

THE REPAIRS SERVICE



This booklet contains the following information:-

**Reporting a Repair
Emergencies
Repairs Priorities
Disabled Adaptation's**

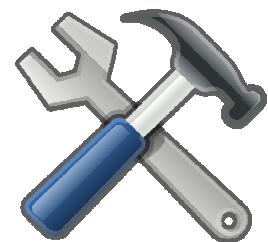


As you landlord, we are committed to providing an excellent repairs and maintenance service.

Our Responsibilities

We have a legal obligation to carry out certain repairs to maintain your homes. Our obligations and the repairs that we are legally responsible for are to:

- Keep the structure and exterior of the property in good repair
- Keep the essential services to the property in good repair and working order
- Keep communal amenities in working order
- Take care to prevent or repair defects to keep tenants and others reasonably safe from personal injury or damage to their property
- Make good finishes to plasterwork following the carrying out of any repair.



Under the terms of the tenancy agreement the tenant also has certain repair obligations. It is our policy not to carry out any repairs that are classed as being the tenant's responsibility or that have been caused by neglect, misuse or accidental damage.

It is the responsibility of the tenant to maintain the inside of the property and carry out minor repairs. The following list are examples of these:

- .Decorate internally.
- .Replace keys and locks.
- .Replace toilet seats.
- .Carry out any repairs to any equipment, fixtures or fittings not installed by us.
- .Unblock baths, sinks and wash hand basins.
- .Maintain gardens, including lawns, plants, bushes and trees.
- .Replace fuses and plugs.
- .Provide access at reasonable times for work to be undertaken.
- .Replacing locks and keys when lost.
- .Anything damaged by you, your family or visitors.
- .Dealing with pests and infestations.

Tenants are also responsible for clearing the area of work, which includes removing furniture, carpets and personal belongings, prior to us attending to carry out the work. If you are elderly or have a disability and would have difficulty removing such items please tell the Repairs Hotline, when reporting the repair.

HOW TO REPORT A REPAIR

If you need a repair carrying out there are a number of ways that you can report a repair:

You can report a repair during office hours (9am to 4:30pm Monday to Friday) by:

- Emailing enquiries@hpch.co.uk
- Through our website at www.hpch.co.uk
- Text message to 07800 00 22 64
- Calling into any of our receptions.
- Telephone our Repairs Hotline on **0845 129 8071** (The Repairs Hotline is open 8am to 8pm Monday to Friday)

We also operate an out-of-hours telephone number so you can report **emergency** repairs when our offices are closed.

For emergency repairs, out of office hours, call
01663 752 099

If your emergency does not fall under one of the following categories and you call us out, you may then be recharged. The types of repairs that will be attended outside of normal working hours are:

- **Electrical:** where there is no power to the property; there is water on the electrics, following a burst; or lifts or fire alarms (excludes smoke alarms) not working.
- **Fire:** where the Fire Service is attending or has attended.
- **Heating** if it is a water leak from the heating system.
- **Heating:** where there is no heat from a central heating system. An engineer will only attend up to 10pm.
- **Water:** bursts on hot or cold water supply.
- **Break In:** make safe ground floor windows and doors.

**If your emergency is life-threatening, call the emergency services on 999
(Or 112 from a mobile phone).**

**If you smell gas, call Transco on
0800 111 999.**

Some emergency work carried out outside of normal working hours may be temporary and restricted to making safe. Permanent reinstatement/repairs would then be carried out at a later date.

When you report a repair you will need to provide us with the following information:

- Tenant's name, address and a contact telephone number.
- A detailed description of the fault and location.
- Whether the fault has previously been reported.
- How the fault occurred.
- Any access arrangements

We will offer you an appointment for all works that are to be carried out on the inside of your property. The appointment will be, either a morning or an afternoon slot on a specified day.

If an appointment to carry out work has been agreed and you fail to keep it we may charge you the full cost incurred and cancel the appointment.

In some cases we may need to carry out an inspection of the works that you report. If a pre-inspection is required we will make an appointment with you for the Neighbourhood Maintenance Coordinator (NMC) for your area to call and inspect the problem.

The NMC will then see if any work needs to be undertaken and if so order the repair. You will be sent a confirmation letter, detailing timeframes for the work to be undertaken.

All staff from HPCH carry identification, please ask to see identification if you are unsure who the caller is.

CUSTOMER SATISFACTION

After a repair has been carried out, we will send you a **Tenant Satisfaction Survey**, with a pre-paid reply envelope. If the comments you make are negative the repair will be inspected and the contractor recalled if necessary.

WANT TO APPEAL?

If you are told that a repair is your responsibility, and you want to appeal against this decision, you should contact the Customer Support Co-ordinator on 0845 129 8075.

REPAIRS PRIORITIES

When a repair is reported it will be put into one of the following categories depending on the type of repair and how urgent it is. Each category has a time frame for getting the work completed. Discretion may be taken depending on the circumstances or vulnerability of the tenant, to bring forward repairs.

PRIORITY 1 – Emergency (Within 24 hours)

Any fault that could lead to the death or injury of occupants, or member of the public, such as

- Collapsed floors or ceilings
- No heating or hot water (during the winter)
- Leaks or bursts causing damage to property
- Electrical - no power to sockets or lighting in the whole house

Any fault that could cause extensive damage to the property or the tenant's effects, such as:

- Defects that may cause a fire
- Making door secure after forced entry
- Renewal of lock where door won't lock
- Serious water penetration through roof

Any fault that could seriously endanger the health of the occupants, such as:

- Blocked drains or damaged toilets where sewage is overflowing within the home (may be rechargeable if blockage caused by tenant)

Other repairs may be undertaken as emergencies, but on a rechargeable basis.

PRIORITY 2 – Urgent (Within 7 calendar days)

Any fault that affects you, but does not endanger your life or threaten the security of your home, such as:

- Repair the toilet flush handle / ballcock
- Repairs to sinks where considered urgent
- Roof repairs/ceiling repairs
- No hot water

PRIORITY 3 – Non-urgent (Within 3 calendar weeks)

Repairs needing attention, but not likely to cause a serious deterioration in the property, such as:

- Repair leaking shower
- Refix or repair toilet
- Repair light fitting
- Repair or refix lockable handles on windows and doors

PRIORITY 4 – Planned Repairs (Within 16 calendar weeks)

Repairs that are classed as non-urgent, such as:

- Plastering Work
- Renew baths & wash hand basins
- External Works

A fuller list of repairs and priority listings is available on request and on our website.

Safety Checks



All homes heated by gas and solid fuel will receive an annual service of appliances, pipe-work and a full safety check. The contractor will write to you with an appointment, if this is not convenient, you can ring the contractor to arrange a mutually convenient time to carry out the service.

The safety check is required by law. If, after written warnings, access is denied, we will be forced to take legal action to gain entry to your home to carry out the safety check.

Planned Maintenance

Some repairs are not urgent, or need a specialist contractor. We try to group these types of works together as we get better value for money. Depending on the type of works you may be offered a choice of materials, layout, style etc and we will contact you when we have dates for the work.

Planned Improvements

This is a programme of major improvement works including kitchens, heating, doors, roofs etc. Some repairs and replacements may be delayed because a major improvement is planned for your home. You will be advised if this applies to you, and informed of the estimated date for the work to commence.

Disabled Adaptations

If you are an elderly person or have a disability, you may have difficulty doing certain things or moving around your home. There may be alterations that can be carried out to your home to help you live your life as fully and independently as possible. These permanent alterations are called '**adaptations**'.

What are adaptations?

Adaptations can range from very simple things like grab rails and lever top taps to more specialist things like stair lifts or level access showers.

If you are an elderly person or have a disability and you think you may benefit from having an adaptation made to your home, you should contact:

Derbyshire County Council—Social Services

Their contact telephone number is 0845 605 8058

www.derbyshire.gov.uk

An Occupational Therapist or a Community Care Worker from Social Services will then arrange to visit you to assess your needs. If it is for a large adaptation (e.g. shower) a representative from HPCH will also attend at this stage. If they think that you would benefit from an adaptation the Occupational Therapist or Care Worker will issue a care plan.

Once HPCH have received the Care Plan

If work is classed as minor works the work will be ordered and completed within 2 weeks from the date of issue.

If major works are required we will write to the applicant to ask consent to review their financial situation. Once consent is received we will pass the information to the Housing Benefit section to see if a contribution towards the cost of the adaptation is to be made by the applicant

If there is no requirement for a contribution from the applicant the work will be put onto the waiting list and the applicant will be contacted when the work is ordered.

If a contribution is required we will write to the applicant to explain that they will have to contribute and how much. Once the contribution is received in full it will be put on the waiting list and the applicant will be contacted when the work is ordered

If you are not on benefits of any kind a full financial assessment is carried out to assess if the applicant would be entitled to a disabled facilities grant. Again any contribution must be received in full before any work is ordered

Should your circumstances change whilst on the waiting list you will need to contact Social Services who will reassess the urgency of your case.

Carrying out the work

We will confirm with you the name of the contractor and the planned start date for the work, and will give you a copy of any drawings.

We will make sure that your home is left clean and tidy at the end of each day.

Once the adaptation is complete

We will show you how to use any new equipment we have fitted in your home and provide written information including what to do if there is a problem with the adaptation.

Notes

Notes



High Peak Community Housing

8am—8pm Monday to Friday

**www.hpch.co.uk
enquiries@hpch.co.uk**

General Enquiries:	0845 129 8075
Repairs Hotline:	0845 129 8071
Carelink:	0845 129 4877
Minicom:	0845 129 4876
SMS Text Messaging:	07800 002 264
Fax:	01457 860290

Out of Hours: 01663 752099

Head Office

**Municipal Buildings
Glossop
Derbyshire
SK13 8AF**

Fairfield Neighbourhood Office

**157 Victoria Park Rd
Fairfield
Buxton
SK17 7PE**

Gamesley Neighbourhood Office

**34 Winster Mews
Gamesley
Glossop
SK13 0LU**

Can't read this?

If you need this information in another format,
call the Business Services Team on 0845 129 8075