

9.

Repairs and maintenance



beech



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



Both you as tenant, and us as your landlord, have responsibilities to make sure your home is maintained in a good state of repair. Your main responsibility is to report repairs quickly to avoid further problems arising.

REGIONAL OFFICE

Your Regional Office:

Opening Hours:

Telephone Number:

OUT OF HOURS REPAIRS

0845 345 7808

Use this number for Emergencies Only. If you are a tenant in Miles Platting, call your Regional Office on **0800 234 6826**.

How can I report a repair?

You can report a repair by calling your Regional Office repairs during opening hours, Monday to Friday or our Out of Hours Repairs Service at all other times, visiting our website on **www.adactushousing.co.uk** by letter, or in person at your local Regional Office.

What information will I need to provide?

To report a repair or ask someone else to report it on your behalf, we will need the following information:

- Your name, address and daytime telephone number and a mobile telephone number if available
- The days and times when someone will be at home, so we can arrange an appointment to gain access to the property
- As much detail as possible to fully describe what the problem is e.g. location of repair, type and make of appliance, etc. We have provided some diagrams in this section of the Handbook to help you describe the repair
- Advise us if you have previously reported the problem
- Advise us if there are any special circumstances, e.g. if you are elderly, disabled or your home is insecure. (We will upgrade the response time on some repairs for sheltered and supported housing customers)

We will arrange a morning, midday or afternoon appointment with you. We will send you a letter detailing the work that has been ordered and the appointment agreed with you.

How long will the repair take?

We set time limits for carrying out reported repairs, these are called repair priorities and are set out in the table below:

Job Priority	Response Time
Category A – Emergency	24 hours
Category B – Urgent	3 working days
Category C – Routine	15 working days
Category D – Non Urgent	30 working days

Emergencies

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

These are repairs which are needed to remove serious health and safety risks, restore essential services or make your property secure.

Examples of these include:

- Complete power failure in your home
- Burst water pipes
- Blocked drains and toilets where sewage can't escape
- Complete failure of central heating and water heating in winter
- Dangerous structures
- Broken locks, windows or outside doors that make your home vulnerable to burglars
- Offensive or racist graffiti

If you smell gas you should immediately telephone National Grid (formerly known as Transco) on **FREEPHONE 0800 111 999**. Do not smoke, use matches, or turn electrical switches on or off. Open all doors and windows. They will deal with any report of a gas escape, free of charge.

Please ensure that you know where to turn off your gas, electricity or water supplies in an emergency to prevent or limit any damage.

Urgent

We aim to do these repairs within 3 working days of you reporting them to us.

Examples of urgent repairs are:

- Water leaks from pipes, overflows, taps, toilets, radiators or the water cylinder
- Broken toilets, washbasins and sinks
- Faulty heating or hot water system
- Faulty common services such as lighting, warden call, door entry, fire alarm and aerial systems and lifts

Routine

We aim to do these repairs within 15 working days of you reporting them to us.

Examples of routine repairs are:

- Minor repairs to internal joinery such as kitchen units, doors, window-frames and catches, floors, floor tiles, skirting boards and banister rails
- Plastering work
- Extractor fans

Non-Urgent

We aim to do these repairs within 30 working days of you reporting them to us.

Examples of non-urgent repairs are:

- Clear out of gutters
- Minor outside repairs to your home and paths, yards, fences and boundary walls.

A letter will be sent to you explaining that the repair work falls into this category and a timescale for resolution will be given. You will then be contacted directly via telephone by the person who is going to carry out the repair, prior to it being carried out.

Repair responsibilities

		Responsibility	
REPAIR		Ours	Yours
Baths and basins	Except unblocking wastes	✓	
Bathroom fittings	Except WC seats, cabinets, mirrors, towel rails and toilet roll holders	✓	
Chains and plugs	On baths, basins and sinks		✓
Chimneys	Except sweeping	✓	
Communal Areas	Lifts and stairs	✓	
Decoration (external)		✓	

REPAIR		Ours	Yours
Decoration (internal)	Except when damage is caused by structural defect		✓
Domestic Appliances	Cookers, fridges, washing machines and dishwashers, unless you pay a service charge		✓
Doors	Internal and external including frames and door furniture provided by us	✓	
External Door Locks	Except lost keys and repairs due to forced entry if you are locked out	✓	
Electrical systems	Except replacing fuses, plugs, doorbells and the meter from your supplier	✓	
Fences and gates	Except party fences	✓	
Fireplaces	Except decorative	✓	
Fittings & fixtures	Such as curtains, curtain rails & coat hooks		✓
Floor coverings	Including easing doors when you have new carpet fitted		✓
Garden	Unless communal garden and you pay a service charge		✓
Gas	Pipe work, taps and appliance supplied by us	✓	
Glazing	Except where broken as result of a crime, must be reported to Police		✓
Heating and hot water heaters	Including storage heaters and fitted electrical fires, when supplied by us	✓	
Infestations	Please contact your regional office for advice		

Responsibility

REPAIR		Ours	Yours
Kitchens and worktops	Except domestic appliances	✓	
Light fittings	Except light bulbs, dimmer switches, fuses, fluorescent tubes and starters	✓	
Plastering	Except hairline cracks associated with decorating	✓	
Plumbing repairs and leaks	Except for washing machine and dishwashers	✓	
Re-lighting pilot lights	Including resetting heating controls		✓
Re-washer taps		✓	
Roofs and external walls		✓	
Sinks	Except blockages	✓	
Smoke alarms	Testing unless in communal areas		✓
Smoke alarms	Repairs and replacement	✓	
Sockets and switches		✓	
TV Aerials	Except communal		✓
Washing Lines	Except communal		✓
Windows		✓	

You are responsible for maintaining any improvements that you have carried out or that have been done on your behalf. If you moved into your property through a mutual exchange scheme then you are responsible for the repair and maintenance of any improvements made by the previous resident.

If any repairs are required as a result of damage caused by you, your family or visitors to your home you will be charged for these repairs.

If you are unsure whether a repair is your responsibility or not please ask us. A more comprehensive list is available in the Repairs Policy.

Handy hints for reporting repairs

The following are some diagrams and important things you need to tell us when reporting repairs.

Hot Water/Central Heating

Gas or Electric water heating?

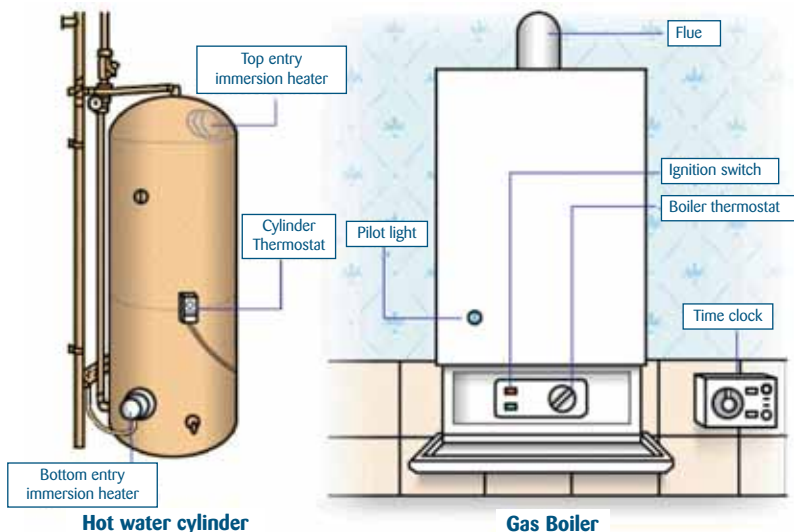
If you have gas central heating, then your hot water will be heated by gas (although there may also be a back up electric immersion heater). If you do not have gas central heating then your water may be heated by electricity (an immersion heater) or by a gas water heater.

Gas

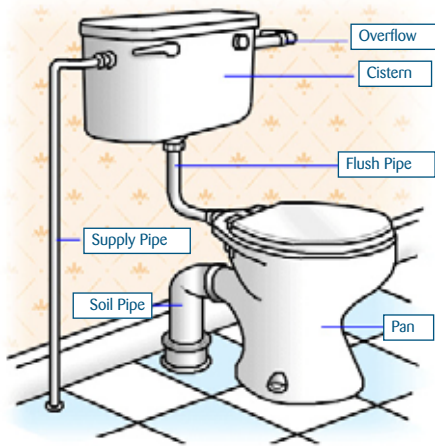
Check that your programmer/time clock is set to call for hot water at the expected times. It must, for example, be reset when the clocks go forward and back. Power cuts will also affect the programmer/time clock.

Electricity

If you have a prepayment meter, check that it has not run out of credit. Check also that the controls are set properly.



Toilet



Leaks

For a major leak turn off your water at the stopcock and turn off the electricity at the meter.

Overflows

If the cistern is overflowing it may be possible to stop this temporarily by tying the ball valve in the up position.

WC not flushing

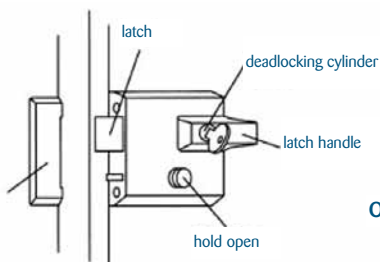
The water may be temporarily turned off by the water company or because of a mains fault. See if there is still water to the cold water tap in the kitchen. If the cistern is not filling up, the ball valve may be stuck. It might work again if moved by hand. Buckets of water can be used to flush the toilet as a temporary measure.

Blockages

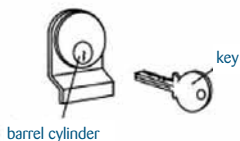
The blockage may be in the pan or in the soil pipe (which leads to the drains). If it is in the soil pipe the bath and basin will also be blocked. You might be charged for clearing a blockage. You could try using a plunger to clear a blockage (but avoid using one with a metal disk that might damage the pan).

Locks

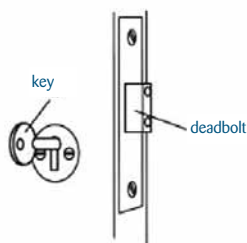
CYLINDER RIM NIGHT LATCH (DEADLOCKING)



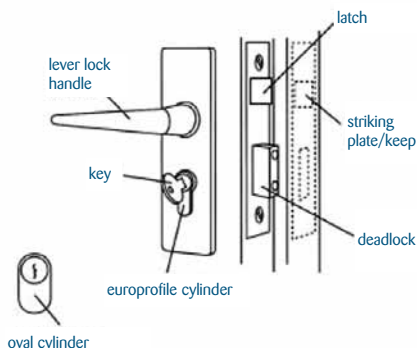
OUTSIDE DOOR PULL



MORTICE DEADLOCK



MORTICE SASH LOCK



General advice

Kitchen

Units

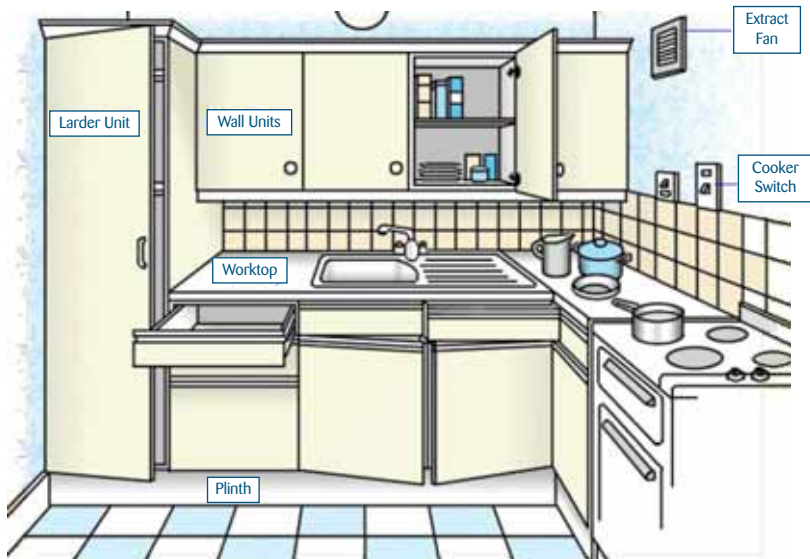
As well as telling us the type of units (floor, wall, corner or larder) and whether they have single or double doors, it would be helpful to know the colour and whether they are wood or plastic.

Repair or replace

Please think whether the item can be repaired (e.g. a door that has come off its hinges) or will need to be replaced (i.e. a door with broken hinges).

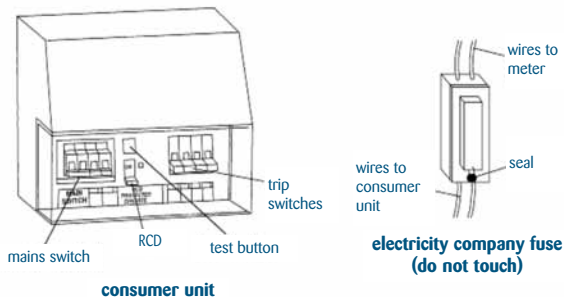
Cause of damage

Please note that if damage has been caused other than by fair wear and tear, it is possible that you could be asked to pay towards the cost of repair or replacement.



Power failure

Resetting a trip switch



General advice

Modern electric circuits are fitted with circuit breakers called trip switches. If a fault develops, a switch is tripped and the circuit is broken. If you have an older system with wired fuses, do not touch it. Contact us.

The trip switches are at the consumer unit. The consumer unit may be next to the electricity meter (unless the meter is in an outside cupboard).

Trip switches usually operate because:

- there are too many fittings or appliances on a circuit and it has been overloaded
- a light bulb has blown or an appliance has been misused or has developed a fault
- a lead to an appliance such as a TV, hair drier or kettle has come loose or is badly connected
- water has leaked into a circuit

If an appliance has developed a fault, leave it unplugged and get a qualified electrician or service engineer to check it.

Make sure your hands are dry when you touch electrical fittings.

To reset a trip switch:

- open the cover on the consumer unit to show the trip switches
- check which switches have tripped to the OFF position
- put these switches back to the ON position

If the trip goes again:

It is probably being caused by a fault in an appliance. You need to identify which circuit is being affected and which appliance on that circuit is causing the problem.

To identify a faulty appliance or socket:

- check all the rooms in the house and note which set of lights or sockets is not working
- unplug all appliances on that problem circuit and switch off the immersion heater
- switch the 'tripped' switch to the ON position
- plug in the appliances one at a time until the trip goes again. (Do not use double adaptors when doing this)
- when you have found the 'problem' appliance, unplug it, reset the 'tripped switch' to the ON position and plug the appliance into a different socket. If the trip goes again the problem is with the appliance – you need to get it repaired
- if the trip doesn't go off - the problem is with the first socket - don't use it, contact us

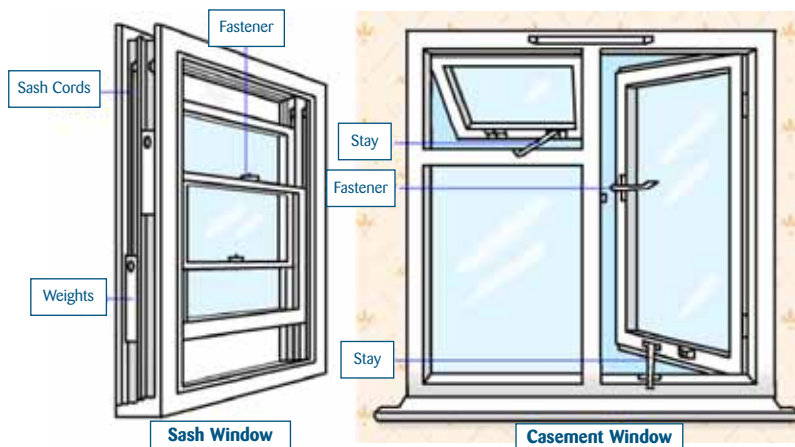
Doors



Windows

Broken windows

Please let us know if your windows were broken deliberately and if your security is affected. If it is safe to do so, remove glass and wrap it in newspaper before putting it in a bin. The cost of repairing broken windows could be your responsibility if they were broken by a member of your household.



Right to repair

Under the Right to Repair scheme, you may be entitled to compensation when we do not complete repairs within target response times.

Small emergency or urgent repairs which might affect your health, safety or security must be done quickly and easily, these types of repairs are called 'qualifying repairs'.

All our repairs are categorised when you report them to us and you will be told how long it will take for your repair to be completed. If we do not complete the qualifying repair within the timescale, (through no fault of your own), you should report the repair again. Please tell us that it is the second request for the work. We will then re-issue the repair

and set a new target date. If the second date passes without the work being carried out, (through no fault of your own), then you will be entitled to claim compensation.

What types of repair are 'Qualifying Repairs' under the right to repair scheme?

Not all repairs qualify under the right to repair scheme. Repairs covered under the legislation and Tenant Services Authority guidelines include small urgent repairs that are likely to cost under £250 and are likely to affect health, safety and security.

The list of 'Qualifying Repairs' is:

- Total loss of electric power
- Partial loss of electric power
- Unsafe power, lighting socket or electrical fitting
- Total loss of water supply
- Partial loss of water supply
- Blocked flue to open fire or boiler
- Total or partial loss of space or water heating
- Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the dwelling-house) toilet pan
- Toilet is not flushing (where there is no other working toilet in the dwelling-house)
- Blocked sink, bath or basin
- Tap which cannot be turned
- Leaking from water or heating pipe, tank or cistern
- Leaking roof
- Insecure external window, door or lock
- Loose or detached banister or stair tread
- Door entry phone not working
- Mechanical extractor fan in internal kitchen or bathroom not working

To qualify, the repair:

- Should be our responsibility
- Remain incomplete after being reported twice

- Affect your health, security or safety
- Cost under £250

To claim compensation you must:

- Allow our maintenance team or contractors reasonable access to your home
- Make your claim within one month of the completion date
- Not have had a temporary repair which we are returning to
- Not have received notification that we are putting back the completion date due to circumstances beyond our control

In exceptional circumstance we may suspend the completion date, such as if you don't keep your appointment. If the repair is required because you misused the property in any way, then there is no compensation payable.

We will pay a flat rate one-off payment of £10 plus £2 per day (for each day the repair is outstanding) up to a maximum of £50. If you owe monies to us, the amount you owe will be deducted from your compensation.

Quality control

When we have completed repair works, we may come back and carry out a quality check on the works. You can help us achieve the highest quality by filling in and returning the Customer Satisfaction questionnaire form we send you. If you are not satisfied with the quality of the repair works you should contact us and we will arrange an appointment with you for someone to call and inspect the works.

Code of conduct

Both our own operatives and contractors employed by Beech are required to follow our Code of Conduct. They must:

- Introduce themselves to the customer and show proof of identity.
Do not hesitate to ask to see it

- Explain the nature and purpose of the job
- Behave in a proper and professional manner at all times, refraining from smoking, bad language, and playing radios
- Take care of the customer's property and possessions and protect them at all times from dust, paint, etc
- Keep the customer's home secure at all times
- Keep safe all materials and equipment used on site to avoid danger to occupants and visitors
- Reconnect and test services such as water, gas and electricity at the end of each working day
- Clear any rubbish arising from works from the property, from the garden and other areas outside the property
- Comply with health and safety legislation and relevant codes of practice
- Comply with our equal opportunities policy
- Where major works are involved, agree the extent of removal of carpets, furniture etc, and their condition, before the work commences

Making improvements

If you are an assured tenant, you have the right to make improvements to your home. Assured shorthold and starter tenants do not have this right (see the 'Your Tenancy Agreement' leaflet for further details).

If you wish to make any improvements to your home you need to apply to us in writing for permission for all of the requests listed below or any other significant adaptations to your home (please note that we will not normally be able to give permission for satellite dishes to be erected on blocks of flats). In most cases we can make a quick decision, but, you must not start work or buy any materials until you have received written permission from us. In certain cases, we may need to visit your home and assess the planned work.

In some cases you may also need to get planning permission or building regulation approval. We will advise you if this is needed when we see your proposals.

Which repairs are covered by the right to improve?

- Bath or shower
- Wash hand basin
- Toilet
- Kitchen sink
- Storage cupboards in bathroom or kitchen
- Work surfaces for food preparation
- Space or water heating
- Thermostatic radiator valves
- Insulation of pipes, water pipes or cylinder
- Loft insulation
- Cavity wall insulation
- Draught proofing of external doors or windows
- Double glazing or other external window replacement or secondary glazing
- Rewiring or the provision of power and lighting or other electrical fittings (including smoke detectors)
- Any object which improves the security of the dwelling-house, but excluding burglar alarms

We will give a list of approved contractors to you on request and you must obtain at least 3 estimates for the work before it is carried out. Only when we have approved the estimate and you have written confirmation of this can you instruct the contractor to start work.

When your tenancy ends you may have the right to claim compensation for improvements you have made to your home with our permission and satisfaction (from the above list). You will have to keep all receipts, details of work and a note of the date when you did it.

The amount of compensation goes down by a set formula over time and will take the following into account:

- The expected lifespan of the components and materials used.
- Depreciation of the improvements since the work was carried out
- Whether or not you received a grant to help you carry out the work

If you owe monies to us, the amount you owe will be deducted from your compensation

The maximum amount of compensation payable is £3000.
Compensation will not be paid for amounts under £50.

How do I claim compensation for improvements?

You must claim any compensation for improvements in writing between 28 days before the actual end of tenancy or up to 14 days after the tenancy has ended. You must include all necessary documentation regarding the cost of the improvement and the consent letter from us giving you permission to go ahead with the work.

Preventing condensation

Condensation occurs when there is an excessive build up of moisture in the air. There is always moisture in the air, but people create more moisture in their homes by:

- cooking or boiling water
- taking baths or showers
- using paraffin heaters or bottle gas heaters
- drying clothes indoors

Warm moist air condenses and forms water when it cools, for example when it touches cool surfaces. In your home these are outside walls, mirrors, windows, wall tiles and even clothes.

If condensation cannot dry out it will cause mould to form on walls, in cupboards and on window sills. It will also allow mildew to form on clothes and especially leather goods like shoes and handbags.

There are four things you can do to stop condensation forming:

1. Produce less moisture by covering pans and turning down the heat when boiling, switching off boiling kettles, drying clothes outside or in a well ventilated room, and not using paraffin or bottle gas heaters.

2. Provide ventilation to let the moisture out by opening a bathroom or kitchen window for a while to let the steam escape, using an extractor fan, and opening windows for a while each day to change the air in your home.
3. Keeping your home warm by making sure there is at least a low background heat in every room. This need not result in significantly increased heating costs.
4. Wipe down where moisture settles.

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. Where possible we try to carry out this type of work when a property is empty before a new tenant moves in. But, obviously we'll need your help to carry out maintenance when you've been in your home for a while. We will always write to tell you in advance when any work is due and arrange appointments to inspect and carry out the work.

Planned maintenance

By knowing the life expectancy of many of the fixtures, fittings and structural 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, kitchens, bathrooms, heating systems, doors, roofs and brickwork. Our planned maintenance programmes are based on information we gain from visiting our properties and surveying their condition. You will be informed if your home is due to be surveyed and told about any improvements that will be carried out as a result.

Cyclical maintenance

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

This includes:

- Gas safety checks
- Servicing gas appliances we have fitted
- Fire alarm servicing
- Servicing shared lighting
- Painting and small repairs to the outside of your home

Gas safety

By law, a Landlord must make sure that gas appliances are serviced each year. We have a duty to make sure that:

- Gas appliances and flues are maintained in a safe condition
- Yearly safety checks and maintenance are carried out on or before the 12 month anniversary of the last gas service
- We keep records and issue a copy to tenants

It is vitally important we check and service appliances as they can become dangerous if they are not maintained regularly. You must allow us into your home to carry out this check to protect you and your neighbours.

If you do not allow us access, we will seek an injunction to ensure that this vital work is carried-out.

Aids and adaptations

If you need an adaptation to aid your disability you should contact your Regional Housing Office who will arrange for a Housing Officer or an Occupational Therapist to visit you and make an assessment of your needs.

Minor adaptations such as handrails are usually organised through the responsive repairs service and are carried out under the non-urgent repairs category. There is a waiting list for major adaptations such as walk-in showers and you will be advised on an approximate waiting time after an assessment has been made.

Insurance

We recommend that you take out home contents insurance for your home so that you can get your possessions replaced if they are damaged or stolen. If redecoration is needed following a fire or leak, insurance should be there to cover it. Ask your Housing Officer for information about options for home insurance. Older tenants can get advice about insurance from Age Concern.

Rubbish

If you have any queries about your rubbish collection or if you have any large household rubbish items that need taking away you should contact your local authority.

Getting in touch



Head office: 01942 608715

Turner House, 56 King St,
Leigh, Lancs WN7 4LJ

West office: 01942 263630

82 Railway Road,
Leigh, Lancs WN7 4AN

North office: 0161 230 4070

Elizabeth House, off Victoria St,
Openshaw, Manchester M11 2NX

Neston & Parkgate office: 0151 353 0917

43 Liverpool Road, Neston,
Cheshire CH64 3RB

South office: 0161 232 6030

Parkway 5, Parkway Business Centre,
Princess Road, Manchester M14 7HR

Bootle office: 0151 284 5756

34 Eleanor Road, Bootle,
Merseyside L20 6BR

ARABIC

هذه الوثيقة متاحة باللغة العربية
عند الطلب.

BENGALI

অনুরোধ করলে এই ডকুমেন্টটি
বাংলা ভে ও উপলব্ধ

CANTONESE

本文件可以應要求，製作成中文
(繁體字) 版本。

FARSI

این مدرک در صورت درخواست به فارسی
موجود است.

FRENCH

Ce document est disponible en français
sur simple demande.

GUJARATI

આ દસ્તાવેજ વિનંતી કરવાથી ગુજરાતીમાં
મળી રહેશે.

HINDI

अनुरोध पर यह दस्तावेज़ हिन्दी में भी
उपलब्ध है

KURDISH

ئەم بەلگەییە بە پێی داواکاری بە زمانی
کوردی ش دەس دەکەویت

MANDARIN

本文件可以应要求，制作成
中文(简体字)版本。

POLISH

Dokument ten jest na życzenie udostępniany
w języku polskim.

PUNJABI

ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ

SOMALI

Dokumentigaan waxaa lagu helaa Soomaali
haddii la codsado.

URDU

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

VIETNAMESE

Tài liệu này có sẵn bằng tiếng Việt khi
được yêu cầu.



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