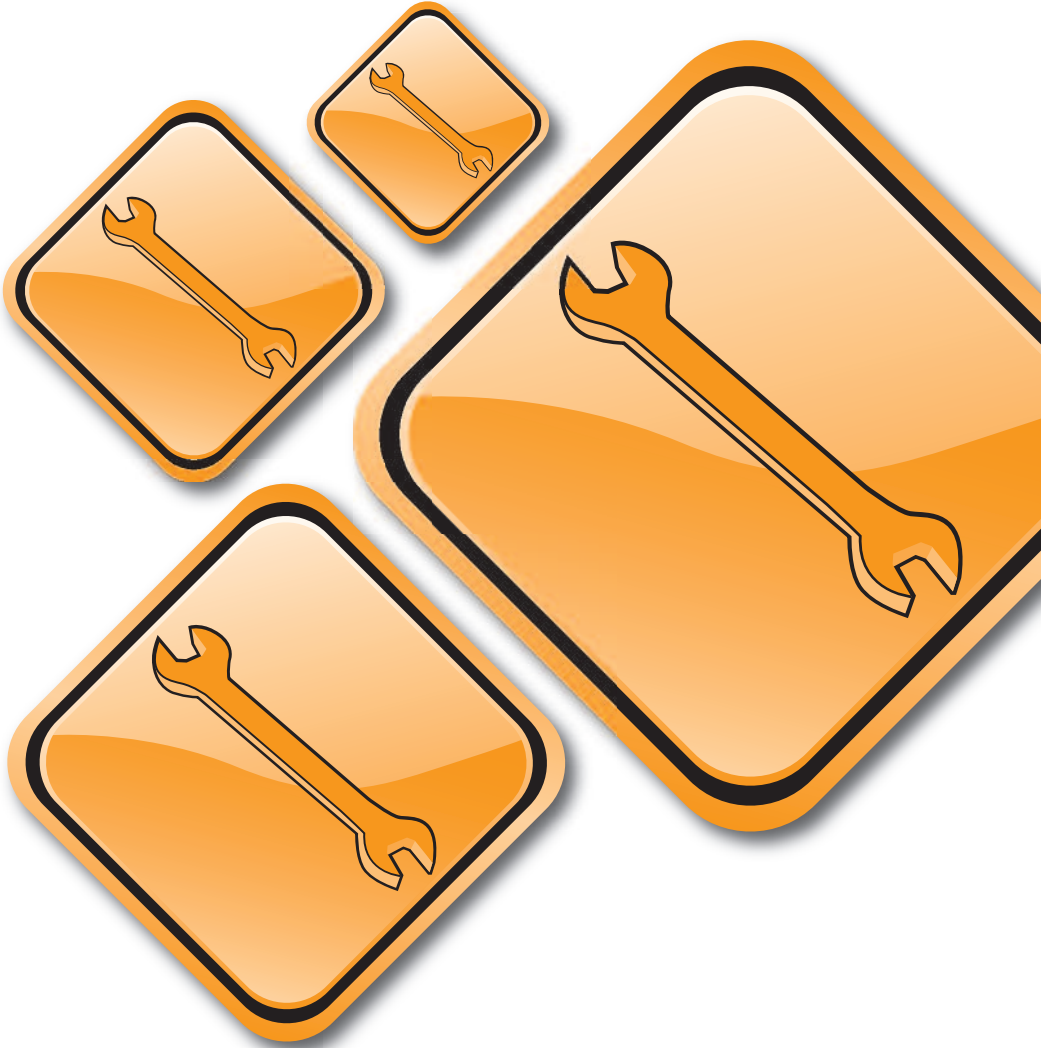


# Guide to repairs





# Guide to repairs

## About repairs

We aim to carry out repairs quickly and efficiently and ensure that work is carried out with the minimum disruption.

It is important that you report a repair as soon as you notice it to help us take the appropriate action and keep homes in good order.

This leaflet explains the process for reporting repairs, the timescales within which you can expect different types of repairs to be

completed, and how you can help to keep your home in good repair.

## Reporting a repair

You can report a repair in any of the following ways:

### **By telephone:**

Repairs line  
0800 5874 735 (Freephone)

Available from  
Monday to Thursday  
8.30am - 5pm

Friday 8.30am - 4.30pm

Emergencies (outside office hours) 0300 1231 112

**By email:**

enquiries@ddh.org.uk

**Via the website:**

www.ddh.org.uk

**In person or by post at:**

Daventry & District Housing

Nene House

Drayton Park Industrial Estate

Daventry

Northants

NN11 8PB

Repairs can also be reported to your Neighbourhood Officer/Support Services Officer or the Maintenance Officer when they are out and about on the estates.

When you report a repair you should be ready to provide us with the following information:

- ▶ Your name and address
- ▶ A phone number where we can contact you during the day

- ▶ As much information as possible about the repair (the handy diagrams in the tenants' handbook will help)
- ▶ Where it is, for example in the kitchen
- ▶ Dates and times when someone will be in to allow access
- ▶ Whether you have reported the repair before
- ▶ Any special details the person coming to your home should know, for example if you have a disability and need time to answer the door or if you have small children.

The person taking the details of your repair request will tell you when the work should be completed. If an inspection is needed first you will be told at the time the repair is reported. Appointments can be made for urgent and routine repairs.

For all jobs you will receive written details of the work to be done and the expected completion date. This will take the form of a repair receipt.

Following completion of your repair you may receive a customer satisfaction questionnaire.

Spending a few minutes to complete this questionnaire will help us to improve the service.

## Repairs priorities

Repairs are put into one of four priority categories to ensure that the most serious repairs are dealt with first.

### Repair type - emergency

We aim to attend 95 per cent of emergency calls within four hours (except after 10pm when we leave some repairs until the following morning). We will complete temporary repair in 24 hours.

An emergency is where action will remove an immediate danger to people, restore essential services or security and avoid major damage to the property.

If our staff or a contractor is called out to carry out a repair as an emergency when an emergency repair is not justified then you are liable to be charged for all costs concerned. Also where a resident has caused the emergency themselves we will send a bill to cover the cost of responding.

## Repair type - emergency

### Examples

- ▶ Total loss of electric power
- ▶ Unsafe lighting socket or electrical fitting
- ▶ Total loss of lighting
- ▶ Partial loss of power when it is a danger to health and safety, for example where power loss affects essential equipment such as a stair lift or a nebuliser
- ▶ No lighting to internal communal areas
- ▶ Total loss of water supply
- ▶ Total or partial loss of gas supply
- ▶ No central heating or hot water (1st November to 31st March).

## Repair type - urgent

We aim to complete 75 per cent of all urgent repairs within four calendar days. We will complete all urgent repairs within seven calendar days.

An urgent repair needs to be done quickly to overcome serious inconvenience or to prevent immediate damage to the home where there is a possible health, safety or security risk.

### Examples

- ↳ Faulty external doors
- ↳ Defective toilet or blocked waste
- ↳ Partial loss of electric power
- ↳ Extractor fans in kitchens or bathrooms (only when there is no window in the room)
- ↳ Faulty shower (when this is the only means of bathing)
- ↳ No central heating or hot water (1st April - 31st October)
- ↳ Partial loss of water supply
- ↳ Blocked sink, bath or wash hand basin
- ↳ Taps which cannot be turned
- ↳ Glass replacement (where security is affected).

## Repair type - routine

We aim to complete 75 per cent of all routine repairs within 14 calendar days. We will complete all routine repairs within 31 days.

A routine repair fixes problems which do not cause immediate inconvenience or danger but should not wait for a planned programme of work.

### Examples

- ▶ Electrical work, outside lights and other non-urgent work
- ▶ Small plaster repairs
- ▶ Faulty taps
- ▶ Broken glass (where this is our responsibility)
- ▶ Broken external doors or windows
- ▶ Internal door repairs (not replacement)
- ▶ General repairs to flooring
- ▶ Repairs to fences and gates - not replacement (only where this is our responsibility).

## Repair type - Planned/programmed maintenance work (work completed within 12 months)

We are working towards carrying out non-urgent repairs on a programmed or cyclical basis. This will allow us to package work together by area and means work can be planned more easily, carried out at reduced costs and means more repairs can be completed. We will respond to programmed repair work within 12 months.

The following would be classed as programmed maintenance repairs:

### Examples

- ▷ Re-pointing brickwork and roof (verge, ridge and hip tiles)
- ▷ Re-pointing and rebuilding boundary walls (where there is no danger of collapse)
- ▷ Repairs to rendering
- ▷ Roof repairs/replacement (where the roof is not leaking)
- ▷ Entrance path replacement/larger repair
- ▷ Replacement fences and gates where it is our responsibility
- ▷ Larger plastering work
- ▷ Replacement sink units, baths, wash basins and toilets
- ▷ Renewal of front and rear doors and/or frames
- ▷ Window replacement (where windows are secure and are operating reasonably).

## **As your landlord we are responsible for the repair and maintenance of the structure of your home.**

Our responsibilities include:

- ▶ The roof
  - ▶ Chimneys and chimney stacks
  - ▶ Gutters and downpipes, fascia and soffits
  - ▶ Window frames, catches and sills
  - ▶ Brickwork, render and cladding
  - ▶ External doors, frames, locks, letterbox and number
  - ▶ Canopy and porch
  - ▶ Outbuildings and coal bunkers
  - ▶ Path, ramps, handrails and line pots
  - ▶ Gates, hinges and catches
  - ▶ Boundary walls and fences to public paths/roads
  - ▶ Garage, if rented from us.
- We are also responsible for some repairs and maintenance inside the home. This includes:
- ▶ Ceiling, walls and floors
  - ▶ Plaster repairs
  - ▶ Internal joinery
  - ▶ Internal doors and frames, latches and handles
  - ▶ Kitchen units and worktops
  - ▶ Cupboard doors
  - ▶ Airing cupboard slatted shelves
  - ▶ Cylinder jacket and roof insulation
  - ▶ Fireplace
  - ▶ Focal point fire
  - ▶ Central heating appliance (if taken over or installed by us)
  - ▶ Radiators and pipe work
  - ▶ Gas pipe work

- ▶ Gas/electric cooker (if installed by us)
- ▶ Electric fuse board
- ▶ Electrical power sockets and lighting including cables and switches
- ▶ Smoke detectors (mains operated where fitted)
- ▶ Storage heaters
- ▶ Extractor fans supplied by us
- ▶ Showers supplied by us
- ▶ Bath, washbasins and taps
- ▶ Toilet and cistern
- ▶ Blocked drains and toilet
- ▶ Water services and stop tap.

We will repair and maintain the shared areas inside and outside our properties.

This includes:

- ▶ Decorating of communal entrance halls
- ▶ Communal lighting

- ▶ Lifts
- ▶ Door entry systems
- ▶ Communal TV aerials
- ▶ Alarm systems
- ▶ Ensuring that any fire fighting equipment is adequate, regularly inspected and serviced
- ▶ Footpaths and lighting (where these are only for use by our residents)
- ▶ Parking areas, grounds and gardens which are our responsibility.

## Your responsibilities

As a tenant you are required to take good care of your home and report any repairs or faults to us straight away. You are also responsible for:

### External repairs

- ▶ Sweeping the chimney flue annually
- ▶ Glass, if broken through neglect

- ▶ Keys if lost and locks if broken by neglect
- ▶ Hedges, gardens, trees and fencing to dividing boundaries and own fencing
- ▶ Garage if owned by you

### **Internal repairs**

- ▶ Decorating and making good
- ▶ Minor plaster cracks/shrinkage cracks
- ▶ Own internal fixtures and fittings
- ▶ Doors, latches, handles if broken by neglect
- ▶ Additional and specialist kitchen units fitted by tenant
- ▶ Fireplace if installed by tenant
- ▶ Gas meter/gas supplier and supply connection
- ▶ Electric meter/electricity supplier and supply connection
- ▶ Gas and electrical appliances unless provided by us
- ▶ Own electrical fittings such as plugs, fuses, light bulbs and fluorescent light tubes
- ▶ Smoke detectors (battery operated)
- ▶ Extractor fans if fitted by you
- ▶ Plugs and chains to sinks and baths
- ▶ Toilet seats
- ▶ Blocked traps to sinks, basins
- ▶ Clean gullies/grids
- ▶ Individual TV aerials and satellite dishes.

## Service standards

Our service standards set out the standards you can expect in your dealings with us. The standards help us to measure how well we are performing and help you to challenge us if you feel we have fallen short.

Our full service standards can be found in a separate leaflet, available from our reception, by calling 01327 707500 or by visiting the website at [www.ddh.org.uk](http://www.ddh.org.uk)

These are the service standards that relate to the repair and maintenance of your home. All our team members including contractors are expected to be polite, considerate and respectful towards you. We expect you and members of your household to behave in a similar manner towards them.

If you report a repair we will:

- ▶ Place it in a priority category - emergency, urgent or routine
- ▶ Complete emergency repairs within 24 hours
- ▶ Complete urgent repairs within one week
- ▶ Complete routine repairs within one month
- ▶ Offer you an appointment for all types of repair
- ▶ Offer you a range of appointment options for urgent or routine repairs
- ▶ Ensure that where we have made an appointment, we keep it
- ▶ Aim to complete all repairs on time according to the repairs priority
- ▶ Aim to complete a high percentage of repairs on our first visit

- ▶ Complete all repairs to a good standard
- ▶ Take care to protect the property whilst we carry out repairs, and tidy up after completing them
- ▶ Ask you to provide feedback on your satisfaction with the repairs service
- ▶ Take action to put things right where they have gone wrong and improve the service.

We will assess these standards by reporting quarterly on:

- ▶ The number of repairs completed on time
- ▶ The number of appointments made and kept
- ▶ The number of repairs completed right first time
- ▶ The level of satisfaction with our repairs service and what we have done to improve it.

Anyone working for us will:

- ▶ Always introduce themselves and show you their official identification
- ▶ Listen to your questions and give you information about what is happening in your home and refer questions to other team members if necessary
- ▶ Dress presentably
- ▶ Keep appointments with you and be on time
- ▶ Be flexible about access to your home
- ▶ Keep your home secure at all times
- ▶ Keep safe all materials and equipment to avoid danger to you, your family and any visitors
- ▶ Tell you when it is necessary to cut off essential services and give you reasonable notice

- ▶ Reconnect and test essential services such as gas, water and electricity at the end of each day (they will provide temporary services if necessary overnight)
- ▶ Make sure that all bathroom and kitchen fittings are left operational and clean and tidy at the end of the working day
- ▶ Cover your furniture with dust sheets, while the work is going on
- ▶ Clean up and remove all surplus materials and rubbish after work has taken place (and any areas that workers have to go through to get to the work) at the end of the day
- ▶ Keep the outside of your home clear of rubbish

- ▶ Drive courteously, safely and within the speed limit at all times
- ▶ Only park in agreed areas or with your permission.

They will not:

- ▶ Smoke, swear or play radios in your home
- ▶ Enter your home without permission
- ▶ Use pneumatic drills or other noisy appliances outside the working hours given
- ▶ Leave tools in your home overnight
- ▶ Use any electricity, vacuum cleaner, phone or any other appliances unless they have your permission; or use your drink-making or cooking facilities.

## Repairs appointments **If you have a complaint**

The appointments we currently offer are:

- ▶ All day
- ▶ Morning (8am to 12pm)
- ▶ Afternoon (12pm to 4pm)
- ▶ An appointment which avoids the school run either end of the day (10am to 2pm).

If you have reported the repair and the appointment is not convenient please contact us and we will rearrange it.

Where you agree we will use text messaging and automated telephone messages to remind you of the appointment and to let you when the tradesperson is leaving the previous job. This will enable us to maintain a high level of access to complete repairs.

If you are unhappy about any part of our service, or feel we have not met the standards set out in this leaflet, we want to know.

Our complaints procedure ensures that all complaints are fully investigated. It also ensures that we learn from mistakes and keep on improving in line with your feedback. All complaints are dealt with in strictest confidence and you won't be treated any less favourably as a result of making a complaint.

You can complain in person, by telephone, in writing, or by using the form included within the Compliments and complaints leaflet available at our reception. You can also make a complaint via our website at [www.ddh.org.uk](http://www.ddh.org.uk)

So remember, if you are not happy with the service we have provided, let us know.

**For help to understand this  
please contact 01327 707500.**

ইহা বোঝার সহায়তা পাওয়ার জন্যে অনুগ্রহ করে  
01327 707500 নম্বর ফোনে যোগাযোগ করুন

如果你在理解此项内容时需要帮助的话，  
请致电01327 707500

PO POMOC W ZROZUMIENIU TEGO  
TEKSTU NALEŻY ZGŁOSIĆ SIĘ POD  
NUMER: 01327 707500

اسے سمجھنے میں مدد کیلئے  
براہ کرم 01327 707500 پر رابطہ کریں

An audio version is also available on request.

Home visits are available particularly  
for older and vulnerable residents and  
those with mobility and transport  
problems. Please contact our  
Customer Services Team for more  
information on 01327 707500.



**Daventry & District Housing**

Nene House  
Drayton Fields Industrial Estate  
Daventry  
NN11 8PB

Tel: 01327 707500  
[www.ddh.org.uk](http://www.ddh.org.uk)



This information has been  
approved by Daventry & District  
Housing tenants



A Futures Housing Group company

