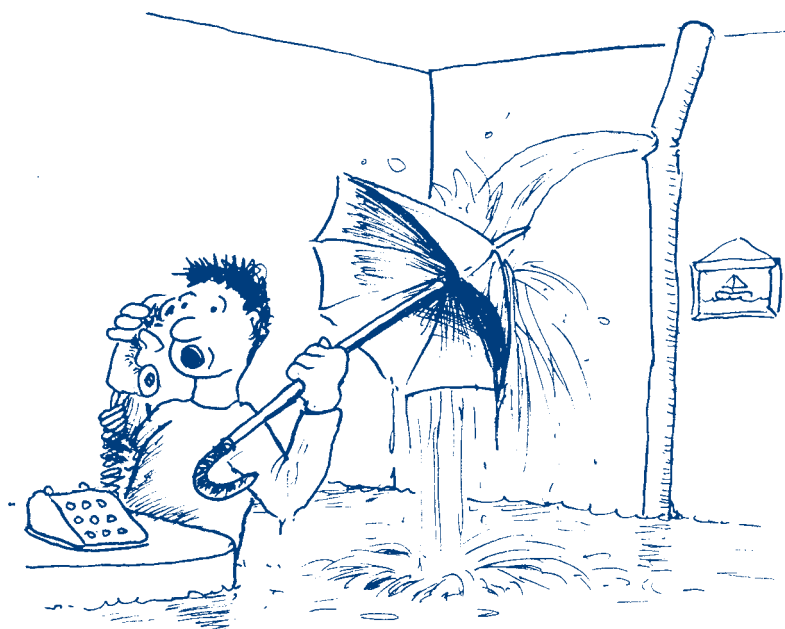




# *Repairs & Maintenance*

**0845 057 0080**



## Introduction

South Lakes Housing takes pride in providing a high quality repairs and maintenance service. The following questions and answers will help you to benefit from this service.

### What repairs and maintenance am I responsible for?

- You are responsible for repairing and maintaining any items that you have fitted or alterations you have made.
- You are also responsible for various items, such as glazing and internal decorations (including filling of normal plaster cracks). A full list of these items is printed at the end of this leaflet.
- If you live in a flat with a communal hallway and/or stairway, you will be responsible for keeping these areas in a clean and tidy condition (unless there is a cleaner employed to do this, as in sheltered housing).

### What repairs are South Lakes Housing responsible for?

- South Lakes Housing is responsible for the structure and exterior of the property; gas and plumbing systems; heating and hot water equipment; and fixtures and fittings. A full list of these items is printed at the end of this leaflet.
- If any of these items are damaged by you, your family or guests, or because you have misused them or not looked after them properly, then we may hold you responsible for the repair.

### Can I claim back money for repairs I arranged myself?

- No, South Lakes Housing will not pay you for any repairs you have carried out or paid for yourself, even emergency repairs.

South Lakes Housing is responsible for carrying out the Council's day to day repairs service and planned maintenance works, as well as being responsible for the improvements programme and monitoring the operation of the repairs and maintenance service.

## How do I report a repair?

- You will be given an appointment for all repairs that require access, including early evenings and Saturday mornings.
- If South Lakes Housing is responsible for a repair, please inform us as soon as possible. You are obliged to do this under your tenancy agreement.
- All repairs, including out of hours EMERGENCIES that occur should be notified to the South Lakes Housing Contact Centre 0845 057 0080.
- Out of hours callers will be given a password.

## How long will it take to carry out a repair?

This will depend on what the repair is. We have a target time for each repair. These are as follows:

### **PRIORITY CATEGORIES AND TIMESCALES** **EMERGENCY PRIORITY 1 (P1)**

Visited and made safe within 2 hours, and completed within 2 days.

Emergency repairs are those where there is danger to persons and/or property, risk or serious damage to the property or the integrity of the building affected, for example:

- loss of electrical power;
- escape of gas;
- storm or flood damage;
- major bursts;
- blocked or overflowing sewers;
- electrical faults;
- repairs required to ensure buildings are secure and structurally sound;
- defects to sanitary appliances where only one exists in a dwelling;
- complete loss of heating or water systems.

## **URGENT PRIORITY 2 (P2)**

Completed within one week from the date the works order issued.

Urgent repairs are those which, if not repaired, will cause substantial discomfort to the customer or potential damage to the property. For example:

- repairs to supplementary heating;
- replacement of sanitary fittings;
- repairs to roof (where there is no actual leak);
- replacement of rotten timber sections.

## **ROUTINE PRIORITY 3 (P3)**

Response within three weeks from date of issue of works order.

Routine repairs are those which cause only minor inconvenience and have little effect on the property if a repair is not undertaken in the short term.

## **NON URGENT PRIORITY 4 (including Batched repairs)**

Where works are routine and where material delivery and/or supply may be longer than three weeks but not more than twelve weeks from the issue of the works order. In order to minimise travelling between jobs, maximise efficiency and improve the service, SLH may build up a rolling programme for these minor repairs. Repairs will be done at a time that suits the tenant wherever possible.

## **What is a 'batched' repair?**

We have a programme of batched repairs. We target a specific area and write to every tenant in that area, inviting them to report minor repairs. We can then do many small, non-urgent repairs in one area in one day, which is cost effective.

## **Access for Repairs**

**You must** allow our workers or people sent by us into your home to inspect and carry out repairs. You will be given at least 24 hours notice of our intention to enter the property. If you do not let us in we could take legal action to enter your home and you may have to pay the costs or may be prosecuted for obstruction.

**In emergencies** we will need to get in immediately to prevent personal injury to you, your household, and to the property and your neighbours' adjoining properties and/or households. Our workers or people sent by us may enter the property without giving notice if, in the opinion of one of our Officers such entry is necessary.

## **Code of Conduct when working in your home issued to all SLH trades staff**

We will remember that we will be working in somebody's home!

We will ensure that the following courses of action are taken:

- Turn up at the property at a time/day arranged
- Confirm the appointment prior to attending the repair
- To be correctly attired and tidy
- When necessary wear protective overshoes whilst working in occupied properties
- Behave in a polite manner to customers and other members of staff
- Give the customer the reason for attending the property and an approximate time that the repair might take
- Produce our ID card on introduction
- At all times be polite
- Respond to tenants complaints as appropriate
- Maintain confidentiality in all matters relating to the tenants and others customers
- Behave in a proper and professional manner at all times
- Radios and cassette players will not be used on company premises or within a tenant's home or garden
- Not use bad or improper language
- Not smoke in or around that property
- Not attend work whilst under the influence of alcohol or illegal substances
- Where necessary we will make use of protective floor covering
- Take care when working in and around breakable objects

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- Once the repair has been carried out we will make sure that any mess is cleaned up and the property left tidy
- Leave the customer's home and property secure at all times
- Reconnect and test all gas, water and electricity services where disrupted by the works
- If excess use of tenant's power is expected, arrangements will be made for re-imbusement of costs
- Avoid danger to occupants and visitors from materials and equipment used on site
- Clear all rubbish and builders' debris from inside the property at the end of each working day and from the garden promptly on completion of the repair or as required for the health and safety of visitors
- Where we are unable to complete the repair on the visit we will inform the customer about the reason for being unable to carry out the repair and give a possible date when we will return to carry out the repair
- If we are unable to offer a return date we will inform the customer that we will contact them and organise a date when we will return to carry out that repair
- Contract workers will carry a dual identity card.

## What happens next?

You will be sent a copy of any repair orders for your home with a satisfaction slip, and pre-paid envelope, for you to complete once the work has been done. Please send the slip back, this helps us monitor the quality of the work. Your name will be entered into a prize draw if you return the satisfaction slip.

## Your Right to Repair - what is this?

Under the law, South Lakes Housing has to carry out some repairs within a certain time after you have told us what needs to be done, these are called Qualifying Repairs. A list of these is available from any housing office.

## Problems with gas, electricity and water

**Gas:** If you smell gas, do turn off the gas supply at the meter and telephone Gas Emergency Services **0800 111 999** immediately but tell South Lakes Housing too.

- Do open doors and windows to get rid of the gas
- Do put out naked flames
- Don't smoke
- Don't turn electric switches on or off

If a gas appliance (e.g. a gas fire or boiler) is faulty, tell South Lakes Housing immediately. Telephone 0845 057 0080. MINICOM for deaf and hard of hearing 0800 371787.

**Electricity:** If the electricity goes off or you receive an electric shock from any fitting, switch the electricity off at the mains and inform South Lakes Housing immediately.

Again, telephone 0845 057 0080.

**Water:** If you have a burst, blocked drains or the water supply fails, telephone South Lakes Housing straight away, again using the Call Centre number 0845 057 0080.

## Planned Maintenance

Building maintenance can be likened to car maintenance. Rather than wait for a car to break down most car owners go in for regular servicing, that is 'planned maintenance'. Therefore, South Lakes Housing plans programmes for cyclical planned maintenance e.g. external painting programme.

## Decoration

- The outside of your home will normally be painted about every 5 years, earlier for homes with stained woodwork.
- You will be notified prior to any work starting.
- Internal decoration to communal areas will also be carried out every 5 years.

## Gas Appliances

Current Regulations require all landlords to ensure that gas appliances are maintained to prevent danger to occupants of properties. To meet our obligations under this scheme, South Lakes Housing will arrange:

- An Annual Service of all gas appliances belonging to the Council.
- An Annual Safety Inspection of any gas appliances owned by the tenant.

**You must** allow our workers or people sent by us into your home to inspect and carry out annual gas servicing – we have a legal duty to service our own gas appliances, wired-in smoke alarms and carbon monoxide detectors on an annual basis. You will be sent an initial appointment letter and you must allow us reasonable access to service the appliances. If you do not let us in we will take appropriate action to gain entry to your home which may include gaining emergency access and you may have to pay the costs and/or may be prosecuted for obstruction.

## Repairs and Maintenance Standards

- We will attend within two hours of you reporting an emergency repair to make safe and complete works within 48 hours.
- We will offer an appointment to call at your home to carry out internal repair works for either morning or afternoon on a day of your choice.
- We will paint the outside of your home every 5 years, earlier for homes with stained woodwork.
- We will carry out internal decorations to communal areas every 5 years.
- We will carry out an annual service on all gas appliances belonging to the Council.
- We will carry out an annual safety inspection of any gas appliances owned by tenants.
- We will provide you with details of programmes of planned works and improvements to your home and estate.

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- ☑ We will provide choice on a range of different fittings such as kitchens and bathrooms.
- ☑ We will offer appointments between the hours of 8 am to 6 pm Monday to Friday and 8 am to 12 noon on Saturdays.
- ☑ We will confirm the repair and appointment details in writing.
- ☑ We will post inspect any repair you are not satisfied with.
- ☑ We will provide an emergency service 24 hours a day, 365 days a year.
- ☑ If we need to cancel a repair appointment we will notify you and explain the reasons why.
- ☑ We will notify you in writing at least 4 weeks before your annual gas service is due.
- ☑ We will leave a card confirming works done or informing you when works will be done when we attend to external works without you present.

## Major works agreement

It should be noted that, in addition to our published Service Standards, SLH has agreed a Major Works Agreement, which sets out how tenants will be involved in all major works programmes. The Major Works Agreement runs alongside the District Wide Tenant Participation Agreement and the Decent Homes programme communication plan. It is intended to ensure that all tenants and leaseholders, where relevant, will be involved in the decision making process and will be able to influence how SLH delivers major refurbishment work.

## How long will my repair take?

Type of Repair	Responsibility	Priority?	Special Circumstances
<b>Boilers – Solid Fuel</b>			
Drain down back boiler or make safe	SLH	P1	
Repair back boiler	SLH	P2	24 hours if only means of heating hot water
<b>Central Heating (Including Storage Heating)</b>			
Total or partial heating failure 31 Oct – 1 May	SLH	P1	Treated as an emergency
Total or partial heating failure 2 May – 30 Oct	SLH	P2	If other form of heating water available
<b>Chimneys</b>			
Make safe dangerous chimneys	SLH	P1	
Repair to a chimney pot, cowl or chimney stack	SLH	P1	Unless on an imminent planned maintenance contract
Blocked flue	SLH	P1	Rechargeable if due to the chimney not being swept
Chimney sweeping	Tenant	Yearly	Twice yearly for central heating systems (SLH will do one sweep)
Birds nesting on chimneys	SLH	P2	
<b>Clothes line / post</b>			
Line posts and rotary drier	SLH	P3	
Communal clothes lines	SLH	P3	
<b>Coal Bunkers</b>			
Coal bunkers supplied by SLH	SLH	P3	We supply bunkers only when there is no outhouse
<b>Condensation</b>			
Mould Growth – less than 25% of room	Tenant		Unless a defect is causing the condensation
	(unless see comment)		SLH will advise on prevention
Mould Growth – More than 25% of room	SLH	P3	
<b>Cookers</b>			
Cookers	Tenant		Except any named site i.e. such as a hostel
<b>Decoration</b>			
Internal decorations	Tenant		
Internal decorations disrupted by repairs	SLH	P3	
<b>Door Entry Systems</b>			
Door entry phone not working (If sheltered)	SLH	P2 P1	Where installed by SLH
Door release solenoid not working (If sheltered)	SLH	P2 P1	Where installed by SLH
Moving / additional door entry phone	Tenant		
<b>Doors</b>			
Make safe or secure external door	SLH	P1	Tenants are responsible for lost keys

**P1 – Attend within 2 hours, complete with 48 hours**

**P2 – Attend and complete within one week**

**P3 – Attend and complete within three weeks**

**P4 – Within 12 weeks**

Type of Repair	Responsibility	Priority?	Special Circumstances
Gain access – lost keys etc	SLH/Tenant	P1	Rechargeable except for OAPs or vulnerable tenants
Glazing to external doors	SLH	P2 Make safe in 24 hours	Glass replaced for OAP Tenants & where a Police crime number issued. Alternatively, SLH will board up & secure the property.
Glass (where previously boarded up)	SLH/Tenant	P3	Where the tenant has agreed to pay when they are responsible
Repair or replace unusable locks to external doors	SLH	P1	Useable but sticking lock – 28 working days
Repair faulty seals to external doors	SLH	P3	
Repairs to internal doors, locks & handles	SLH	P3	Rechargeable if due to Tenant damage
Kitchen cupboard doors	SLH	P3	Rechargeable if due to Tenant damage
Repairs to catches for cupboards & internal doors	SLH	P3	
Letterboxes & letter plates to doors	SLH	P3	
Ease & adjust doors	SLH	P3	Rechargeable where due to tenants alterations to floor covering
<b>Drains</b>			
Blocked foul drains	SLH	P1	SLH owned drains only
Blocked rainwater drains	SLH	P2 or P3	SLH owned drains only
<b>Electricity</b>			
No electric at all	SLH	P1	Except during power cuts / failures
No lights at all	SLH	P1	
Lights & or power to only one room (unless kitchen)	SLH	P2	
Check electrics after water penetration	SLH	P1	
Dangerous or exposed wires	SLH	P1	
Unsafe power or lighting socket, or electrical fitting	SLH	P1	
Repair or renew fuse box	SLH	P2	Unless no power – 24 hours
Fuses to plugs on appliances	Tenant		
Communal hallway lighting & landing lights (shared)	SLH	P2	Complete lighting failure – 24 hours
All lamps / bulbs / tubes	Tenant		
Smoke Detectors	SLH	P1	
Smoke detector batteries	Tenant		
Rewiring fuses or resetting trips	Tenant		Unless OAP or Vulnerable tenants
Any other internal electrical work	SLH	P3	
<b>Extractor Fan</b>			
Mechanical extractor fan in kitchen or bathroom not working	SLH	P2	

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Type of Repair	Responsibility	Priority?	Special Circumstances
<b>Fences / Gates</b>			
Repairs to fences & gates (if considered in dangerous condition)	SLH	P3	Only where there are children under 5 years old in the household & the lack of a gate or fencing constitutes a danger. Otherwise only repaired on planned maintenance contracts.
Gates catches & locks	SLH	P3	Unless on an imminent planned Maintenance contract
<b>Fireplaces</b>			
Fire grates & other parts	SLH	P2 or P3	Depends on the type or part required. 24 hrs if only form of heating.
Refix loose tiles to fire surround or hearth	SLH	P3	Depending on availability
Replace damaged or missing tiles to surround or hearth	SLH	P3	Depending on availability
Smoke problems	SLH	P2	24 hours if the only heat source in the room
<b>Floor</b>			
Rotten floorboards	SLH	P2	24 hrs if hazard identified
Repairs to floorboards	SLH	P3	Rechargeable where damaged by the Tenant or by tenant's contractor
Refix loose/ squeaking floorboards	SLH	P3	Rechargeable where damaged by the Tenant or by tenant's contractor
Floor tiles	SLH	P3	Only if fitted by SLH
Quarry tiles	SLH	P3	Only if fitted by SLH
Re-screed concrete floor	SLH	P3	
Repair / replace skirting boards	SLH	P3	
<b>Garages</b>			
Garage door locks	SLH	P2	24 hours if unable to get car out
Keys to garages	Tenant		Lost keys tenants responsibility
Defective roof coverings	SLH	P4	This is to allow for material delivery times
Repairs to garage doors	SLH	P3	24 hours if unable to get car out
<b>Gas</b>			
Gas escapes	SLH/Tenant	1 to 3 hours	Ring Transco and report to SLH
Failure of gas fires fitted / or approved by SLH	SLH	P2	24 hours if the only heat source in the room
Gas cookers, connection pipes & other tenant appliances	Tenant		
<b>Gutters</b>			
Clear blocked gutter	SLH	P2 or P3	
Replace broken gutter	SLH	P2	24 hours if perceived to be hazardous

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Type of Repair	Responsibility	Priority?	Special Circumstances
Remake leaking gutter joints	SLH	P3	
Replace fascia board	SLH	P3	Unless on an imminent planned maintenance contract
<b>Heaters (Space or water heating)</b>			
Glass to parkray / solid fuel room heater	SLH	P2	
If parts required		P3	
<b>Immersion Heater</b>			
Repair / replace (if only form of water heating)	SLH	P1	
Repair / replace (if alternative water heating available)	SLH	P2	Unless alternate form is solid fuel & tenant is an OAP or is disabled
<b>Kitchen Fixtures</b>			
Kitchen units provided by SLH	SLH	P3	Rechargeable if due to tenant damage
Kitchen worktops provided by SLH	SLH	P3	Where due to fair wear & tear – otherwise rechargeable if damaged
Kitchen sink	SLH	P3	Rechargeable if due to tenant damage
<b>Outhouse / Sheds</b>			
Lights in outhouse	SLH	P3	Only to brick/concrete structures
Other repairs to outhouses	SLH	P3	Only to brick/concrete structures
Locks	SLH	P2	Only to brick/concrete structures
Lost keys	Tenant		
Glazing	SLH/Tenant		Glass only replaced for OAP & Disabled tenants
<b>Paths / External Steps</b>			
Repairs to paths	SLH	P3	Make safe in 24 hours if trip hazard
Repairs to driveways, hard standing & patio area	SLH	P3	Make safe in 24 hours if trip hazard
Steps	SLH	P3	Make safe in 24 hours if trip hazard
Replacement of paths	SLH		Future planned maintenance contract only
Providing driveways, hard standings & patio areas	Tenant		
Providing washing line paths	Tenant		
<b>Pipes / Tanks / Cylinders</b>			
Burst pipe – internal	SLH	P1	
Burst pipe – external	SLH	P1	
Blocked or leaking soil pipe	SLH	P1	
Replace section of soil vent pipe	SLH	P3	Provided it is not leaking
Water hammer / pipe vibration	SLH	P3	
Refix rainwater pipes	SLH	P3	

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Type of Repair	Responsibility	Priority?	Special Circumstances
Air lock	SLH	P2	No water from air lock – 24 hours
Burst tank	SLH	P1	Given immediate attention
No water at all	SLH	P1	
Continuous overflow	SLH	P2	Unless danger of freezing up
Leaking water or heating pipe, tank or cistern	SLH	P1	
Faulty stop cock / valve	SLH	P2	
Insulation to hot water cylinder	SLH	P3	
Insulation to pipes	Tenant		Except if on future planned maintenance contract
Drainage inspection cover	SLH	P3	Unless dangerous then made safe with 24 Hours
<b>Plumbing Fittings</b>			
Blocked WC pan	SLH	P1	Rechargeable if due to tenant's abuse (e.g. disposal of nappies)
Refix / replace WC pan	SLH	P3	Unless unusable then 24 hours
Replace loose or broken WC seat	SLH	P2	24hrs for disabled tenants
Toilet not flushing (where no other in dwelling)	SLH	P1	Otherwise 7 days
Blocked sink, bath or wash hand basin	SLH	P2	
Unusable sink, bath, wash hand basin	SLH	P1	Rechargeable if due to tenant's damage
Refix loose wash hand basin brackets	SLH	P2	
Refix loose bathroom tiles	SLH	P3	7 days to shower areas
Refix bath panel & framework	SLH	P3	
Plugs, chains & cleaning	SLH	P3	
Taps will not turn off (e.g. running full bore)	SLH	P1	
Taps will not fully turn off (e.g. dripping)	SLH	P3	7 days if water meter fitted
Replacement tap to bath / sink etc	SLH	P3	Unless unusable, then 24hrs (where no bath available)
Other repairs to taps	SLH	P2	
Replace faulty shower over bath	SLH	P3	
Replace faulty shower unit	SLH	P1	
<b>Roofs</b>			
Slipped tiles – dangerous	SLH	P1	
Make safe after storm damage	SLH	P1	
Rain penetration	SLH	P2	We will make safe within 24 hours if possible
Re-fix or replace loose or cracked tiles or slate	SLH	P2	24 hours if dangerous
Defects to roof outhouses or garages	SLH	P3	
Repairs to lead flashings	SLH	P3	
Re-bed & re-point joints to roof ridge tiles	SLH	P3	
<b>Stairs &amp; Lifts</b>			
Stair lifts & lifts not working	SLH	P1	
Repair banister or hand rail	SLH	P3	
Refix loose banister or hand rail	SLH	P2	Unless considered dangerous then 24hrs
Rotten stair tread or damaged stair nosing	SLH	P2	Unless considered dangerous then 24 hours

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Type of Repair	Responsibility	Priority?	Special Circumstances
Refix loose stair tread	SLH	P3	Unless considered dangerous then 24 hours
Missing balustrade	SLH	P1	
Other repairs to staircase	SLH	P3	
<b>Walls</b>			
Dangerous walls, make safe	SLH	P1	
External brickwork including pointing	SLH	P3	
External rendering	SLH	P3	Major repairs on future planned maintenance contracts only
Internal plastering	SLH	P3	
<b>Window Glazing</b>			
Broken Glass	SLH	P1	Glass replaced for OAP tenants & where a police crime number issued. Alternatively SLH will board up & secure the property
Glass (where previously boarded up)	SLH	P3	Where the tenant has agreed to pay when they are responsible
Glass in communal areas	SLH	P2	24 hours if necessary to secure the property. Alternatively SLH will board up & secure the property.
Secure loose window frame	SLH	P1	
Reseal window glazing	SLH	P3	
<b>Window Repairs</b>			
Repairs where a window cannot be opened or fully closed	SLH	P2	
Repairs where a window cannot be secured	SLH	P1	
Ease and/or adjust sticking window	SLH	P3	
Repair or replace window catches	SLH	P3	Providing window can be secured – if not then 24 hours.
Fix new window sill boards	SLH	P3	
Rain penetration	SLH	P3	
Replace faulty seals to windows	SLH	P3	

If tenant requires quotation for any of the rechargeable repairs listed then ask advice from SLH Contact Centre Staff on **0845 0507 0080**.

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