

## Repairs to your home

### How can I request a repair?

The Customer Service Centre is open between 8.00am and 5.30 pm Monday to Thursday and 8.00am to 4.30pm Fridays. Phone: 0800 195 5515. You can also report repairs online at [www.yourhousing.co.uk](http://www.yourhousing.co.uk)

You can report emergency repairs outside normal office hours by phoning 0800 195 5515. You will be able to speak to an advisor. However, an emergency should be a repair that cannot be postponed until the next working day due to health and safety (for example, a severe water leak). If a contractor comes to your house and decides the repair is not an emergency, we will charge you an emergency call-out fee.

For repairs to gas central heating and for your gas heating system to be serviced, please phone Central Heating Services (CHS) on 0800 917 9306. If your boiler is under 12 months old, you should phone 0800 195 5515.

### Who is responsible for repairs?

As your landlord, we have a legal duty to carry out certain repairs when these are needed. As legislation changes, the responsibility for specific repairs may also change. This means that because of changes in the law, you may have to carry out repairs we would have been responsible for, or we may have to carry out repairs you would have been responsible for.

If your home needs a repair because of neglect or damage caused by you, your friends or your family, we will expect you to carry out any necessary repairs. If a repair is needed because of your neglect or damage, we may give you notice to repair the damage. In some cases, we may also carry out the repair for you and then charge you for the cost. However, there may be times when we will carry out a repair we are not generally responsible for. This will usually depend on your circumstances, and these are known as 'discretionary repairs'.

### Our responsibilities

We are responsible for maintaining the structure and the outside of your home, and ensuring the building is in good repair.

We are also responsible for maintaining installations for supplying water, gas and electricity, for sanitation and for room and water heating, in good condition and working order.

If you live in a flat or a maisonette, we will take reasonable care to keep shared entrances, halls, stairways, lifts, passageways, rubbish chutes and any other shared areas in reasonable repair.

### Quality control

We will inspect a percentage of repair jobs when they are carried out, and instruct the contractor to put right any unfinished or poor-quality work.

You can help us achieve the highest quality by returning any satisfaction surveys we send you. You can also ask us to inspect any repair work you think is not acceptable by phoning the Customer Service Centre on 0800 195 5515.

## Repair priorities:

### Emergency repairs

An emergency is something which could not have been expected and which could cause danger to people's health or safety, or serious damage and destruction to property. Emergency call-out contractors will normally make a problem safe so that full and proper repairs can be carried out during normal working hours. The types of work they deal with include:

- severe roof leaks; burst pipes; blocked drains; blocked toilet (if it is the only one in your home)
- loss of electrical power or light
- loss of gas
- loss of heating in cold weather if no other type of heating is available
- loss of immersion heater, if this is the only source for hot water
- unsafe power, lighting socket or electrical fitting

We will carry out emergency repairs within 24 hours. We understand that elderly and vulnerable tenants will need special consideration in certain circumstances.

### Urgent repairs

These are repairs which significantly affect your comfort or convenience. In certain circumstances, these repairs could be treated as emergencies and include:

- partial loss of electrical power or light
- partial loss of water or gas supply
- loss or partial loss of heating or water heating

We will carry out urgent repairs within seven calendar days. You may be entitled to compensation if we fail to carry out urgent or emergency repairs on time after you have asked us twice to do so. This does not apply if we have not been able to get into your home to carry out the repair. Ask us for a copy of our Compensation Policy.

### Non-urgent repairs

These are repairs that can wait a short time, up to 21 calendar days before being dealt with. They include minor problems with: toilets; baths; sinks; doors or windows sticking; plaster repairs; and brickwork.

If you would like  
**Repairs to your home**

in large print, braille or translated please contact the  
Customer Service Centre on  
0800 195 5515.

