

# 9. Repairs and Maintenance

## A 24 Hour One-Stop service

If you need to request a repair job, your first point of contact is the Customer Service Centre. We provide a 24 hour service and you only need to call one number. Alternatively you can request a repair on our website.

- Customer Service Centre (CSC): **020 7428 4328**
- Website: [www.onehousinggroup.co.uk](http://www.onehousinggroup.co.uk)

The centre is staffed from 8:00am to 6:00pm, Monday to Friday. Outside of these hours your call will be diverted to our Out-of-Hours service. Please do not call out side of the above hours unless the repair is an emergency.

**If a contractor attends out side of hours to a job that is not an emergency, you will be charged for the cost of the works.**

## Appointments

Appointments are made from Monday to Friday. There are 2 appointment slots available. Our staff will arrive at a time between one of the following appointment slots offered:

- 8:00am to 1:00pm
- 12:00pm to 5:00pm

It is important that you stay at home throughout the appointment slot time. If it is not possible for us to keep an appointment we will contact you to agree an alternative date or time. If you are not at home, we will leave a calling card asking you to make a new appointment. If you regularly break appointments you may be charged. If you have to cancel an appointment, please give us at least 24 hours notice. The above times are arrival times not the time in which repairs will be completed.

## Area Surveyors

If a repair job is complex and it is difficult to identify the exact nature of the repair, we will make an appointment for an Area Surveyors to visit your home and inspect the fault before booking a repairs appointment.

## Contractors

When a repair request is straight forward, we will make an appointment for a contractor to come to your home to carry out the work required.

Our contractors will:

- Show you their ID cards before entering your home
- Tell you how long the repair is likely to take and explain the work involved
- Help you to move heavy furniture to allow them to reach the work area
- Aim to complete the work in one visit
- If the work can not be completed, they will advise you of what work is required and will book the follow on appointment
- Ensure your home is left safe and weatherproof when a repair cannot be completed at once
- Be mindful of security and safety and ensure that your home is left clean and tidy

Our contractors will never:

- Smoke, drink alcohol, be under the influence of alcohol, or play music in your home
- Move or use any of your belongings without your permission or without you being there, except in an emergency
- Expect to carry out any works without an appointment
- Undertake work that is not on their works schedule, unless a variation has been agreed with the customer service centre.

## **Response targets**

In order to manage the many different problems reported to us, we have to prioritise repairs. The following guide gives examples of the type of repairs that fall within each of the categories we use and the target times to complete them.

### **Emergency repairs**

**Target: To complete works within 24 hours.**

Where there may be a danger to your personal safety or to reduce damage to the building we aim to attend within 2 hours to make safe before completing the full repair.

Examples include:

- Burst pipes / flooding / serious water leak
- Total loss of electricity / gas / water
- Gas leak / carbon monoxide incident / potentially hazardous electrical faults
- Property insecure / making a home secure after break in / make safe window glazing
- Heating loss for all tenants during the period 31 October – 1 May (winter)
- Complete loss of heating for elderly/vulnerable tenants 2 May- 30 October (summer)
- Complete loss of hot water
- Failure of warden call system / smoke detector not working (not inc batteries)
- Blocked drains (currently in urgent)
- Lift breakdown
- Fires
- Manhole overflowing sewage / blocked toilets if no alternative (We will charge for this if the blockage was caused by your household)
- Other repairs deemed dangerous

### **Urgent repairs**

**Target: To complete works within 7 calendar days and to attend within 3 days.**

Examples include:

- Heating loss in the period 1 May – 31 October
- Repairs to electrical services
- Reinstatement of or essential services for able bodied tenants
- TV aerial sockets
- Minor plumbing repairs
- External guttering and water management systems

### **Routine repairs**

**Target: To complete works within 28 calendar days and to attend within 7 days.**

Examples include:

- Faulty electrical equipment which poses no danger
- Minor repairs to joinery
- Faulty sanitary ware and plumbing
- All other non urgent repairs
- Repairs to communal areas

### **Specified works**

These include all large and planned maintenance works for repairs to the structure and exterior of the building or communal or external areas.

**Target: To be determined by CHG in consultation with the contractor and the resident.**

Examples include:

- Repairs to garden walls gates and leaking drainpipes
- Replacement of chimney pots
- Pest control
- Repointing
- Window replacement
- Non-standard works that require specifications and quotations
- Non-standard works involving specialist materials or equipment.

### **Annual Gas Safety Checks**

We are required by law to check your gas appliances once a year to make sure that they are safe. Unsafe gas appliances can cause death or serious illness. As per the conditions of your tenancy agreement, you must allow us access to carry out the checks and issue a certificate. If you do not allow access then we will take legal action and your tenancy may be at risk. Please let us know immediately if you do not have an up to date certificate.

### **Planned Maintenance**

CHG has a rolling planned maintenance programme for large scale works such as decorating communal areas. Where large or planned works are required, we will consult you about the extent of the works, the timescale and access arrangements. We will give you contact details for the Project Officer in charge and the contractor's supervisory staff.

### **Repairs CHG is not responsible for**

Your Tenancy Agreement sets out the repairs for which CHG is responsible and those which you must do yourself. We can do repairs that are your responsibility, but you will be charged for them. Repairs for which you are responsible include:

- replacing broken glass
- fuses, starters to fluorescent lights
- tap washers and plugs for sinks, baths and wash basins
- repairing internal doors, handles and latches
- unblocking sinks, toilets and drains.

Large repairs must be undertaken by contractors from CHG's Approved Panel and we will arrange these repairs.

### **Arranging repairs that we are not responsible for**

In some cases we will arrange for repairs we are not responsible for to be done for you. However, you will still be charged for the work. We can do this if:

- The repair is an emergency
- You are over 70
- You are severely disabled or suffering from a serious long-term illness
- You have identified support needs
- You have a child under six months of age

### **Making a payment**

You will need to pay in advance for works we arrange for you that are not our responsibility. You can pay by cheque, debit or credit card. If you have difficulty in paying the whole cost in advance, our Income Management team will agree an instalment plan with you.

## **Damage to your possessions**

If a contractor damages your possessions whilst carrying out a repair job, you will need to make a claim for this on your own home contents insurance. CHG will take reasonable steps to assist you in preparing a claim.

### **Help us to help you by:**

- Keeping the appointments you have made with us.
- Reporting all defects to us as soon as possible.
- Having the details of the repair you need when you call the CSC, for example, the make of the boiler
- Clearing the work area of any belongings you can move without help.
- Keeping children away from the work area.
- Co-operating with health and safety requirements.
- Allowing the contractors to use your gas, electricity and water if necessary.  
(We will cover the cost for major works)
- Remaining at home while the contractor carries out the repair.

## **Resident feedback and satisfaction**

Repairs and Maintenance are of prime importance to tenants and are a vital part of the service CHG offers. We aim to provide a high quality, efficient service – every time.

A satisfaction survey will be enclosed with every appointment letter. Please take the time to complete the survey to help us improve our services. A specialist aftercare team will also attempt to contact you once your repair has been completed to ensure you are satisfied with the work. If you have any outstanding issues, we will take action to remedy these. If you are still unsatisfied after three repairs appointments we will arrange for a Surveyor to inspect the work.

## **Right to Repair**

If CHG fails to complete a qualifying repair within the set timescales you should inform the Customer Service Centre that the repair has not been done. We will give you a further deadline for completing the work. If we fail to complete the work within the second time period you may be entitled to £10.00 as a one off payment plus £2 for each day the repair continues to be outstanding after the second time period (up to a maximum of £50).

The Right to Repair compensation is not payable if you fail to give access for the work to be inspected or carried out.

You may also be entitled to compensation under the complaints policy if your living conditions are affected by the need to repair your home.

## **Right to Compensation for Improvements**

You have the right to carry out a limited number of improvements at your own cost. A list of these improvements and the conditions are available on request.

You will be required to submit 3 estimates from reputable contractors and tell us which contractor you choose and why. You must not start work until the estimate is agreed and we have given you written permission. We will not unreasonably withhold permission. You may be entitled to some compensation for the improvement at the end of the tenancy. This will be less than the amount you paid for the work to allow for depreciation or wear and tear. Any rent arrears will be deducted and you may not receive the compensation if your tenancy is terminated by court order.

**Please contact the Customer Service Centre if you require further advice on the Right to Repair, the Right to Compensation for Improvements or Complaints and Compensation.**