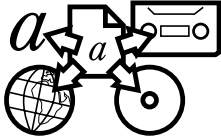


10. Maintaining your home



This document is available in other languages, larger text, Braille and on audio cd or cassette.

As a leaseholder/shared owner you are responsible for the maintenance of your home.

If you live in a property that has just been built you will have a 12 months defects period. This means that any repairs during the first year will be carried out by the company that built the property.

If you live in a property that has just been refurbished you will have a 6 months defects period that covers only the items in the property that have been refurbished. For example if the property has had a new boiler and it breaks down within the first 6 months this will be repaired free of charge. If any repairs are required to items that were not refurbished you would be responsible for fixing this yourself.

If you are unsure if the item was included in the refurbishment please contact our repairs team at the West Area Office who will be happy to find out for you.

Once the defects period has expired; if you live in a house you will be responsible for all the repairs both internally and externally. If you have a structural fault you may be able to claim via your NHBC guarantee or via your buildings insurance.

If you live in a flat or bungalow that is part of a block you will be responsible for all internal repairs to your property. Any external or structural repairs will be carried out by Beech Housing Association but will be paid for via your service charge or if applicable via the insurance policy. Please refer to your lease for a more detailed breakdown of the repairing responsibilities.

How to report repairs

Report your repair to the West Area Office by telephone or in person. In less urgent cases you may wish to let us know about the problem via email or by reporting it on our website. If you live in a sheltered scheme you can also report repairs to your Scheme Manager.

What to tell us

Whenever you report a repair it will help if you give us clear information such as:

- your name, address and phone number
- a clear description of what needs repairing
- information for our team or the contractor who will do the repairs such as daytime telephone number and when you will be in so we can arrange an appointment

Reporting repairs outside normal working hours

When our offices are closed you should report emergency repairs to our out of hours call service. The number for this service is 0845 345 7808 and is left on our office answer phone message. If an out of hours repair is classed as an emergency the out of hours service may send someone out immediately. If it is not an emergency they will pass the report onto us when the office is open and we will then contact you with regard to making an appointment.

Please only report repairs to the out of hours service that are the responsibility of Beech Housing Association.

How we prioritise repair jobs

Every day we have many repair requests to attend to. It is therefore important for us to prioritise the work we do in a fair and consistent way.

The system we use is:

Emergency Repairs

Such as: Dangerous structures:

We aim to do these repairs within 24 hours of you reporting them to us.

Urgent Repairs

Such as: Faulty common services such as lighting, warden call, door entry, fire alarm and lifts:

We aim to do these repairs within 7 days of you reporting them to us

Routine Repairs

Such as: Minor outside repairs to your home and paths, yards fences and boundary walls (in schemes with communal areas only):

We aim to do these repairs within one month of you reporting them to us.

For all repair jobs we will send you a letter detailing the work that has been ordered and you will also receive a satisfaction response slip to fill in and send back to us (freepost) when the work is done. If you are not happy please tell us why.

Helping us to help you

You can help us provide you with an excellent repairs service by:

- Always reporting faults quickly.
- Keeping appointments you make with our own workforce, contractors and our inspection staff.

- Sending back your satisfaction response slip so we know how our contractors and our own team are performing.
- Ensuring that your home is not damaged deliberately, recklessly or through neglect.

Planned and cyclical maintenance

It makes sense to deal with some maintenance issues in a more structured way than responding to problems as and when they occur. This type of work is known as planned and cyclical maintenance.

We will always write to you in advance when any work is due and arrange an appointment to inspect and carry out the work.

Planned maintenance

By knowing the life expectancy of many of the structural or external elements of our properties we can save money by replacing or improving similar things at different properties at the same time; this is known as planned maintenance.

The types of things we improve through our planned maintenance programmes include windows, doors, soffit and fascia boards, pathways, guttering, roofs and brickwork.

Our planned maintenance programmes are based on information we gain from visiting our properties and surveying their condition.

You will be told about any improvements that will be carried out as a result of this survey.

Cyclical maintenance

Our cyclical maintenance programme covers things that have to be attended to on a fixed cycle.

This includes:

Fire alarm servicing to schemes with communal areas
External redecorating
Redecorating communal areas of schemes

All planned and cyclical works are paid for by the leaseholder/shared owner via the service charge. In some circumstances before we can do any work to your property we have to consult with residents about the work that we are proposing to do.

These are as follows:

Consultation on major (qualifying) works

We can not carry out major works to the building where it costs any leaseholder more than £250 without first consulting you, failure to do this means we may not be able to recover all the costs.

Consultation on long-term agreements

We can not enter into certain agreements or contracts for any service over 12 months where the cost to any leaseholder is more than £100 per year without first consulting you.

The procedure for carrying out this consultation is that we will send a notice to all residents in a scheme outlining the work that we plan to do. We will also specify from whom we propose to obtain an estimate from for the proposed work. We will invite written observations from the residents about the proposed work and invite residents to nominate a contractor that they would like us to obtain an estimate from. This notice lasts for 30 days.

After the 30 days have expired we will prepare a tender document for the work and send it to the contractors we proposed to get an estimate off. We will also send it to contractors nominated by the residents as long as the contractor can provide the insurance and health and safety information that we require to enable us to put them on our approved list.

Once the estimates have been returned we will write again to all residents enclosing copies of the estimates and stating which contractor we are proposing to use. Residents then have 30 days to make comments or observations about the estimates in writing.

After this 30 day period has elapsed a contractor will be appointed and the work will be organised.

Improving your own property

You can make improvements to the interior of your premises as you see fit, unless they are structural in which case you should seek permission. If you are making improvements to the exterior of the house we would ask that you let us know what they are before you do them and in some cases you may need to get planning permission or make sure your plans satisfy building regulations.

Gas safety

If you have purchased a newly built property from us we will give you a certificate that says the gas installations have been installed correctly and are safe. If you have purchased a property that has previously been lived in we would recommend that if you have gas appliances serviced before you move in.

For all residents we would recommend that if you have any gas appliances in your home that you get them serviced every year.

30 people die annually in Britain from carbon monoxide poisoning

caused by gas appliance and flues that have not been maintained or installed correctly. Many others suffer ill health as a result.

You can't see carbon monoxide, you can't taste it and you can't even smell it but carbon monoxide can kill without warning in hours.

You are particularly at risk when you are asleep, as you can not recognise symptoms that include tiredness, drowsiness, headaches, nausea and pains in the chest and stomach.

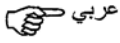
Getting in touch

Lãnguägê Liñè

Head office: 01942 608715
Turner House, 56 King Street,
Leigh WN7 4LJ

West office: 01942 263630
82 Railway Road,
Leigh WN7 4AN

Other:



عربي

ARABIC

حدد اللغة التي تتحدثها .
سوف نستدعي مترجماً على الهاتف لمعاونتنا .



کوردی

KURDISH

پهتجه رابکیتسه بق نهو زمانه سی قسمی بیده کهیت.
ئیمه موته رجیمیک پهیدا ده کهین تا به ته له فۆن
هاوکاریمان بکات.



বাংলা

BENGALI

আপনার ভাষাটি অঙ্গুলি নির্দেশ করে দেখান।
আমাদেরকে সহায়তা করার জন্য টেলিফোনে
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর
ব্যবস্থা করব।



普通话 / 国语

MANDARIN

請指出您講的語言。
我們將請一位口譯員在電話上翻譯。



廣東話

CANTONESE

請指出您講的語言。
我們將請一位電話翻譯員
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ।
ਅਸੀਂ ਦੁਬਾਸੀਏ ਨੂੰ ਕਹਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫ਼ੋਨ
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.
Waxaan telefoonka ku heli doonaa
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન
પર ખોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (اگر پڑھیں گے) کو بلائیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन
पर बुलाएंगे।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.
Chúng tôi sẽ mời một thông dịch
viên qua điện thoại giúp chúng ta.