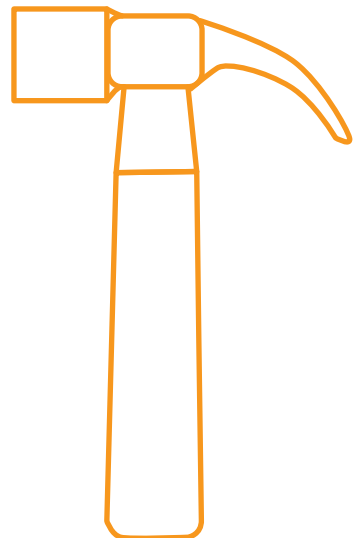


Repairs & Maintenance

A Guide

This leaflet tells you how to report a repair and gives you general information on the repairs and maintenance service that One Housing Group provides.

This document is available in other languages, larger text, Braille and on audio cd or cassette on request.



Reporting a repair

We understand how important your home is and we aim to provide you with a consistent and quality service. Both you as a resident, and us as your landlord, have responsibilities to make sure your home is maintained in a good state of repair. Your main responsibility is to report repairs quickly to avoid further problems arising. You can contact us in the following ways to report a repair:

Community, Island Homes or Toynbee London residents can report a repair by:

Telephone **0300 123 99 66**

website **www.onehousinggroup.co.uk**

Office hours are 8.00am to 6.00pm, Monday to Friday

Toynbee Berkshire residents can report a repair by:

Telephone **0800 587 9941**

website **www.onehousinggroup.co.uk**

Office hours are 8.00am to 7.00pm, Monday to Friday

Emergency Repairs

Outside of the above hours your call will be diverted to our emergency out of hours service. Please do not call outside of the above hours unless the repair is an emergency. An emergency is where there may be a danger to your personal safety or to reduce damage to the building, for example:

- 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/making safe window glazing

- complete loss of heating for elderly/vulnerable tenants all year around
- failure of warden call system
- fires or smoke detector not working (not including batteries)
- lift breakdown where all lifts in the block are affected
- manhole overflowing sewage/ blocked drains/blocked toilets if no alternative (we will charge for this if the blockage was caused by your household).

If a contractor attends to a job during office hours which is not classed as an emergency then you may be charged for the cost of the works.

Appointment slots

Appointments are available from Monday to Friday.

Community, Island Homes and Toyne London residents will be offered one of the following appointment slots:

8.00am to 1.00pm

12.00pm to 5.00pm

Toyne Berkshire residents will be offered one of the following appointment slots:

8.00am to 1.00pm

10.00am to 2.30pm

12.30pm to 5.00pm

Our contractors will arrive during these allocated times. 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 have to break or cancel an appointment, please give us at**

least 24 hours notice. If you do not do this and are not at home for your appointment, we will leave a calling card asking you to make a new appointment. If you regularly break appointments you may be charged. The above times are arrival times not the time in which repairs will be completed. If our contractors do not keep the agreed appointment with you, then you may be entitled to claim compensation for the missed appointment.

Area surveyors

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

Community, Island Homes and Toyne London should call **0300 123 9966**.

Berkshire Residents should call **0800 587 9941**.

Contractors

When a repair request is straight forward, we will make the first 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
- advise you of what additional work is required if the work cannot be completed in one visit, and they will either book a follow up appointment or the contractor's office will call you

back with an appointment time

- ensure your home is left safe and weatherproof when a repair cannot be completed during the first appointment
- 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 your Area Surveyor.

Planned maintenance

One Housing Group 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.

Aids and adaptations

One Housing Group is committed to facilitating and supporting independent living. We work with Occupational Therapists and on their recommendation will carry out alterations to meet the special needs of individuals or to enhance their lifestyle where appropriate to enable them to remain in their current home. In this respect we will work with Local Authorities and other appropriate agencies to ensure funding is available to enable this to happen.

Repairs your landlord is not responsible for

Your Tenancy Agreement gives full details of the repairs for which your landlord is responsible and those which you must do yourself. We will also tell you when you contact us whether the work you want done is our responsibility or your own. We can arrange and carry out repairs that are not our responsibility in the following cases but will need to charge you for the work:

- if the repair is an emergency
- if you are a Community or Toynbee resident over 70 years of age
- if you are an Island Homes resident over 60 years of age
- if you are severely disabled or suffering from a serious long term illness
- if you have identified support needs
- if you have a child under six months of age.

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.

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 Customer Contact Centre, 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. Please note that contractors will not enter a property where those present are under 18 years of age.

Our targets for responding to your repair requests

In order to manage the many different problems reported to us, we have to prioritise repairs. The repairs targets vary slightly between the 3 associations within One Housing Group, details of which are given below. Please note that contractors will not enter a property where those present are under 18 years of age.

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 two hours to make your home safe before completing the full repair. Island Homes will aim to attend emergency repairs within one hour due to the locality of the association.

Urgent repairs targets:

Community / Toynbee: To attend within 3 working days and to complete works within 5 working days

Island Homes: To attend within 2 working days and to complete works within 3 working days

Priority repairs target:

Island Homes only: To attend within 5 working days and to complete works within 7 working days

Routine repairs target:

Community / Toynbee: To attend within 5 working days and to complete works within 20 working days

Island Homes: To attend within 10 working days and to complete works within 20 working days

Examples of the types of repairs that fall within the emergency repairs category can be found at the beginning of this leaflet. Examples of the repairs that fall within the other categories can be found in our residents' handbook, which is on display in all of our reception areas and on our website. Alternatively you can contact the Customer Contact Centre for advice or to request a copy of the residents' handbook. Contact details are listed at the end of this leaflet.

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. Timescales will be agreed by us after consultation with both the contractor and resident. This is dependent on the extent of the works to be undertaken.

Large and specialist repairs

It may not always be possible to acquire some specialist parts within the timescales listed. Some repair jobs may be so large that we are not able to say when we will have the funds to complete them. In these cases we will register the repair request and keep you updated at regular intervals.

Planned works

We aim to follow a program of planned works to:

- decorate the exterior of your building approximately every five years
- carry out a stock condition survey approximately every five years.

Right to Repair

You may be entitled to compensation when we do not complete repairs within the target response times. Under the Right to Repair scheme, small emergency or urgent repairs which may affect your health or safety need be completed quickly and efficiently; these repairs are known as 'qualifying repairs'.

If a qualifying repair is not completed within the timescales set, you must inform the Customer Contact 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 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.

After-Care Service

A satisfaction survey will be enclosed with every appointment letter. Please take the time to complete the survey to help us improve our services. Our After-Care Officers may 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 necessary we will arrange for a surveyor to inspect the work.

Our Service Standards

We aim to:

- provide a 24 hour emergency repairs service
- attend urgent and routine repairs between 8.00am and 6.00pm, Monday to Friday
- offer morning and afternoon appointments
- complete the repair during the first appointment
- tell you when you contact us whether the work you want done is our responsibility or your own
- give you a reference number, arrange an inspection if necessary and tell you when the work will commence
- change the appointment date for you if you provide us with 24 hours notice
- ensure our contractor keeps your appointment or will give you at least one working day's notice to cancel an appointment
- ensure our contractor is polite and helpful and will treat your home with respect at all times and tidy up before leaving
- attend and complete repairs within the target times noted within this leaflet
- decorate the exterior of your building approximately every five years
- carry out a stock condition survey approximately every five years.

Further Information

For further information, please visit our website where you can view a copy of our Repairs & Maintenance Policy:

www.onehousinggroup.co.uk

You can also contact our Customer Contact Centre on **0300 123 9966** with questions relating to the information within this leaflet or to request a copy of our policies and procedures.

If you have any suggestions or ideas on how this leaflet could be made more useful, please send an email to the Service Improvement & Policy Team's Solutionsbox:

solutionsbox@onehousinggroup.co.uk

or write to:

Solutionsbox
c/o Service Improvement Team
Freepost LON4191
London NW1 0YT

This document is also available in other languages, large print, Braille and audio format by calling 0300 123 9966.

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অক্ষরপিণ্ডে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে **0300 123 9966** নাম্বারে ফোন করুন।

本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打**0300 123 9966**垂詢。

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la' ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.