texting** 07535 269 269

**Opening hours** Weekdays 9am to 4.30pm  
(except Wednesdays: 12 noon to 4.30pm)

**Website** [www.shian.org.uk](http://www.shian.org.uk)



**Skype** Shianha

**Facebook** [shian@shian.org.uk](mailto:shian@shian.org.uk)

**Twitter** @shian\_housing

#### Write to us

Shian Housing Association  
76 Mare Street  
Hackney E8 3SG

### Report repairs

#### Hot water and heating repairs

If you live in Dorothy Smith Lane, Joshua Court or Reedham Close, order hot water/heating repairs as you do all other repairs.

If you live elsewhere, contact K&T Heating Services on 020 8269 4500 and select option 1.

#### Other repairs during office hours

The best way to order your repair is online using the MyTenancy portal at [shian.mytenancy.co.uk](http://shian.mytenancy.co.uk)

However, you can also email us (non-emergencies only) at: [repairs@shian.org.uk](mailto:repairs@shian.org.uk)

#### Out-of-hours emergencies

Phone (24 hours) 020 8985 7120

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# What you can expect from us



### Introduction

When you become our tenant, you enter into a contract with us – this is your tenancy. As part of the contract, we will carry out some of the repairs to your home.

By law (section 11, Landlord and Tenant Act 1985), we have to keep the structure and outside of your home in good repair. We also have to maintain the installations in your home that supply water, electricity, gas and drainage.

If your home needs repair work, you must report it immediately. We will carry out any repairs that are our responsibility as your landlord. However, you will need to carry out repairs that are your responsibility. The checklist from page 42 provides more details about who is responsible for each type of repair.

For repairs purposes, we will refer to you as a tenant if you have signed one of these forms of agreement with us:

- Assured non-shorthold
- Assured shorthold
- Assured shorthold fixed-term
- Assured shorthold intermediate rent
- Licence

If you are a leaseholder, you should refer to your lease. This lease will set out who – you or us – is responsible for repairs. Where we are responsible, unless your lease says otherwise, you can use this handbook to see our repairs response times.

### Our service standard

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

- will not smoke in your home
- will be suitably dressed
- will be tactful and polite
- will respect your privacy and personal belongings
- will use dust sheets and minimise disturbance to you
- will agree with you first before using your electricity or other services to complete the work
- will try to avoid leaving an unfinished job
- if the job has to be left unfinished, tell you when someone will return to complete it
- will not leave equipment or materials in a dangerous or inconvenient position at your home
- will arrange to remove any rubbish at the end of the day.





# Reporting your repair



### Reporting repairs 24/7

The best way to order your non-gas repair is by using the MyTenancy portal at [shian.mytenancy.co.uk](https://shian.mytenancy.co.uk)

You can also send email at any time, or write to our offices. We will process your repair order during office hours.

### Reporting repairs during office hours

When our offices are open, you can report your non-gas repair by phoning us.

Our office is open from 9am to 4.30pm each weekday – except for Wednesdays, when we are open from 12 noon to 4.30pm. We close for Bank holidays.

Our staff will take the details of your repair and can offer repairs advice. They will give you a repair order number. Keep hold of this for future reference. If you need an appointment, or we need further information, our staff will call you back by the next working day.

### Reporting emergency repairs

If you have a genuine non-gas repairs emergency outside of our normal office hours, call our emergency repairs number, 020 8985 7120. Our contractor will make the situation safe, but may have to return during normal hours to complete the repair.

Please do not call the out-of-hours emergency service for repairs that are not genuine emergencies. See page 6 for a list of emergency repairs.

### Gas repairs

If you smell gas or suspect a gas leak:

- switch off the gas supply at the meter immediately
- do not use electrical appliances or switches or light naked flames, and
- call National Grid straight away on freephone 0800 111999.

To report a heating or hot water repair, use the numbers given on page 2.

### Don't risk being recharged

We operate a rechargeable repairs policy. We will pass on our costs if you are not in for your appointment, you misuse our out-of-hours repairs service, or the repair is needed because of misuse, neglect or wilful damage.

We will make a charge because:

- we need to make the best use of our budgets
- our contractors charge us for missed appointments
- our out-of-hours service is for genuine emergencies only, and
- you are responsible for taking care of items in your home.



# How we handle repairs



## Our target times

We have target times for undertaking different types of repair work. When you report your repair, we will normally put it into one of these categories:

- Emergency work
- Urgent work
- Routine work
- Work we plan in advance, such as regular maintenance, external redecorations or major works programmes (see pages 7 and 13)

## Emergency repairs

In an emergency, our contractor will usually carry out a temporary repair, or make the situation safe, within 24 hours. They will arrange for a permanent repair on the next working day – provided they have the materials or parts needed.

Emergency repairs typically involve:

- No lights or power
- No lighting to communal areas
- Dangerous electrical fault: exposed wires, overheating of switches or sockets, flickering lights, or similar
- 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
- Being locked out, when you do not have a key with another family member

## Urgent repairs

We aim to respond to urgent repairs within five working days. They include:

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



## Routine repairs

All other repairs are routine. We will book an appointment with the trade needed for the repair and aim to get it completed within 20 working days.

## What happens when you report your repair

When you report your repair, please be ready to give us the following details.

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

We may ask you to send us a photo, or a short video, via WhatsApp, email or by uploading it to MyTenancy.

We will tell you what priority we give your repair and how long it should take. We will give you a repair order number, confirmed in writing (in a letter, email, fax or text message), along with an appointment date and time. Or you can ask the contractor to arrange the appointment time.

## Appointments

You will be offered either a morning (9am to 1pm) or afternoon (1pm to 5pm) appointment on a weekday. However, some repairs cannot be completed as an afternoon appointment – for example, a bath replacement – because they would take too long to complete.

Please keep the agreed appointment, or contact us at least 24 hours in advance if you need to change it. Our contractors charge us if they cannot gain access and we may pass on this cost to you. If you miss an appointment twice, we will normally cancel the job altogether. Your repair would not be done unless you contacted us to restart the process.

We aim to meet all of our appointments, but if a staff member is unable to get to your home at the agreed time, we will let you know as soon as we can. Wherever possible, we will also try to contact you when a contractor tells us that they will be late or unable to attend.

## Regular maintenance work

We will try to complete other non-urgent repairs to the grounds and fabric of the building, as part of our regular maintenance and major works programmes.

We might sometimes need to order these repairs outside a planned programme and will aim to complete them within 30 days. This could include repairs to:

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

## Security

All of our staff and contractors carry official identity cards that may include their photographs. Make sure you check their identification before allowing anyone who claims they have been sent by Shian into your home. If you are in any doubt, do not let them in and call your landlord. Genuine callers will not mind you checking their identity.

Our contractors and consultants can also arrange for you to have a password, to ensure that only genuine company officials can gain access to your home. Call us to ask about this.

# Repair responsibilities



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

## Our responsibility

### The structure and exterior of the property

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

### Our fixtures

- Doors and window frames
- Fences, gates and boundary walls – around communal gardens only
- Paths and steps giving access to the property at the front (but not paths and steps at the back that only serve your garden)
- 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, and electricity supply from the consumer unit, including sockets and switches
- Water heaters, fireplaces, fitted fires and central heating

### All other statutory obligations

*(In the case of flats or maisonettes, this also covers communal areas)*

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

We apply our detailed repairs policies in carrying out repairs. Wherever possible, we repair items to restore to 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. In cases of damage or neglect, we would expect you to carry out the work – or we might carry out the work and recharge you our costs.

## Your responsibility

You are responsible for minor repairs and replacements (unless you meet our criteria for being vulnerable).

- 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 that are for your home only – not for the communal areas
- Sweeping chimneys
- Replacing batteries for smoke alarms
- Bath panels
- Wooden airing cupboard slats/shelving and framework
- Washing lines and pulley ropes that are for your home only
- Cupboard door catches, hinges and handles – including for the kitchen
- 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, or any CCTV you install
- Plumbing in appliances
- Skirts to ceiling lamp-holders
- TV aerials that are not communal
- Resetting of electrical trip switches
- Bleeding or venting central heating radiators
- Providing refuse bins

## Lost keys and broken glass

Repairs following a lock out, or broken glass, are often an area of confusion. It is our policy to be reasonable.

### Lost keys

We will not charge vulnerable tenants who get locked out, for opening the door. We will charge other residents in full for this service.

### 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 you have a crime number issued by the police.

## 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 repairs 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. We may treat damage to our property as a serious breach of your tenancy. If we have to secure your property, we will charge you for the full cost of the work.

When the total cost of the repair, including VAT, is below £50, we will need you to make an upfront payment before the repair can be scheduled.

If the total cost of the repair, including VAT, exceeds £50, we will require a deposit of at least £50. In addition, before work starts, we will ask you to complete a form acknowledging your commitment to settling the balance.

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

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.

### **Criminal damage**

Where damage is caused due to criminal action, you must report this to the police.

The police will issue you with a crime number. We will need you to provide this to the office, so that we can order any necessary repairs.

### **Internal decoration**

The inside decoration of your property is your responsibility. However, if your decorations are damaged due to a repair failing by us, we will either redecorate the affected area or give you a contribution towards the cost of redecoration.

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, if you have been living at your current address for seven years or more. You will need to contact your tenancy services or housing officer for further details.

We have a limit of £150 per room.

### **Communal areas**

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

### **Access for repairs**

You must allow us into your home to carry out inspections or repairs.

As set out in your tenancy agreement or licence, you must give unrestricted access to our staff or contractors, at any time, to allow us to inspect or repair the property. We will normally give you at least 24 hours' notice.

However, in an emergency, or when we need to service gas or electrical fittings, we do not have to give notice and we have the right to use force to enter your premises. We might do this if the property is at risk of damage, or if there were a risk of injury.

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 tell you when booking the work. If this is not done, the work may have to be cancelled and rebooked for a later date. Neither Shian nor the contractor are responsible for your furniture or other household items.

## What if repairs are not done?

### Not carried out by you

If you do not carry out any repairs or replacement work that you are responsible for, we may send an official letter 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, including any legal cost involved.

### 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, you may be entitled to compensation. This is called the right to repair. Before paying any compensation, we would hold an investigation.

Under the right to repair (in the Housing Act 1985) there is a set procedure which both you and we must both follow. For more details, please request a copy of our compensation policy.

## Home 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.

We are not responsible for damage caused by your neighbour's neglect.

**We strongly advise you to take out your own household contents insurance with a reputable insurer.**

Details are available from all our offices, if you wish to protect your belongings.



# Gas services in your home



## Gas leaks

If you suspect a gas leak, 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), to make sure an engineer can safely access the premises.

**The National Grid freephone number is 0800 111 999**

Under the Gas Safety (Installation and Use) Regulations 1998, we are responsible for ensuring that gas supplies and domestic gas appliances in our properties are regularly checked, serviced and maintained.

If a fixed gas appliance breaks down in your home, please phone our boiler and heating contractors.

If you wish to install a gas appliance, such as a wall-mounted heater, you must first get our written permission.

## Gas servicing

Many of our properties have gas central heating, fires or water heaters. The law states that we must check every gas appliance annually, to make sure they are working safely.

This means that if your home has a gas supply, even if you never use gas, we need to carry out checks every year.

As well as checking that your appliances are working safely and efficiently, our engineers test for leaking carbon monoxide. This gas is produced when natural gas does not burn fully. You can't see, smell or taste it, but it can kill within 20 minutes.

Giving us access for gas checks is part of the tenancy or licence conditions you signed up to when you first moved into your home. Our gas contractor will send you an appointment and a number to call if you need to arrange a different time.

Once they have completed the check, they will issue your home with an annual gas safety certificate, called a Landlord Gas Safety Record. You will receive a copy within 28 days.

Not giving access puts your household and your neighbours at risk, so we have to take action. If you keep refusing access, we can cap your supply or take you to court. We will pass on any costs to you.





## Pre-payment meters

If you have pre-payment meters, you must put enough credit on both your electricity and gas meters, so that our gas engineer can carry out the gas safety check.

## Gas supply pipes

If you want to arrange for 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, simply call the meter number helpline on 0870 608 1524.

# Pest control



## Our responsibility

If you report a rodent infestation, we will arrange for a pre-inspection within five working days. The inspection will work out if the infestation is caused by mice, rats or other insects or animals. Checks inside and outside the building will aim to identify any holes or gaps that might be being used by pests.

Pest-proofing is a routine repair that we aim to complete within 20 days. We will give you notice before any work and advise if you need to move your furniture or other possessions, so that holes can be easily accessed.

We will give you pest control information, so that you can also play a part in helping us to get rid of infestation from the premises.

## Single dwellings and street properties

We will arrange for pest-proofing and treatment in single dwellings infested with rats.

For mice infestations, unless you pay a service charge, we will arrange for pest-proofing works, but we will expect you to carry out treatments. However, in some cases, if you want us to do the work, we might be willing to introduce a service charge to cover the costs.

## Pest control for blocks of flats

We are responsible for pest control treatments in the communal areas of the building. If your service charge covers this, we may also carry out a treatment in your flat. Where we provide pest control treatment, you must give the contractor access to your home. The pest control treatment might not be successful otherwise.

It is also very important that you get rid of your household rubbish properly and you never leave bin bags in the communal hallways.

## Pest control contracts

If the building is undergoing regular treatments, we will keep you informed about the next treatment date. We will keep contractors up to date with any new reports or complaints.

## Disposal of dead rodents

### Communal areas

We will make the necessary arrangements to dispose of any dead rodents within communal areas of our properties.

### Public areas

If you find a dead rodent in a public place, such as a road or footpath, you should report this to your local council's environmental health department.



# Planned maintenance and improvements



To keep our properties well maintained and to replace items that are reaching the end of their useful life, we carry out some repairs as part of a planned programme. Doing work like this in bulk is also less expensive.

Examples of this work may include:

- External repairs before a painting contract
- Heating installations or upgrades
- Insulation to the property
- Windows replacement
- Electrical rewiring
- Replacing bathrooms or kitchens
- Remedial or improvement work related to health and safety

When you report a repair that falls within a planned programme, we 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, you are welcome to contact us.



# Home improvements



If you have a long-term tenancy with us, you have the right, under the Housing Act 1985, to carry out improvements to your home. You will need our written permission first. You must apply to us in writing before starting work, by completing a home improvement form.

The form will ask you to provide detailed information about the proposed improvement. We will also ask you for plans and specifications where necessary. You would also need to satisfy planning and building regulations.

If you are proposing any major improvement work, it will need to be inspected by our qualified surveyor. We will charge the cost of this inspection to you. The inspection will ensure that the proposed works do not affect the structure of the property or cause substantial damage.

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

## Compensation for improvements

Under the same Housing Act, some assured tenants have the right to claim back compensation for certain improvements at the end of their tenancy.

You will not qualify for compensation if you carried out unauthorised improvements in your home.

In order to qualify for compensation, we must recognise that the improvement was needed or benefited 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 cost, with original receipts, and
- the date the improvements began and finished.

### How is your compensation calculated?

We will look at the cost of your improvements. Their value 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 your local authority's occupational therapist, who will decide which adaptations may help and assist you in making an application for a disability facility grant.

Adaptations that can be made include:

- Level access shower units
- Stair lifts
- External ramps
- Door entry systems
- Grab rails
- External metal tubular handrails

# 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.

Never try to thaw a frozen pipe by using a candle or blow torch.

If it snows, it is your responsibility to grit your own walkways and driveway.

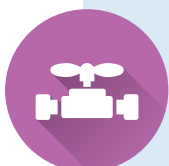
### Burst pipes

If you have a burst pipe, you should do the following.

- 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.
- Call our office.

### Smoke alarms

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



# Advice on damp and mould



## Damp and mould

Damp and condensation can cause black mould to grow in your home. It is a common problem, but we can work together to manage it.

### What causes mould?

Mould grows in damp homes. So, it is important to start by working out what is causing your home to be damp.

Your damp problem could be caused by:

- a fault with the building that needs to be repaired, or
- (more commonly) too much condensation.

You may need our help to resolve either of these problems.

### A problem with the building

A leaky roof, pipe or guttering, or a problem with the plumbing in your home or your neighbour's home can all cause water to soak into walls and ceilings.

In older buildings, some basement or ground floor flats may suffer from rising damp – where groundwater soaks up into the bricks or concrete.

A problem with the structure of the building you live in is your landlord's responsibility. If you can see a problem like this, report it to us as soon as you can, so that we can take action.

### A problem with condensation

If your home suffers from mould caused by condensation, it is possible to reduce this by taking certain steps.

#### 1. Make less moisture

- Avoid drying clothes on radiators.
- Keep tumble drier filters clean and regularly empty any water collected.
- Cover boiling pans and turn off kettles quickly.
- Keep bathroom doors shut when you are showering or taking a bath.
- Put the cold water in first, if you are running a bath.

#### 2. Remove condensation

- Wipe down damp windows and sills, or use a rechargeable window vacuum cleaner to Hoover up pools of water.
- Reduce the moisture left on tiling and shower screens.
- Consider running a dehumidifier in a damp spot in your home.

#### 3. Keep rooms well aired

- Always use bathroom and kitchen fans, and open windows.
- Keep curtains or blinds open for at least four to five hours.
- Pull furniture away from outside walls.
- Try not to overfill cupboards and wardrobes.



#### **4. Heat your home**

Try to keep every room in your home warm during daytime. Ask us for advice if you are struggling to pay your energy bills.

#### **5. Treat spots of mould**

Wipe away spores using a mould cleaner, while keeping the room well aired.

Once the spores are removed, you can paint walls and ceilings with anti-mould paint, which can stop mould returning for several years.

### **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 the roof, is normally carried out as part of a major works programme.



# Health and safety



Your health and safety, and the health and safety of our staff and contractors, are our top priority.

We provide health and safety leaflets for our tenants that cover the issues in this section in more detail. You will find these on our website, or you can call us for a copy.

If you have health and safety concerns at any time, please contact us.

## Asbestos

Asbestos is a naturally occurring fibrous mineral that used to be a popular building material. Unfortunately, it is also dangerous to health and has been banned in the UK since 1999.

Before that, asbestos was widely used on the outside of buildings, for example in roofing and guttering. Indoors, asbestos was also used in:

- cold water tanks
- pipe insulation
- textured coatings on ceilings and walls
- toilet cisterns
- gaskets and seals on gas appliances
- floor tiles
- partition walls
- panels on or inside fire doors
- panels behind and inside electrical equipment, and
- insulation in old electrical storage heaters.

We keep records of where we find asbestos and regularly check its condition. Materials in a good condition are not a threat to your health and it can be safest to leave them in place. However, we will remove or make safe any material that is damaged.

## Things to remember

- Give us access for asbestos checks.
- Get our advice if you are planning any DIY or home improvements – including home decoration, if you have Artex on walls and ceilings.
- Treat asbestos with respect – avoid damaging materials, avoid DIY in nearby areas, and never attempt to remove asbestos, or clean up debris, and
- contact us if you think you have damaged asbestos in your home.

## Balcony fire safety

Balcony fires can spread much faster than fires inside your building – because there is an unlimited amount of oxygen to keep them burning and they can quickly be blown upwards and outwards by the wind.



## Things to remember

- Keep your balcony clear of clutter – well-watered plants and patio furniture are ok, but completely clear is better.
- Don't keep rubbish, decorating materials, wood, or children's plastic toys on your balcony.
- Don't keep appliances like fridges or tumble driers on your balcony.
- Don't use any kind of barbeque, patio heater or flame pit on your balcony (or in any communal area).
- Don't store gas cylinders, or any item containing flammable liquid on your balcony.
- Don't set off fireworks or indoor fireworks on your balcony.
- Don't install reed fencing or other combustible screening.
- Don't dispose of a cigarette by flicking it over the side of the building. If you smoke on your balcony, use an ashtray or a bucket with sand and water, and get rid of the butt carefully.

## Electrical safety

We carry out regular electrical safety checks on wiring, switches, light fittings in your homes and communal areas, at least every five years.

We will contact you when your electrical safety check up is due. Please give our contractor access. If you don't, we may have to take action to gain entry to your home.

## Electrical hazards

Some electrical hazards are easy to spot, including:

- frayed, cut or damaged leads
- cracked or damaged cases on plugs and appliances
- burn marks on plugs, leads or appliances
- blowing fuses or tripping circuit breakers, and
- damaged plug sockets or light switches.

## Things to remember

- Report electrical problems straight away.
- Follow manufacturer's instructions when using appliances.
- Use an RCD (Residual Current Device) when using electrical equipment outdoors.
- Remove plugs from sockets carefully. Pulling out a plug by the cable puts a strain on the plug.
- Don't repair your own electrical installations, appliances, damaged or worn-out wiring, switches or lights. Only NICEIC-accredited engineers should carry out this work.
- Don't bring portable mains-powered appliances into the bathroom, or use any electrical appliance with wet hands.
- Don't use an appliance with a worn flex.

## Fire blankets

Fire blankets can be a useful tool to have in your home, providing you use them in the correct way.

## Cooking fires

- If a pan is on fire, turn off the heat if it's safe to do so.
- Don't attempt to move the pan or throw water on it.
- Grab your fire blanket and pull the tapes to release it from its container.
- Hold it so as to shield you from the fire (wrap it round your hands if you can).

- Place the blanket gently over the pan or container to smother the flames.
- Leave the pan to cool completely and don't remove the blanket until the pan is cold.
- If you have an oil pan fire that is too big to tackle, leave the building and dial 999.

### Personal clothing fires

- Grab your fire blanket and pull the tapes to release it from its container.
- Hold it so as to shield you from the fire (wrap it round your hands if you can).
- Wrap the fire blanket around the person who is on fire, to smother the flames.

### Fire doors

If your flat opens onto a communal area, your front door has to be a fire door. Fire doors are designed to withstand fire for at least 30 minutes. They are fitted with self-closing devices.

To reduce the escape of smoke, fire doors have strips around the door edge or the door frame that swell up when heated to seal any small gaps. They may also have cold smoke seals (which look like small brushes) to provide extra smoke protection.

We will arrange for regular checks on all our fire doors.

### Things to remember

- Always let your door fully close – if it no longer closes by itself, tell us straight away.
- Tell us if your door, door frame or self-closer get damaged. Do not remove or disconnect the self-closer.
- Tell us if any of the fire/smoke seals or brushes are missing or loose – including in your letterbox. Never remove these seals.
- Tell us if fire doors in the corridors are faulty.
- Don't alter any fire door in a way that could reduce its fire resistance. Never drill holes in your flat door to fit door furniture, such as a safety chain. Do not install a cat flap.
- Don't prop or wedge open any fire door.

### Fire safety

In the UK, around 500 people die every year because of fire. Most fires happen when people are asleep.

### Things to remember

- Make an escape plan – If you live in a block, check whether you should 'stay put' or evacuate in a fire. Think how you could leave if your normal exit were blocked and make sure everyone knows where door and window keys are kept.
- Test your fire alarms weekly. Replace batteries when needed, or call us if a mains alarm is not working.
- Tell us/your local fire and rescue service if someone in your home might not be able to escape.
- Don't leave rubbish or personal items in corridors, stairways or meter cupboards. They could catch fire or cause an obstruction in a fire. This is why we have a zero tolerance approach to personal items in common areas. We may remove and destroy them without giving you notice.
- Never smoke in bed, or when you are sleepy. Use deep ashtrays and never throw hot ash in the bin. Keep matches and lighters away from children.
- Don't leave lit flames unattended.

- Don't overload electrical sockets. Switch off and unplug most electrical appliances at night.
- When cooking, never leave pans unattended. If a pan catches fire, don't throw water on it. Turn off the heat if you can do it safely. If in doubt, leave the room, shut the door and call 999.
- Close all doors, especially at night, to prevent fire spreading.

### E-batteries

The lithium batteries in e-bikes and e-scooters can cause very serious fires when they fail. You can reduce the risks in the following ways.

- Charge them away from escape routes and never overnight or when you are out.
- Check for warning signs of failure (if your battery is extremely hot, starts to bulge or leak, makes a hissing sound, smells strong or takes longer to charge).
- Never buy secondhand batteries or cheap batteries online.
- Don't convert your bike yourself. Get a professional to do this for you.

### Gas safety

The law states that we must check every gas appliance annually, to make sure they are working safely (see page 12).

#### Things to remember

- Give our gas contractors access for your check.
- Watch out for signs that your appliance is not working properly and contact us straight away if you have concerns.
- Avoid damaging any gas appliances in your home.
- Don't block gas appliance air vents or attempt to fix gas appliances.
- Don't allow anyone to fit a gas appliance in your home, including a gas cooker, unless they are a Gas Safe registered engineer.
- Check your heating pilot light regularly. It should be blue. If it is yellow or orange, there could be a carbon monoxide leak.
- If you can smell gas, or think there may be a carbon monoxide leak, call the Gas Emergency Service immediately on 0800 111999.

### Metal gates and grilles

We do not allow residents to fit metal security gates or grilles at our properties. This is because they could slow down your escape from a fire, or make it difficult for fire fighters to access the premises in an emergency.

If you fit a grille without our permission, we will get it removed and disposed of.

We recommend the following ways to keep your belongings safe.

- Double-lock your door and use your window locks, even if you are going out just for a short time.
- Keep valuables out of sight and away from your letter box (to stop someone 'fishing' for items).
- Keep lights or a radio on when you are out.
- Get a property marking kit, such as Smart Water, to put an invisible mark on your items to identify you as the owner.
- Use a bike lock on your bike, even when you keep it indoors (we don't allow you to keep bikes in communal areas or on balconies).

For more advice on security concerns, you are welcome to call us.

## Water safety

We carry out checks to make sure that your water supply is not contaminated with legionella, the bacteria that causes Legionnaire's Disease.

Legionnaire's Disease, is a form of pneumonia that can be lethal. It caused by inhaling small water droplets from contaminated sources. You cannot get Legionnaire's Disease from drinking water.

### Things to remember

- Check that two minutes after putting the taps on, your cold running water is under 20°C and your hot running water is above 50°C. You can get a low-cost thermometer for this at DIY shops. If the temperatures are not right, contact us straight away and don't use your water supply.
- Run taps or other water outlets for two minutes if you haven't used them for a week.
- Flush through any showers or taps for 10 minutes after a period of non-use.
- Keep shower-heads and taps clean and don't allow limescale, mould or algae to build up.
- Flush toilets with the lid down following a period of non-use.
- Drain hose-pipes after use and keep out of sunlight.
- Don't change any pre-set water temperatures in your home.

# Transfer and mutual exchange repairs



## 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.

If you do not get the defects put right within a reasonable period, we may refuse consent for you to swap homes. Or we may decide to carry out the repairs ourselves and charge you for the work.

We will not give you permission to move until you have paid for any outstanding debt or rechargeable repair.

Defects not repaired by previous tenants are the responsibility of the new tenant and we will not make any repairs for the first six months after the exchange.

We will not accept responsibility for any alterations or damage caused by the previous tenant. This will be the responsibility of the new tenant. We will complete any health and safety repairs that were caused by the previous tenant, but we will charge for them.

When you exchange properties with another tenant, we will assume that you and they have inspected the properties and accept them as they are.

## Transfers

If you are offered another property, we will inspect your home before you move, to check 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 give you a copy, asking you to fix them within seven days.

We then carry out a second inspection. If the work has been done, we will approve the transfer. We will turn the transfer down if the work has not been done.

## Vacating your property

We may recharge you for repairs, if we have to carry out work to bring the property up to a lettable condition when you leave. In general, we expect you to return the property to the same standard as it was when we let it to you.

We will also recharge you if we have to get rid of rubbish you have left behind.

Before you move, we will call to inspect your property with you and agree any work we will have to carry out that we will recharge you for.

Please remember to check the loft space and any sheds and outbuildings before you leave.



# 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 tell us what has happened. We will try to resolve your problem as quickly as possible. If your difficulty is not resolved, you may ask for it to be dealt with as part of our complaints procedure.

### Our complaints procedure

Our complaints procedure is described in full in your tenants' handbook, in our leaflets and on your landlord's website.



# Identifying common repairs



From page 28, you will find details and labelled diagrams of some of the common repairs we deal with. You can use this information to help you order the correct repair.

From page 44 onwards, we explain how long you can expect to wait for your repair to be completed. We have included a detailed list of repair types.

We group these repairs into three categories:

- Emergency works
- Urgent works
- Routine works

## 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 – that is, most repairs.

For example:

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

## Gas escapes

### Escape of gas externally outside house

- Phone Freephone 0800 111 999

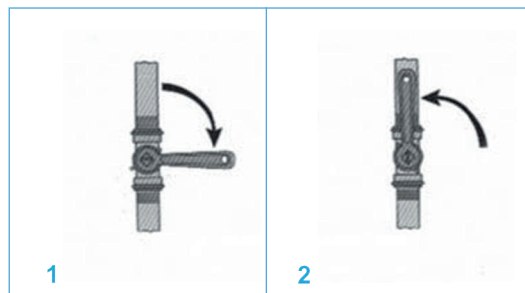
### Escape of gas internally within home

- 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 99 and contact Shian.



1 Main gas on

2 Main gas off



Note:

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

## Electrics

### No power or lights

We need to know:

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

### Light/light switch – loose or broken

We need to know:

- 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 and trip switch?

### Lamp holder – loose or broken

We need to know:

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

### Socket – not working

We need to know:

- 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 and trip switch?
- What type of socket is it: single, double or cooker control unit?

### Extractor fan – not working

We need to know:

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

### Smoke/carbon monoxide detector faulty or beeping

We need to know:

- 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 off 3 Smoke detector broken  
4 Carbon monoxide detector 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

### Water pipe burst

We need to know:

- 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

We need to know:

- 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

We need to know:

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

### Overflow running or broken

We need to know:

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

### Waste pipe leaking

We need to know:

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

### Waste pipe blocked

We need to know:

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

### Waste pipe frozen

We need to know:

- 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

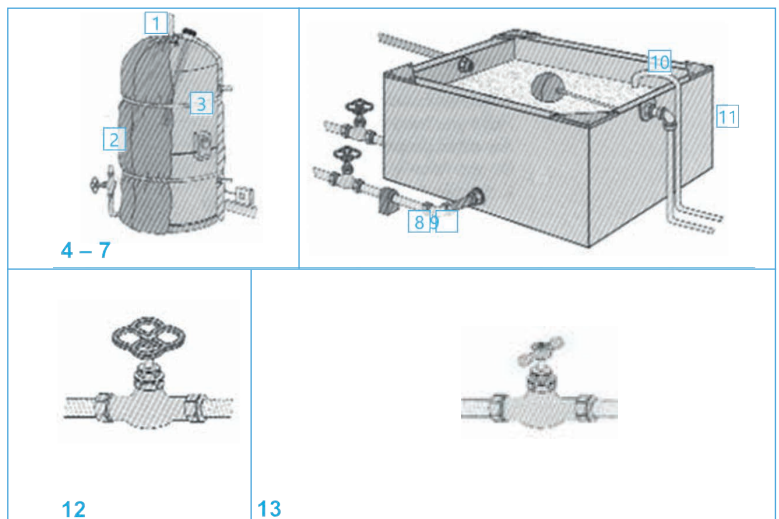
9 Roof pipework not insulated

10 Water storage tank overflow running

11 Roof tank not insulated

12 Faulty gate valve

13 Faulty stop valve



## Toilets

### Overflow running or broken

We need to know:

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

### Toilet blocked

We need to know:

- 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

We need to know:

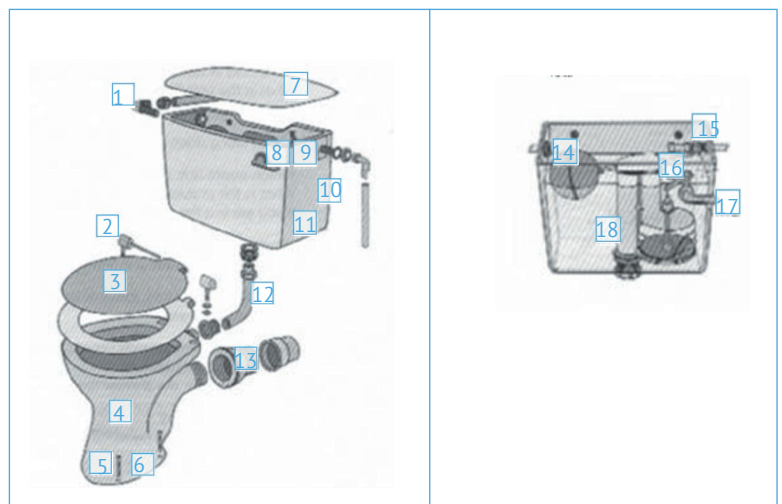
- How did this happen?
- What type of cistern is it: high level, low level, close coupled?
- What is the condition of the wall or floor around it?

### Flush handle broken

We need to know:

- 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 Cistern loose
- 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

### Tap dripping or faulty

What we need to know

- 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

What we need to know:

- Which fitting does it supply?

### Waste pipe leaking

What we need to know:

- 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 we need to know:

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

### Bath damaged

What we need to know:

- Is it chipped, cracked, loose or broken? (Possibly chargeable)
- How did this happen?
- Is it plastic or metal?

### Shower not working

What we need to know:

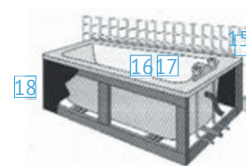
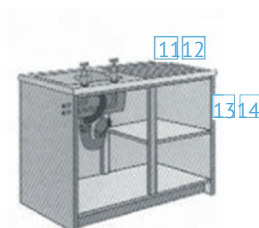
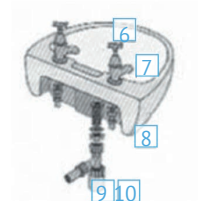
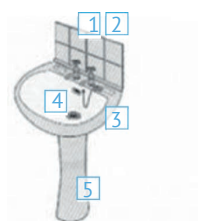
- Did you install the shower yourself?
- Is it electrically operated?
- Is a part broken: the shower head, hose, tray or cubicle?

### Wash hand basin damaged

What we need to know:

- 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

### Key lost or left inside or outside

We need to know:

- 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

We need to know:

- 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

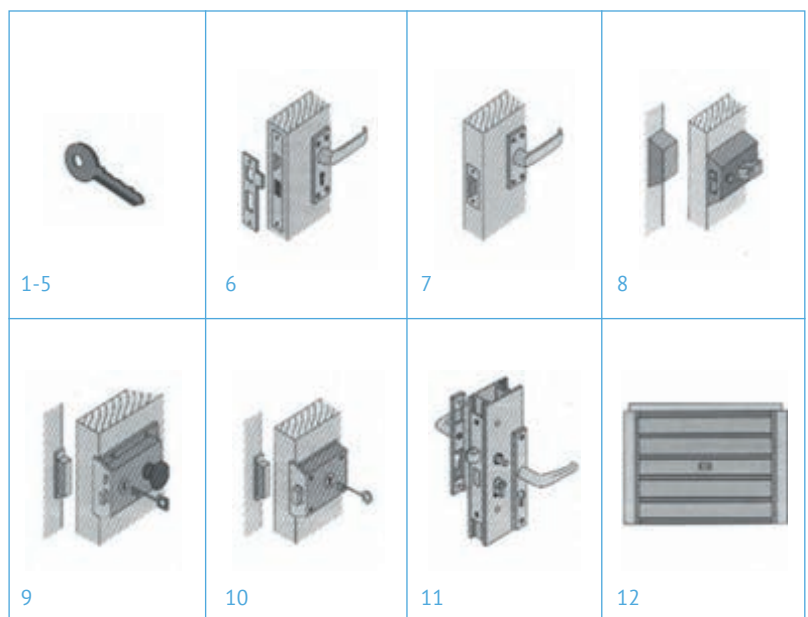
8 Night latch

9 Rim lock (with latch)

10 Rim deadlock (no latch)

11 Multipoint lock (uPVC doors)

12 Garage doors



Note:

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

## Doors

### Door or frame damaged

We need to know:

- How did this happen? (Possible charge)

### Door not working properly

We need to know:

- 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

We need to know:

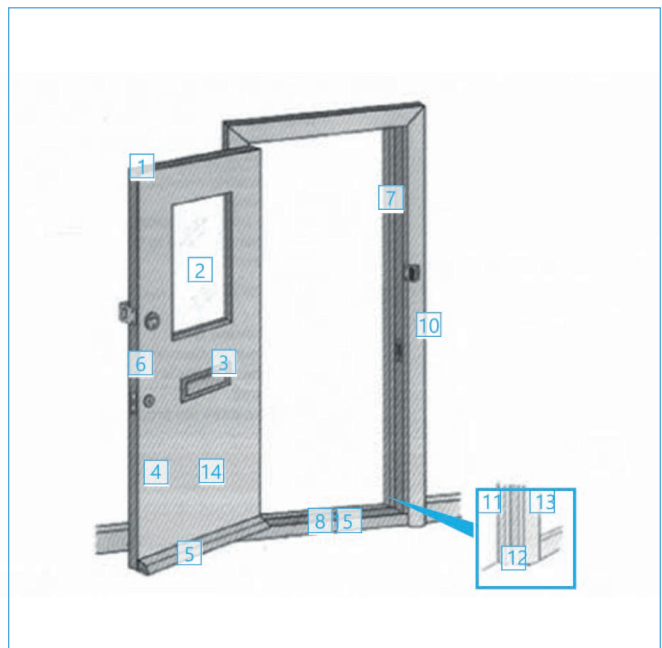
- Which door is it?
- What type of door is it: timber, metal or PVCu?
- Where is it leaking?
- If a PVCu door: are drain holes working?  
w

### Door closer not working

We need to know:

- 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 or frame rotted
- 15 Threshold loose





Note:

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

## Windows and glass

### Glass loose cracked or broken

We need to know:

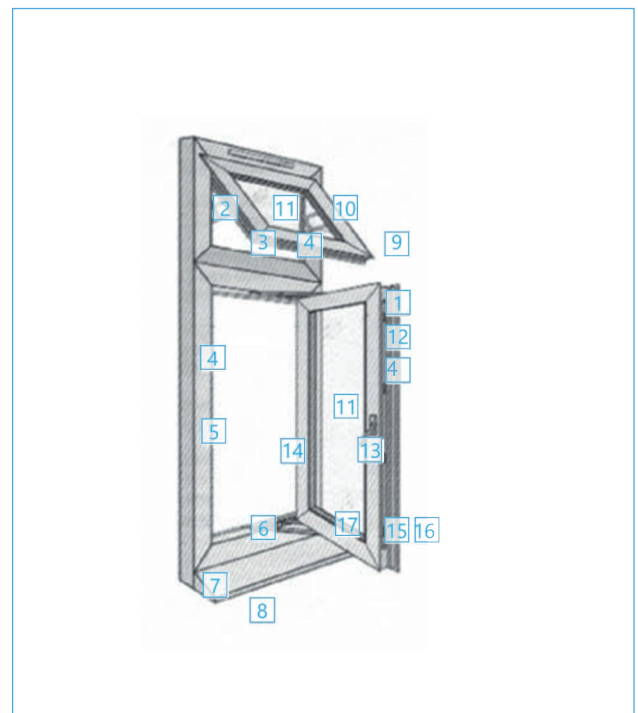
- What glass is broken: which door or window?
- How did this happen?
- What type of frame is it: timber, metal or PVCu?
- What type of glass is it: clear, obscure or wired?
- Is it single or double glazed?
- Approximately what size is the glass?
- Are you a vulnerable tenant?
- Can you secure the property?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

### Window faults

We need to know:

- 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 Damage nylon keep
- 6 Stay broken
- 7 Damaged sill
- 8 Water penetrating
- 9 Unable to open or 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

### Wall plaster loose or crumbling

We need to know:

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

### Dampness, mould or condensation

We need to know:

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

### Cracks in ceiling or wall, plaster loose

We need to know:

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

### Floorboards or skirting loose or rotten

We need to know:

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

### Stair tread or rise

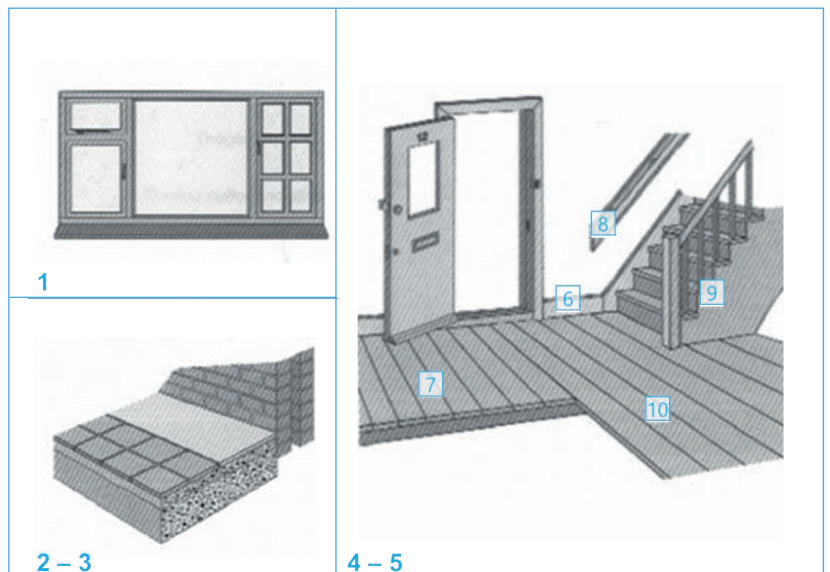
We need to know:

- 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 rise loose/broken
- 10 Springy floor/breaking up
- 11 Threshold loose



## Kitchen units

### Kitchen unit drawer sticking or broken

We need to know:

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

### Kitchen work top or unit damaged

We need to know:

- What is the problem: loose or damaged?

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

We need to know:

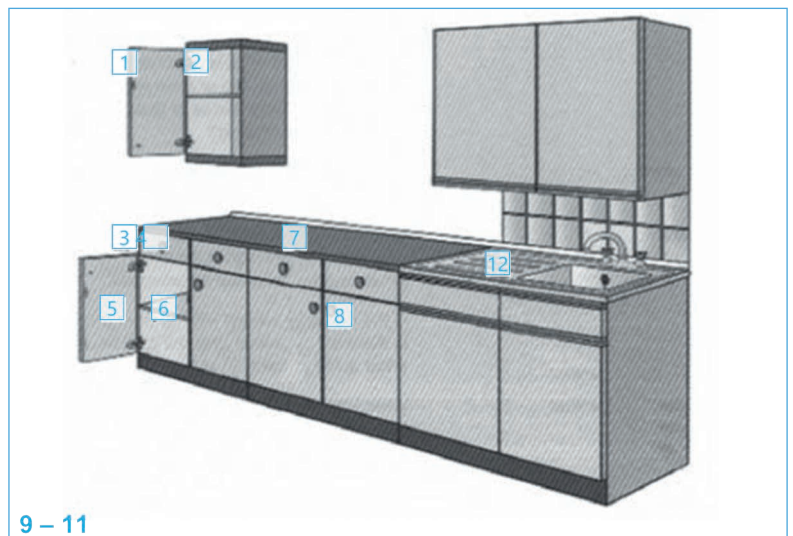
- What type of unit is it?
- What type of door is it: white or another colour?

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

We need to know:

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

- 
- 1 Door won't function
  - 2 Hinge broken
  - 3 Door front loose
  - 4 Drawer off runners
  - 5 Drawer 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



## Roofs and chimneys

### Roof leaking

We need to know:

- 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

We need to know:

- 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

We need to know:

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

### Ridging loose or damaged

We need to know:

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

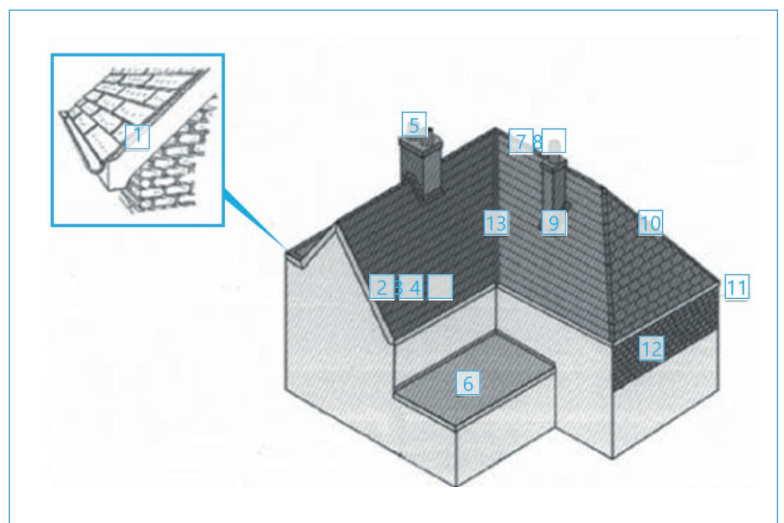
### Chimney

- 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?

- 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 a blockage you have caused*

## Gutters

### Broken, blocked or overflowing hopper; gutter or down pipe

We need to know:

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

### Missing gully grids

We need to know:

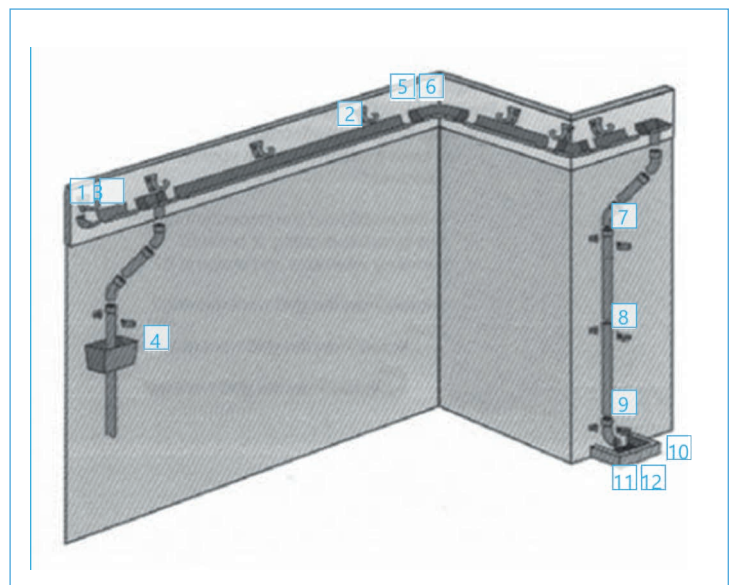
- Do you know how the grid went missing?
- Which gully grid is missing?
- What type is it: round or square?

### Blocked gully

We need to know:

- 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 missing/broken
  - 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 a blockage you have caused*

## Drainage

### Blocked or overflowing drain of outside gully

We need to know:

- 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

We need to know:

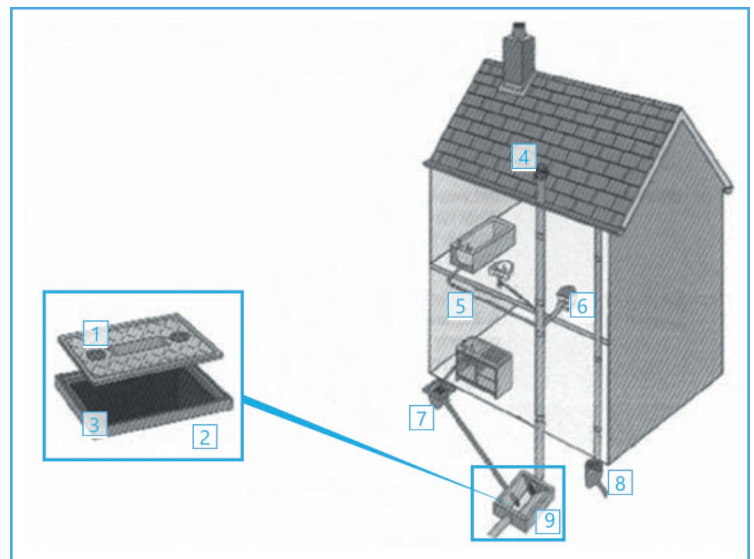
- What is the location of the inspection cover?
- Is the cover loose, missing or broken?
- Approximately what size and shape is it?

### Missing gully grids

We need to know:

- 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 blocked
- 8 Gully grid missing
- 9 Drain blocked





## Gates, fences and paths

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

We need to know:

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

### Gate loose, sticking, damaged or rotten

We need to know:

- 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 approximate height?
- Do you have children living at the property who are under five?

### Path or paving slabs uneven or cracked

We need to know:

- Where is the path?
- Is it shared with another property that is private or owned by a housing association?
- What type is it: slabs, concrete, tarmac or chippings?
- How many slabs are affected?

### Steps uneven or cracked

We need to know:

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

### Garden wall loose or crumbling

We need to know:

- Where is the wall?
- Is it shared with another property that is private or owned by a housing association?

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

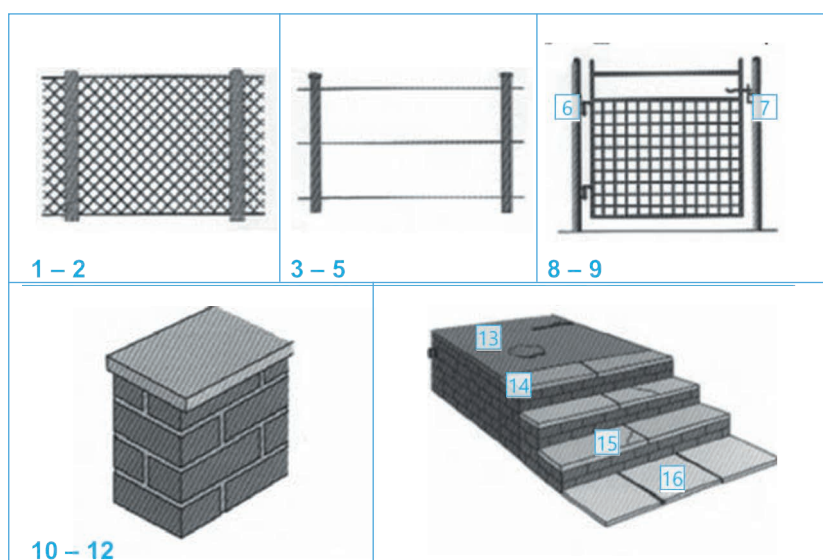
11 Brickwork loose

12 Wall unstable

13 Path damaged

14 Steps damaged

15 Slabs broken/uneven



# When will my repair be completed?



From page 46, we provide a comprehensive list of repairs, showing which are your responsibility and which are ours. For the repairs that are our responsibility, we give you the timescales we work to.

If your repair is not listed, please tell us. We will tell you if it is our responsibility and, if so, how long it will take us to complete.

We always give our repair contractors clear instructions to complete your repair within the time outlined in this list. Very occasionally, in poor weather or when specialised parts are needed, the repair might take longer. 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. You will also be able to see your repair listed in your repair order history in MyTenancy.

Your repairs confirmation 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 covered by the 'right to repair'.

If a right to repair job is not completed by the date on the order, we will re-order it 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
- inform you in advance if we have to amend this appointment
- offer another appointment, and
- normally cancel the repair order if you miss a second appointment.

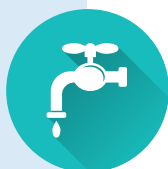
We may visit your home to inspect some repairs where:

- we cannot identify the repair from your request
- the repair is complex and we need an expert opinion
- 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, or
- you would like an upgrade.

We also like to check the quality of repairs after they are finished, so we may inspect after completion. However, to save staff time and reduce the number of appointments we have to book with you, we may instead ask you to send us a picture or a video. You will be able to do this by:

- using our special WhatsApp phone number (see page 2)
- emailing it to us, or
- sending it to us through our MyTenancy online portal.

We are also going to ask contractors to send before and after pictures of the repairs they complete.





You are the best judge of quality, so we will often ask for your feedback on your latest repair. For example, a member of our staff may phone you to make a quality control check.

In addition, we use an independent survey company called Acuity to track repairs and customer service satisfaction.

Acuity phone a sample of tenants who have recently had repairs to ask how things went.

You will have the option to report without leaving your name – or you can opt to have us contact you about any negative experience you have had. However, be aware that Acuity reports to us up to six weeks later.

## 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
- thinking of you and your children before using dangerous equipment.

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 – we will agree a sum of money to help you pay for this, or
- offer to make good the damage if you or your household are not able to do this.

## 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 because it is broken, you could pay some money and have a power shower. Upgrades are only available where:

- you do not owe us 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.

## Supporting 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 working days may be too slow.

Please tell us if there is reason why you think your repair should be completed more quickly 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.

If 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				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
<b>Walls</b>	●			Unless you have fitted your own
Dangerous walls, make safe	●		24 hours	
External brickwork including re-pointing	●		20 working days	
External rendering	●		20 working days	Major repairs are added to a planned maintenance programme
Major repairs on future planned maintenance	●		20 working days	
Internal plastering	●		20 working days	
Window frames & sills	●		20 working days	Unless you have fitted your own
<b>External doors</b>				
Door entry phone not working	●		5 working days	Where installed by your housing association
Door release solenoid not working	●		5 working days	Where installed by your housing association
Moving/additional door entry phone		●		
Make safe or secure external door	●		24 hours	Tenants responsible for lost keys
Gain access – keys lost, locked out		●		Chargeable unless the tenant is registered as vulnerable
Glazing to external door		●		
Glass (where previously boarded up)	●		5 working days	Tenant must first agree to pay if they are responsible
Repair or replace useable locks to external doors	●		24 hours	Useable but sticking lock – 20 working days
Replace faulty seals to external doors	●		20 working days	
Door numbers, knockers, bells		●		Bells that are battery-operated
Hard-wired electric doorbells	●			
Door letterboxes & letter plates		●		
<b>TV aerial</b>	● (communal aerial)	● (individual aerial, unless fitted by you)	5 working days	
<b>Pathways/external steps</b>				
Repairs to paths	●		20 working days	Make safe in 24 hours if trip hazard
Repairs to driveways, hard standings & patio areas	●		20 working days	Make safe in 24 hours if trip hazard
Steps	●		20 working days	Make safe in 24 hours if trip hazard
Replacement of paths at the front of the property (not paths you added to your own garden)	●			As part of planned maintenance only
Providing driveways, hard standing & patio areas	●	●		On refurbishment contract only
Providing washing line paths	●	●		On refurbishment contract only

Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
External decorating	●			
Rendering & brickwork repairs	●			
Main drains				
Blocked foul drains (sewers)	●		24 hours	Drains we own only
Blocked rainwater drains	●		5 or 20 working days	Drains we own only
Damp proof course	●			
Washing lines & pulley ropes		●		Except in communal blocks
Communal clothes line	●		20 working days	
Draft excluders to doors & windows		●		
Fencing between gardens and front gates	●			Unless damaged or neglected by the tenant
Gutters & outside pipes				
Clear blocked gutter	●		5 or 20 working days	
Replace broken gutter	●		5 working days	
Remake leaking gutter joints	●		20 working days	
Replace fascia board	●		20 working days	Unless on an immediate planned maintenance contract
Gates	●		20 working days	

2. Inside				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Glass in windows		●		Unless resulting from criminal damage and you have a crime reference number
Ceiling	●		20 working days	
Floors				
Rotten floorboards	●		5 working days	
Repairs to floorboards	●		5 working days	Chargeable where damaged by the tenant or by the tenant's contractor
Refix loose/squeaking floorboards	●		20 working days	Chargeable where damaged by the tenant or by the tenant's contractor
Floor tiles	●		20 working days	Only if we fitted them
Quarry tiles	●		20 working days	Only if we fitted them
Re-screed concrete floor	●		20 working days	
Repair/replace skirting boards	●		20 working days	
Skirting boards	●		20 working days	
Internal doors & frames				
Ease & adjust doors		●		
Internal door frames	●		20 working days	
Repairs to internal doors, locks & handles		●		

Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
<b>Decorating</b>				
Internal decorations		●		
Internal decorations damaged by repairs	●		20 working days	A decoration voucher will usually be offered to non-vulnerable
<b>Curtain rails &amp; battens</b>		●		
<b>Walls</b>	●		20 working days	
<b>Ceramic wall tiles</b>	●			Unless you installed them
<b>Condensation</b>	●			
<b>Mould growth – less than 25% of room</b>		●		Unless defect is causing the condensation, we will advise on prevention (see page 17)
<b>Mould growth – more than 25% of room</b>	●		20 working days	
<b>Extractor fans</b>	●		5 or 20 working days	If there is no window

### 3. Kitchen

Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
<b>Cooker</b>		●		Except at hostels
Cooker hood		●		Unless we installed it
<b>Sinks</b>	●		20 working days	Chargeable if tenant damage
<b>Cupboards, including catches, handles, hinges</b>		●		
<b>Sealant between cupboards and tiling</b>	●		20 working days	
<b>Washing machine connections</b>		●		
<b>Disconnection and reconnection of appliances</b>		●		
<b>Kitchen units provided by the us (only carcass)</b>	●		20 working days	Hinges & handles chargeable if due to tenant damage
<b>Kitchen worktops provided by us</b>	●		20 working days	Where due to fair wear & tear. Chargeable if damaged
<b>Vinyl – rip or tear</b>		●		Unless due to a leak or a repair
<b>Florescent tube lights/starters</b>		●		Unless it is fault

### 4. Bathroom

Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
<b>Baths</b>	●		5 working days	Charges apply if misused
<b>Wash basin</b>	●		5 working days	Charges apply if misused
<b>Toilet &amp; Cistern</b>	●		5 working days	
<b>Toilet seat</b>		●		
<b>Wooden airing cupboard slats/shelving</b>		●		
<b>Bath panels</b>		●		
<b>Electric Shower</b>		●		Unless we provided it
<b>Vinyl – rip or tear</b>		●		Unless due to a leak or a repair

5. Heating				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
<b>Flues</b>	●		24 hours	Blockages will be cleared within 24hrs
<b>Boilers</b>				
Drain down back boiler or make safe	●		24 hours	24 hours if only means of heating hot water
Repair back boiler	●		5 working days	
<b>Water heater</b>	●		5 working days	
<b>Central heating</b>				Annual service provided
Total or partial heating failure 31 Oct to 1 May	●		24 hours	Treated as an emergency
Total or partial heating failure 2 May to 30 Oct	●		5 working days	Treated as an emergency
<b>Gas</b>				
Gas meter		●		Contact your energy provider direct
Gas fires	●		5 working days	Annual service provided if fire fitted by us
Gas escapes	●	●	1 to 3 hours	Report to National Grid
Failure of gas fires fitted/or approved by us	●		5 working days	24 hours if the only heat source in the room
Gas cookers, connection pipes and other tenant appliances		●		
<b>Storage heaters</b>	●		5 working days	If supplied by us
<b>Bleeding/venting radiators</b>		●		
<b>Immersion heater</b>				
Repair/replace (if only form of water heating)	●		5 working days	
Repair/replace (if alternative water heating available)	●		20 working days	

6. Electrical				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
<b>Additional electric sockets</b>		●		Except where part of a programme
<b>Unsafe power or lighting socket or electrical fittings</b>	●		24 hours	Charges apply where misuse has occurred
<b>Lamp-holder skirts</b>		●		
<b>Providing/renewing light bulbs</b>		●		
<b>Batteries in smoke alarms</b>		●		
<b>Electricity meter</b>		●		Contact your energy provider direct
<b>TV aerial systems</b>	●		20 working days	Communal
<b>Resetting electrical trip switches</b>		●		
<b>Consumer unit</b>	●		24 hours	
<b>Electrical wiring</b>	●		24 hours	
<b>Hardwired smoke alarm</b>	●		5 working days	
<b>Carbon monoxide detectors</b>	●		5 working days	

Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
No electricity at all	●	●	24 hours	Except during power cuts/failures
No lights at all	●		24 hours	Chargeable if found to be tenant misuse
Lights and/or power to only part of property	●		5 working days	
Check electrics after water penetration	●		24 hours	Chargeable if found to be tenant misuse
Dangerous or exposed wires	●		24 hours	
Repair or renew fuse box	●		5 working days	Unless no power – 24 hours
Fuses to plugs or appliances		●		
Communal hallway lighting and landing lights	●		5 working days	Complete lighting failure – 24 hours
All lamps/bulbs/tubes		●		Except communal areas
Smoke detectors	●		24 hours	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	●		20 working days	

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

8. Plumbing				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Radiator valves	●		20 working days	Charges apply where misuse occurs
Blocked WC pan		●		Chargeable if due to tenant abuse (e.g. disposal of nappies)
Re-fix/replace WC pan	●		20 working days	Unless unusable, then 24 hours
Replace loose or broken WC seat		●		
Toilet not flushing (where only toilet)	●		24 hours	Otherwise 5 working days
Blocked sink, bath or wash hand basin		●		
Unusable sink/bath/wash		●		
Re-fix loose wash or hand basin brackets	●	●	5 working days	Chargeable if due to tenant damage
Re-fix loose bathroom tiles	●		20 working days	
Re-fix bath panel and framework	●		20 working days	
Plugs and chains to basin, sinks and bath		●		
Taps will not turn off (e.g. running full bore)	●		24 hours	
Taps will not fully turn off (e.g. dripping)	●		20 working days	5 working days if water meter fitted
Taps – washers		●		
Replacement tap to bath/sink	●		20 working days	Unless unusable, then 5 working days
Other repairs to taps	●		5 working days	
Replace faulty shower over bath	●		5 working days	If installed by us
Replace faulty shower unit (where no bath available)	●		5 working days	If installed by us
Leaking wastes	●		5 working days	Charges apply where misuse occurs
Blocked wastes	●	●		Charges apply where misuse occurs

9. Roofs				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Slipped tiles – dangerous	●		24 hours	
Make safe after storm damage	●		24 hours	As far as possible due to safety
Major roof repairs	●			Future planned maintenance contract
Rain penetration	●		5 working days	We will make safe within 24 hours if possible
Re-fix or replace loose or cracked tiles of slate	●		5 working days	24 hours if dangerous
Repairs to lead flashings	●		20 working days	
Re-bed and re-point joints to roof ridge tiles	●		20 working days	



10. Stairs and lifts				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Damaged stairs or lifts not working	●		24 hours	
Repair banister or hand rail	●		20 working days	
Refix loose bannister or hand rail	●		5 working days	Unless considered dangerous, then 24 hours
Rotten stair tread or damaged stair nosing	●		5 working days	Unless considered dangerous, then 24 hours
Re-fix loose stair tread	●		20 working days	Unless considered dangerous, then 24 hours
Missing balustrade	●		5 working days	
Other repairs to staircases	●		20 working days	

11. Window glazing				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Broken glass		●	24 hours	Glass replaced for vulnerable tenants and where a police crime number issued.
Alternatively, we will board up & secure the property	●		24 hours	As far as possible, due to safety
Glass (where previously boarded up)	●	●	20 working days	Where the tenant has agreed to pay when they are responsible
Glass in communal areas	●		5 working days	24hrs if necessary to secure the property. Alternatively, we will board up & secure the property
Secure loose window frame	●		24 hours	
Re-putty window glazing	●		20 working days	
Re-bed and re-point joints to roof ridge tiles	●		20 working days	

12. Window repairs				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Repairs where a window cannot be opened or fully closed	●		5 working days	
Repairs where a window cannot be secured	●		24 hours	
Ease and/or adjust sticking window	●		20 working days	
Repair or replace window catches	●		20 working days	Providing window can be secured – if not then 24 hours
Fix new windowsill boards	●		20 working days	
Rain penetration	●		20 working days	
Replace faulty seals to windows	●		20 working days	

13. Blocks of flats				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Re-washer taps	●		20 working days	
Water tanks in roof	●		20 working days	
Blocked WC		●		

14. Garages				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Defective roof coverings	●		20 working days	
Light in communal garages	●		20 working days	
Repairs to communal garage doors	●		20 working days	24 hours if unable to get car out

15. Other				
Repair	Shian/Odu-Dua responsibility	Tenant responsibility	Target completion	Comment
Damage to our property		●		
Window locks and stays	●		20 working days	
Lost keys & gaining entry		●		
Clearance of rubbish		●		Except where left by us
Additional home security		●		
Door bell		●		
Fittings or improvement made by you		●		
Fireplaces				
Fire grates and other parts	●		5 or 20 working days	Depends of the type or part required
Replace damaged or missing tiles to surround or hearth		●		Rechargeable, if we do the repair – no exceptions
External garden light	●			Where we provided the light. Note: we may ask tenants to replace the light bulb before sending a contractor
Sheds	●			Except below items
Lights in sheds		●	20 working days	Masonry structures
Other repairs to shed		●	20 working days	
Locks		●	5 working days	
Lost keys		●		
Glazing		●		
Sole Garden				
Trees		●		Unless there is a tree protection order in place. Tenants are responsible where they have planted a tree or accepted one when moving into the property
Paving/slabs		●		
Garden fence		●		Tenant responsibility. If a fence is dangerous, we will make it safe or remove it, but not replace it.

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