



# Repairs

# REPAIRS

Both you and the housing association are responsible for repairs. We rely on you to help us by reporting repairs and allowing us reasonable access to do them.

## HOW TO REPORT A REPAIR

You can report a repair by:

- Phoning us on 0300 303 1190
- Online at [shropshirehousing.org.uk/repairs](https://shropshirehousing.org.uk/repairs)
- Emailing us at [workschedulers@shropshirehousing.org.uk](mailto:workschedulers@shropshirehousing.org.uk)
- Writing to us
- Visiting our offices

When you report a repair make sure you have the relevant details to hand. The more information you have about the problem the better equipped we will be to log the repair. If you report a repair online or via email, it is helpful to attach a photo.

**Also check the ‘*your responsibilities*’ section before reporting the repair.**

We require your name, address, contact phone number, details of the repair and when you will be available.

We will then tell you whether your repair is an emergency, appointable, non-appointable, or rechargable.

## IN AN EMERGENCY

We operate a 365 days a year ‘out of office hours’ emergency repairs service and will respond within 2 hours. We will make the emergency safe within 24 hours. A further appointment may be made to complete the work. To report an emergency repair, please call 0300 303 1190.

# EMERGENCY

These are repairs that are needed to avoid danger to people or serious damage to the property.

In some cases this may only include making the property safe.

## The following are emergency repairs:

- Total loss of electricity
- Unsafe power, lighting socket or electrical fitting
- If you smell gas (please see the safety section of this handbook)
- No heating and no hot water if the tenant is vulnerable or lives in sheltered accommodation. Other tenants will be attended to within 36 hours (1st November - 31st March)
- Blocked flue to open fire or boiler
- Total loss of water supply
- Blocked or leaking foul drain or soil stack
- Toilet blocked (where there is no other working toilet in the home)
- Leak from water or heating pipe, tank or cistern
- Insecure external window, door or lock
- Any repair request deemed to be a health & safety risk

**PLEASE NOTE:** our contractors are not allowed to carry out any emergency work that will put them in personal danger, e.g. roof repairs after dark or in severe weather conditions.

**Any misuse of the emergency repairs service will result in you being charged for the call out.**

## **NON APPOINTABLE REPAIRS**

If the repair can be completed when you are not in (e.g. external or repairs to communal areas) an appointment will not be made with you. An appointment will also not be made if the repair is dependent on the weather, but an operative will be in contact with you before they arrive at your property.

### **Vulnerable Tenants**

Those tenants that live in our supported housing schemes, those that are elderly or frail, and any others known to be vulnerable will receive a higher priority. We will keep support workers/carers informed of the progress of repairs.

# RESPONSIBILITIES

## You have certain general responsibilities including:

- Keeping your property clean and in good decorative order
- Taking reasonable precautions to prevent damage once a repair fault has been identified
- Allowing access to your home to carry out an annual gas, oil or solid fuel checks and any inspections that we feel are necessary
- Reporting any criminal damage or vandalism to the Police and getting a Police crime number
- Telling us when a repair is needed
- Providing access to your property to enable the work to be carried out
- Contacting us to make an appointment with the contractor if they have called while you were out and left a card. If you do not contact us within 48 hours, the repair will be cancelled
- Telling us if you cannot make an appointment
- Cleaning of mould and condensation
- Supplying and renewing dustbins

## Chargeable repairs

You don't have to pay for the repairs that we are responsible for, but repairs will be charged to you if:

- You replace any fixtures or fittings, or do any repair or improvement without getting our permission first
- We have to repair anything that you, members of your family, visitors or pets have damaged
- You misuse the emergency call out system

- You haven't carried out a repair that is your responsibility
- Re-lighting boilers where this is caused by an act or omission of the tenant
- Garden maintenance including trees
- Sweeping chimneys as often as necessary to prevent fires and to ensure efficient operation

**You are responsible for certain repairs. If you report the repairs on the following list to us, you will be charged for them:**

- Reglazing broken windows unless the result of a crime and a crime number is provided
- Sheds that are not part of the building structure
- Replacing plugs and chains to baths and sinks
- Replacing lost keys, and gaining access if you have been locked out
- Replacing and testing smoke and carbon monoxide detector batteries
- Repairing any secondary heating
- Replacing ash pans and fire baskets for solid fuel fires
- Replacing domestic electrical fuses, light bulbs and fluorescent tubes and starters
- Cleaning baths, WC pans and wash basins
- Replacing toilet seats
- First attempts to clear blockages in waste water pipes, toilets or gullies
- Making good minor plaster faults, holes and cracks to walls and ceilings
- Taking steps to prevent water in pipes and tanks from freezing
- Repairing gas or electric cookers

- Replacing clothes lines between poles and rotary lines (except in communal areas)
- Maintaining garden paths
- Repairing any fences installed by you
- TV aerials (except communal aerials)
- Ensure the property is appropriately heated and ventilated
- Garden maintenance including trees
- Sweeping chimneys as often as necessary to prevent fires and to ensure efficient operation

If you have a pest infestation please contact Shropshire Council's pest control team on 0345 678 9000.

If you have a blocked external drain, please call Seven Trent Water on 0800 783 4444.

From time to time we change our repairs policy. This means we may change what repairs we charge for, beyond those that we are legally required to do. You will be informed of any changes if this happens.

## **Our Responsibilities**

We are responsible for repairing and maintaining the structure of your property. This includes all external parts and any internal fixtures and fittings originally provided by us in addition to those that are listed in your tenancy agreement, or that we have told you are your responsibility.

### **We are also responsible for:**

- The structure and exterior of the building
- Drains, gutters and downpipes. Shared drains are the responsibility of the Water Authority
- Doors and windows
- Baths, basins, sinks and toilets

- Electrical wiring and fittings
- Gas pipes and water pipes
- Central heating installations, water heaters, fireplaces and fitted fires where these are primary heating systems
- Kitchen units and work surfaces
- Communal entrances, halls, lifts, stairs and other communal facilities
- External decorations
- Steps and access paths to front and rear doors
- Boundary walls, fencing and gates originally provided by us
- Internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards, not including internal painting and decoration
- Chimneys, chimney stacks and flues, where these are the primary heating source, not including intermediate sweeping
- Major plasterwork
- Integral garages and brick stores

**We are responsible for carrying out an annual gas, oil or solid fuel safety check.**

## **Reglazing Broken Windows**

This is your responsibility, however we will carry out the work at no cost to the tenant where the repair is required as a result of a crime such as domestic abuse or burglary. In certain circumstances we may also decide to carry out the work at no cost to the tenant.

## **Replacing External Door Locks**

We will replace locks where this is required to protect the tenant from domestic abuse or burglary. We will also carry out the work at no cost to the tenant where this is required through no fault of the tenant.



When a tenant does not carry out repairs that are their responsibility, and failure to do so causes a risk to tenants, neighbours or the property, the association may carry out the repair and recharge the cost to the tenants.

When existing electric instantaneous showers are not repairable, they will be changed to mixer tap systems. This does not include level access showers, or properties with solid fuel or storage heating systems.

## **Repair Satisfaction**

Once the repair is complete, you may be asked to complete a short telephone survey. If you are not satisfied with the work and you want to make a complaint, see the complaints section of this handbook, or contact the customer services team.