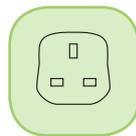




Your repairs and maintenance service



Tel: 0300 303 8540

www.southlakeshousing.co.uk



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This booklet has been put together to tell you everything you need to know about South Lakes Housing's repairs and maintenance service.

If something goes wrong with your home it's important you know what to do and who to contact. We also need to make sure you understand what things we are responsible for, and which things are your responsibility as a tenant.

We are committed to ensuring the property you rent from us is maintained to a high standard. And where items within the property such as boilers or heating systems are our responsibility, we will ensure they are kept in good working order.

It's important that your home and its fixtures and fittings are looked after for you and future tenants to enjoy.

In the following pages we will also lay out the standards of customer service we aim to achieve and what you can do if you feel we have fallen short of these. It sets out clearly everyone's duties and responsibilities – and explains how we aim to deliver the best possible repairs and maintenance service.

It's important to note that as a tenant of South Lakes Housing you have certain legal rights to repairs. We will always aim to ensure these rights are granted to you.

Please read on for further information about our repairs and maintenance service.



Our aims

South Lakes Housing's repairs and maintenance service has a number of aims. They are all aimed at ensuring your home is well maintained and items in your property which are essential for your quality of life are taken care of.

This is what we will do:

- Maintain all homes to the South Lakes Standard – a set of minimum standards which is higher than the national Decent Homes Standard.
- Respond quickly to repair requests. We will also publish a set of 'time response standards' which we aim to keep to.
- Carry out all repairs safely, efficiently and to a high standard.
- Take steps to make the repairs and maintenance service as efficient as possible. This means ensuring repairs, maintenance and improvements are properly planned to ensure the best use of resources. We will also aim to ensure the service provides value for money.
- Make sure we comply with all legal and contractual obligations we have to tenants and leaseholders.
- Run a service which aims to extend the useful life of all properties and reduce overall long-term maintenance costs.
- Provide a flexible, convenient and customer-focused service which gives priority to vulnerable tenants.
- Offer appointments which are convenient to you and where we can:
- Schedule work in a way which reduces costs for the business, by, for example, reducing travelling time for our staff and therefore fuel costs.
- Listen to your views when planning repair work and improvement programmes.
- Try our best to minimise disruption and inconvenience to you when carrying out work to your home.
- Give you advice if you want to carry out any alterations to your home – and provide information on getting the necessary permissions.

Our responsibilities as landlord

As a social housing landlord we have a duty of care to our tenants and the homes where they live. We insure all our properties and it is our responsibility to put things right if something happens as a result of our fixtures and fittings or the repairs we have carried out. Although buildings insurance is our responsibility it's up to you to insure the contents of your home. You can get a good deal on tenant contents insurance if you contact SLH.

What parts of your home are our responsibility?

- The roofs, walls and floors.
- Windows, frames and external doors (broken glass is treated differently; please see section 9 'If your home is broken into ...').
- Taps, sinks, basins, baths and toilets – where faults arise from wear and tear (Please note we are not able to replace plugs, chains and toilet seats).
- Kitchen fittings.
- Your heating/hot water equipment (eg boiler).
- External decorations.
- Paths, from front door to gate.
- Garages.

Your right to repairs

As a tenant you have a right to expect repairs to be completed within certain timescales. Your rights are covered in the Right to Repair Act Regulations 1994.

The act includes a list of 'qualifying repairs' which we as your landlord are responsible for.

(These types of repairs are all of the 'emergency' jobs at the back of this leaflet).

What happens if we don't complete a qualifying repair in time?

If we are unable to complete a repair within an agreed timescale you have certain rights and may be able to claim compensation.

If we cannot complete the repairs within an acceptable timescale then you have the right to request we get a second contractor to complete the job.

If the second contractor fails to fix things we will pay you compensation:

- £10 initial payment.
- £2 for each further day of delay up to a maximum of £50.

We are not able to pay compensation if:

- We are able to carry out a satisfactory repair which provides a temporary solution.
- Your heating breaks between October 31 and May 1 but we are able to provide you with temporary heating.
- You have refused us access to the property for us to carry out repairs.
- We can't carry out a repair because of a supply failure or if we have been unable to access the property.
- The failure has arisen because of a non-payment of a supply charge by the tenant – eg gas or electricity bill.

Your responsibilities as a tenant

Your responsibilities as a tenant of South Lakes Housing are set out in your Tenancy Agreement. Please note we do sometimes review these responsibilities and these are kept up to date on the tenant handbook section of the SLH website.

It's your responsibility to maintain, repair or replace the items listed in the Tenancy Agreement – except where it arises from 'fair wear and tear'.

Where damage is caused by neglect, carelessness or deliberate action on the part of the tenant, then it is the tenant's responsibility to pay for the repair or replacement.

This also includes instances where damage is caused by a member of the tenant's family or any individual who has been knowingly allowed into the property.

In such circumstances we may have to carry out the repair or replacement work ourselves and you may be charged for this. In cases of accidental damage we will consider the circumstances in deciding the level of charge appropriate.

Repairs – what you **MUST** do:

- Tell us when a repair needs to be done.
- Allow us access.
- Be at home at the time and date of your agreed appointment.

Repair appointments

We aim to give you an appointment which is convenient for you and meets your needs. We will also send you a reminder by text message the day before the appointment is due (if you have provided your mobile number).

What happens if **YOU** miss appointments or don't allow us access?

It is essential that you allow us access to your property to carry out repair work. If you do not allow us access on more than two occasions we will send a letter warning that you will be charged for missing appointments. If you do not allow access despite being warned then we will charge you £25. (as of March 2015). We will, of course, not charge you if you have to miss an appointment because of exceptional circumstances.

What happens if **WE** miss an appointment?

We will always contact you to let you know if work at your property has to be rescheduled and we can't make an appointment. If you are left waiting at home for a repair and an operative doesn't turn up at the agreed time, we will pay you compensation (£25 as of March 2015). This sometimes happens because of adverse weather, if materials are delayed or if an earlier job has over run. You must have provided your correct telephone contact numbers. This promise only relates to appointments missed by the SLH Maintenance team as we control this appointment system. This promise does not apply to appointments booked by our contractors like Rogerson's.

Our repairs service

We aim to provide a first rate responsive repairs service to you. We provide a service 24 hours a day, 365 days a year. If it's an emergency we will aim to be with you within two hours to make things safe. If it's not an emergency, we will book an appointment with you to fix things at a time which is convenient for you.



We aim to:

- Achieve quick response times.
- Offer convenient appointments which offer you a choice of days/times.
- Be efficient – by ensuring our staff don't travel huge distances between jobs.
- Prioritise disabled and older tenants.

How to report a repair

You can tell us about a repair in a number of ways:

- Call our 24-hour customer services freephone number **0300 303 8540**
- Email us at: **customerservices@southlakeshousing.co.uk**
- Log your repair online at the SLH website: **southlakeshousing.co.uk**

Once you have reported a repair we will:

- Diagnose your repair and order any materials.
- Send you a text message or written receipt confirming your request for a repair.
- Book an appointment slot with you (non-emergencies).
- Aim to complete the repair in one visit; and agree another appointment time if we can't.
- Post a survey to you, to be completed by you after the repairs have been carried out.

Q What happens if parts, equipment or materials are needed?

A Sometimes this means we can't complete the job within the timescale. If this happens we will let you know the likely date for completing the repair.

OUR PROMISES

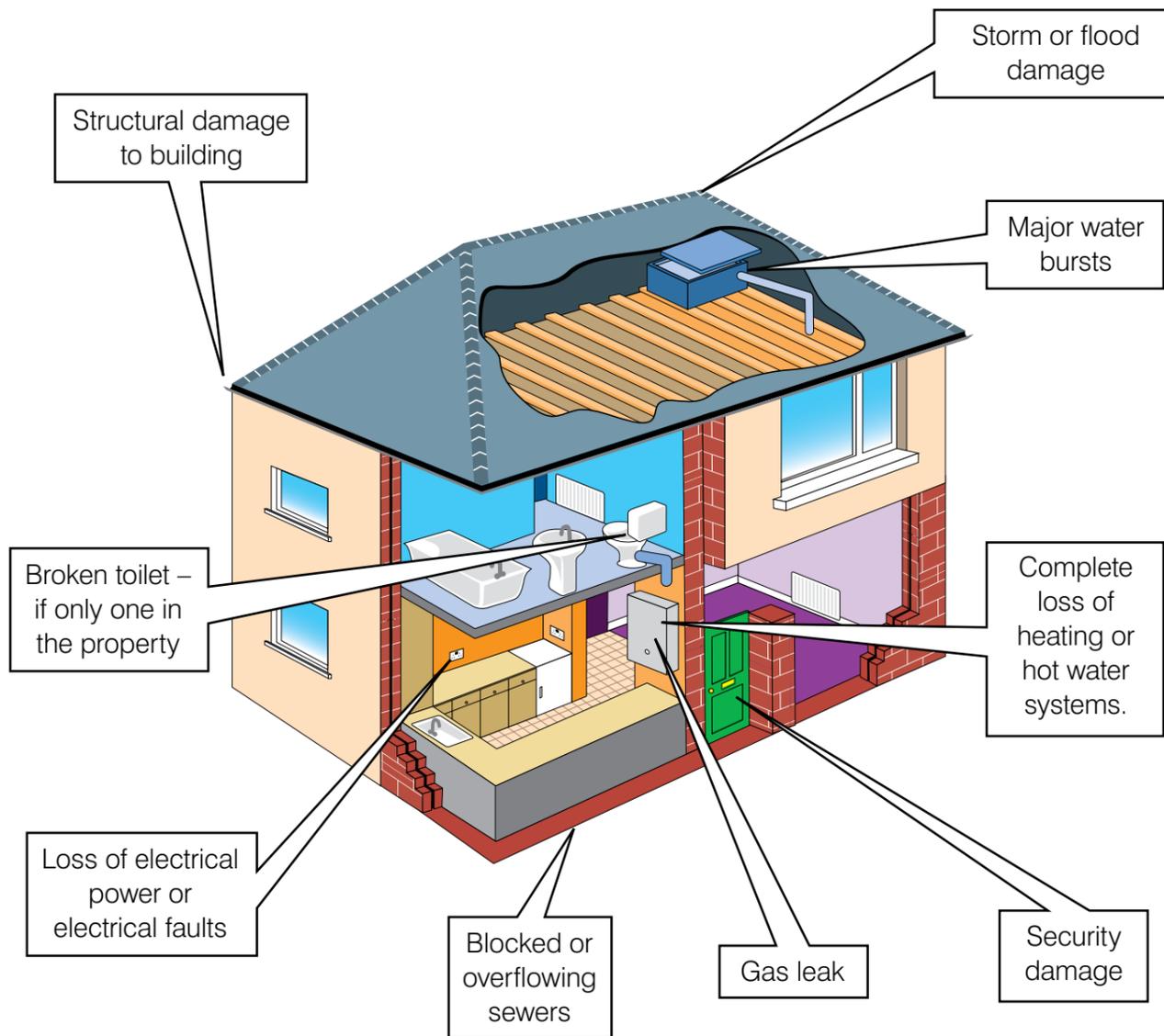
Where we can we will:

- Offer you an appointment which meets your needs.
- Remind you by text message the day before your appointment.
- Complete work quickly, effectively and safely.
- Aim to complete the job to your satisfaction on the first visit.
- If we can't complete it on the first visit we will explain why and agree another appointment with you before we leave.
- Keep you informed throughout the process and ask for your feedback once we've finished.

There are two types of repair:

Type of repair	What does it include?	Our response
Emergency	Damage or fault which poses a potential danger to residents or the possibility of serious damage to the property.	We will aim to be with you within two hours to make things safe and then complete the job within two days.
Other repairs	All non-emergency repairs.	Repairs which could cause substantial discomfort or potential property damage are prioritised. Where no inconvenience is caused, or where there is a longer wait time for materials, we aim to fix things within three months.

Types of emergency repairs



Appointments

For non-emergency repairs we will book an appointment with you to visit your property and carry out the repair. If it's an external repair we can usually complete the work without the need for an appointment – if we don't need you to be home to allow us access.

We offer the following appointment timeslots:

- 8am-5pm: this is the first option given as it gives us a degree of flexibility, allowing us to be more efficient.
- 8am-1pm.
- 12noon-5pm.
- 9.30am-3.30pm.

Q What happens if I need an appointment at a specific time?

A Under exceptional circumstances other timeslots may be available, for example, if you or a family member have carer visits during the day.



New appointment slots trial

Between September and November 2015 we are also trialling additional weekday appointment slots up until 6pm in the evening, as well as Saturday mornings. This is part of our 'offer document promises' agreed before the transfer of homes from South Lakeland District Council. Once the trial is over we will look at the cost of running the service, and tenant demand, before deciding whether to continue offering the additional timeslots.

Maintaining high standards

We aim to ensure all repair work is carried out to your satisfaction. Once a repair is completed please complete a customer satisfaction questionnaire to let us know what you think about our service.

We will continually look at these survey responses to make sure we make changes and improvements where needed.

If you wish to make a complaint, please use any of the contact methods outlined in the section above on how to report a repair. You have a right to complain which is set out in our complaints policy.

If the person you make contact with is not able to resolve your issue immediately we will contact you within two days to acknowledge your complaint. We will then provide you with a full explanation and response within 10 days.

You can also use these contact methods to ask a question about our repairs service, or to request services, or ask for information about our policies and practices.

We will aim to deal with these requests as quickly as possible. And don't forget you can also get in touch to let us know you are happy with our service – we welcome complaints and compliments!

Q What happens if I am not satisfied with the repairs service I have received?

A We will contact you within two working days and investigate what's happened. Wherever possible the cause of the problem will be addressed and we will let you know what we have done to remedy the situation.

What happens if your home is broken into or vandalised

If someone has broken into your home, or tried to, or if you have been a victim of vandalism we will aim to deal with any damage as soon as possible.

We know this can be a distressing time for people so will take all necessary steps to ensure your home is safe and secure.

Once you report an incident to us we will:

- Carry out emergency 'make safe' repairs.
- Carry out permanent repairs once we have a police crime number from you.
- Where necessary carry out security improvements to prevent further incidents – eg improvements to doors and window locks.
- Work with the police, for example the Crime Prevention Officer, to protect you and your home.

Where your home has been damaged by offensive graffiti we will aim to remove this (during normal office hours only). Other criminal damage acts to homes will require a crime reference number.

Note: if damage resulting from illegal entry to a property has been caused by the criminal activities of the customer, no repairs will be carried out which are outside of our landlord's obligations.

Planned improvements

South Lakes Housing is carrying out a programme of planned maintenance work to improve homes across our housing stock.

This includes jobs such as fitting new kitchens and bathrooms as part of our programme to bring homes up to the South Lakes Standard.

Sometimes, if a responsive repair is required to a property's kitchen or bathroom, it may make more sense for us to fit the new kitchen and bathroom for you, instead of carrying out the repair.

Decisions will be made on an individual basis and we will take into account a number of factors. We aim to make sure that any changes to our planned improvements schedule don't impact negatively on other tenants.

And we will also look at whether it makes more sense to carry out improvements to a whole street at a time.

If we do decide to carry out improvement programme work to your property or neighbourhood we will write to you at least two months in advance to let you know.



Need an odd job doing?

Older and vulnerable tenants can now take advantage of our free handyman service for odd jobs around the house.

The service can help with jobs such as fitting shelves and connecting cookers. Help is also available for elderly and disabled customers through our gardening maintenance assistance scheme.

Eligible tenants can use the service up to twice a year – for a maximum two hours per job. All labour is provided free of charge but you will need to pay the costs of any materials.

Trusted Trades Service

Some repairs and maintenance jobs are your responsibility as the tenant. You may be able to do some of these yourself. Where this isn't possible, and you need to employ the services of a tradesperson, we recommend you use our Trusted Trades Service. Tenants will need written permission from SLH for any alterations carried out. Tenants will not be allowed to use the service if they have rent arrears.

We have a team of skilled plumbers, electricians, joiners, and builders who you can call on.

What they can do:

- Tiling.
- Gates and fencing.
- Electrical work – eg fuses and socket replacement.
- Plumbing jobs – eg toilet seats, sealants, plugs, shower curtains.
- Joinery work – eg shelves, easing doors after carpet fitting, boxing pipes.
- New bathrooms/kitchens – NB permission required from SLH.



How it works:

- Our customer service team will talk to you about your requirements.
- We will send you a free, no obligation quote.
- Quotes are all inclusive: including materials, labour and VAT.
- If you're happy to go ahead we'll book you a date and time for the work to be carried out – we'll send you a text message reminder the day before.
- Our aim is to carry out the work to your satisfaction on the first visit – if we can't we'll explain why and arrange a second visit to complete the job.
- Once work is finished you will be sent an invoice within seven days. You can pay online or over the phone. Please send payment within 30 days.

Fencing and gates

In some circumstances South Lakes Housing will provide fencing and gates for a property. This will include replacements of existing through wear and tear, security issues for children or vulnerable adults and for tenants who have permission for animals.

SLH will only fit new fencing at the front of the property or to fences that lead onto communal areas. SLH will not replace fencing around the full perimeter of the property.



Cyclical maintenance

Certain parts of our housing stock which are shared between a number of properties are maintained on a cyclical basis.

These include:

- External decorations and associated other repairs: every five years.
- Internal communal areas: every five years.
- Heating systems: every year.

We also enter into service contracts to ensure the following items are properly tested, maintained and repaired:

- Lifts and stairlifts.
- Fire alarms, fire detection systems (not battery operated smoke alarms) and fire fighting equipment.
- Door entry and dispersed alarm equipment
- Communal aerial installations.

We will also ensure the proper maintenance and management of hard and soft landscaped areas including grass cutting.

Planned maintenance

Planned maintenance is work we carry out to your home to maintain the general condition of the property and the fittings inside it which we have provided – for example, your heating/hot water boiler. It would also cover work such as external painting to your home's roof, windows or external walls.

Although you can tell us if you think any of these items need looking at, we do develop a programme of works to ensure all necessary work is carried out as required. We plan work such as this on a five-year cycle – to ensure we keep future maintenance costs down and to reduce the need for 'responsive repairs'.

If we are painting the outside of your property – including the roof, woodwork, windows – we will carry out an initial inspection to see if any repairs or replacements are required first.

Central heating systems and other equipment requiring regular maintenance are serviced on an annual basis. Servicing can be carried out more frequently if required by manufacturers' instructions or good trade practice.

Q How do I find out if my property is going to be affected by planned maintenance work?

A We will keep you informed about planned maintenance programmes which include your property. If any work is likely to cause significant disruption we will aim to provide you with at least 14 days notice that work is going to be carried out.

Aids and adaptations

South Lakes Housing is committed to supporting independent living for our elderly and disabled tenants.

This means making sure we meet the needs of this group of tenants, take steps to improve their quality of life and help them to remain in their current home where possible.

As well as prioritising disabled and elderly tenants when it comes to repairs, and offering a free handypersons service, we will also support tenants to apply for disabled aids and adaptations.

Where applications are successful we will also carry out the required alterations and fit aids and adaptations to properties.

These include items such as:

- Grab rails, door alterations, ramps and handrails.
- Low access baths, showers, lever taps, WC adjustments.
- Alterations to kitchen units.
- Raising electrical sockets or lowering light switches.

If there is an existing aid or adaptation in your property which we have fitted we will maintain, repair or replace this if it is still needed.

If an item such as a stairlift is no longer needed we can remove this on request for use in another property.

Similarly, other aids or adaptations can be removed by us if they are no longer needed.

Where adaptations are not fit for removal – eg a structural alteration or ramp we will maintain these as required. Wet rooms or walk-in showers will not be installed on above ground floor flats and bathrooms on the second floor in houses.



Re-decoration

You are responsible for decorating the inside of your home. If you have any claims for damage to decoration caused by SLH during a repair then please contact us.

If this happens we can provide you with a voucher to contribute towards the costs of redecorating your home yourself e.g. paint or materials. The voucher can be used at designated local retailers to cover the costs of decoration materials such as paint, brushes etc. The vouchers are paid out on the basis of a room by room decoration allowance which is set annually.

If you are unable to carry out the redecorating yourself due to health or disability issues then we will carry out the required decoration works at no cost to you.

Rechargeable repairs

South Lakes Housing requires tenants to pay for repair works to their property if the work has been caused by:

- Neglect or damage caused by the tenant, a member of the tenant's household or visitors.
- Repairs that are necessary as a result of unauthorised alterations that the tenant has carried out.
- Any act of vandalism, unless a crime log number is obtained.
- Any other repair that is the responsibility of the tenant (a full list of these items is contained within the tenants handbook).

Exemptions may apply to elderly or vulnerable tenants.

Mutual exchanges

If there are any repairs that SLH would generally attend as a day to day repair then they will continue to carry out repairs as before you exchanged e.g. if due to fair wear and tear. Tenants taking on a property assume the responsibility for any damage or alterations to that property by the previous tenant e.g. if there is a wetroom in a house SLH will not replace that with a bathroom suite.

Right to Buy

If tenants have submitted an application to buy their home then SLH will only carry out emergency repairs and your annual gas service.

General landlord repairs

Here are the types of jobs that SLH are responsible for repairing and useful advice. SLH is not responsible for tenant DIY repairs. If you are in doubt telephone 0300 303 8540.

We will aim to respond to emergency repairs within two hours.

All other internal repairs are given an appointment. Most external works are not given an appointment but tenants will be notified that the works have been completed.

Inside your home	Type of repair	Advice to tenants
Bathroom and plumbing		
Bath panel	Appointment	
Bath seal	Appointment	
Leaking pipe or tank	Emergency	You may be charged if the fault is due to your damage or neglect.
Loose basin	Appointment	
Loose wall tiles	Appointment	Unless the tenant has put the tiles on themselves (and have prior written permission).
Overflow running	Appointment	This will be dealt with as an emergency if there is a risk of freezing.
Shower – not working	Appointment	This will be dealt with as an emergency if the shower is the only form of bathing in your home.
Shower – other repair	Appointment	
Tap dripping	Appointment	
Toilet blocked	Emergency if this is your only toilet in your home	Use a plunger to clear the blockage. You will be charged if the blockage is caused by your damage or neglect.
Toilet pan broken	Emergency	This will not be an emergency if you have another toilet in your home. You will be charged if the fault is caused by your damage or neglect.
Toilet not flushing	Emergency	This will not be an emergency if you have another toilet in your home.
Wet room floor	Appointment	
Condensation and mould		
Mould growth – excessive	Appointment	SLH will inspect. You may be charged if the mould is due to your damage, neglect or ignoring lifestyle advice.
Doors – internal		
Ease and adjust latches, handles and hinges	Appointment	Not for new carpets. We do offer a chargeable service for this.
Electrical		
No electricity whatsoever	Emergency	Check your meter credit. Check with your neighbours to see if there is a local power cut. You will be charged if we attend for these reasons.
No electricity to part of your home	Appointment	This will be dealt with as an emergency 1 if the failure involves a freezer or medical equipment.

Tripped circuit breakers		Unplug all your electrical appliances and reset the breakers. Reconnect your appliances one by one (start with any appliance in use when the fault occurred). This should identify a faulty appliance. You will be charged if we attend and the fault is with an appliance not owned by SLH.
Faulty electrical socket, switch or fitting	Appointment	
Faulty extractor fan	Appointment	Tenant will be charged if the fan has been 'blocked up'.
Communal stairwell lighting etc	SLH will attend, tenant doesn't need to be notified	
Communal amenity lighting	SLH will attend, tenant doesn't need to be notified	
Extra sockets	Inspection	Tenants will normally be asked to pay for any new socket and related works, unless there are less than two double sockets in kitchens or living rooms.
Gas		
Unsafe fires	Emergency	Unsafe gas appliances will be capped off during the annual gas safety check (even if not owned by SLH).
Leaks	Emergency	Call National Grid immediately 0800 111 999, then SLH. SLH are not responsible for appliances not owned by us. National Grid may isolate faulty appliances.
Smoke detectors	Appointment	
Heating – all fuels		
Total heating failure 31 Oct - 1 May	Emergency	
Total or partial heating failure 2 May - 30 Oct	Appointment	
Partial heating failure 31 Oct - 1 May	Appointment	
Faulty radiators	Appointment	
Kitchen		
Fitted cupboards and worktops including hinges and catches	Appointment	
Hot water – all fuels		
Total hot water failure	Emergency	
Partial hot water failure	Appointment	
Fireplaces		
Grates and other parts	Appointment	Priority dependent on availability of parts.

Loose, damaged or missing tiles	Appointment	
Smoke problems	Emergency	This will not be treated as an emergency if the fire is not the only source of heat in a living room. You will be charged if you have not allowed SLH access for chimney sweeping.
Windows and glass		
Unsecure windows	Appointment	This will be an emergency if the property is unsecure or there are children in the property. All other lock problems by appointment only.
Ease and adjust latches, handles and hinges.	Appointment	
Glass (includes glass in doors)	Appointment	Make safe within 24 hours. You will be charged if the repair is the result of your damage or neglect.
Woodwork and joinery		
Architrave and skirting repairs	Appointment	
Staircase repairs	Appointment	Make safe within 24 hours.
Outside your home	Priority	Advice to tenant
Doors – external		
Ease and adjust latches, handles and hinges	Appointment	Priority depends on the security of your home and the safety of your household.
Letter plates	Appointment	
Locks	Emergency	This will be an emergency if the property is unsecure. All other lock problems by appointment only.
Drains and sewers		
Blocked sewer	Emergency	Report to United Utilities on 0345 672 3723 first. You may be charged if the blockage is due to your damage or neglect.
Blocked rainwater drain	Tenant notified when works scheduled to take place	You may be charged if the blockage is due to your damage or neglect.
Blocked septic tanks	Appointment	
Gardens, paths and steps		
Clothes line, post or dryer to communal drying area	Tenant notified when works scheduled to take place	Tenants responsible for their own clothes line.
Repairs to drives, paths, steps etc	Tenant notified when works scheduled to take place	Make safe within 24 hours if there is a trip hazard.

Repairs to gates and fences	Tenant notified when works scheduled to take place	Make safe within 24 hours if there is a trip hazard.
Garages		
Doors	Appointment	This will be dealt with as an emergency if unable to get car out.
Locks	Appointment	This will be dealt with as an emergency if unable to get car out.
Roofs and chimneys		
Birds nesting	Tenant notified when works scheduled to take place	SLH can only attend once birds have fully fled the nest.
Chimney pot or cowl	Tenant notified when works scheduled to take place	Make safe within 24 hours.
Chimney sweeping	Tenant notified when works scheduled to take place	Twice yearly for solid fuel central heating.
Gutters- blocked	SLH will attend, tenant doesn't need to be notified	
Gutters – leaking	SLH will attend, tenant doesn't need to be notified	
Slipped or missing slate or tile	Tenant notified when works scheduled to take place	Make safe within 24 hours.
Rain penetration	Tenant notified when works scheduled to take place	Make safe within 24 hours.
Solar panels	Appointment	If access is required to loft or consumer unit. Cleaning repairs do not require an appointment.
External security lights	Tenant notified when works scheduled to take place	SLH lights will only be repaired.

List of possible recharges

Here are the types of jobs that may result in a charge to tenants. If you are in doubt telephone 0300 303 8540.

This is not the full list.

Type of repair
Broken or chipped bath
Damaged wall tiles
Damaged toilet or sinks
Blocked toilet (if caused by nappies, wipes etc)
Damaged doors and frames
Lost keys
Damaged kitchen units and drawers
Blocked extractor fans
Rubbish left in home or garden
Missed appointments

Repairs to sheltered housing tenants and vulnerable tenants

Here are the types of jobs that SLH will provide for elderly (over 63 years), vulnerable and sheltered tenants. SLH is not responsible for tenant DIY repairs. If you are in doubt telephone 0300 303 8540.

We will aim to respond to emergency repairs within two hours. The SLH Handyperson service is also available to help with odd jobs around the home.

All other internal repairs are given an appointment. Most external works are not given an appointment but tenants will be notified that the works have been completed.

Inside your home	Type of repair	Advice to tenants
Bathroom and plumbing		
Bath panel	Appointment	
Bath seal	Appointment	
Leaking pipe or tank	Emergency	You may be charged if the fault is due to your damage or neglect.
Loose basin	Appointment	
Loose wall tiles	Appointment	Unless the tenant has put the tiles on themselves (and have prior written permission).
Overflow running	Appointment	This will be dealt with as an emergency if there is a risk of freezing.
Shower – not working	Appointment	This will be dealt with as an emergency if the shower is the only form of bathing in your home.
Shower – other repair	Appointment	
Tap dripping	Appointment	
Toilet or bath blocked	Emergency	Use a plunger to clear the blockage. You will be charged if the blockage is caused by your damage or neglect.

Toilet pan broken	Emergency	
Toilet not flushing	Emergency	This will not be an emergency if you have another toilet in your home.
Wet room floor	Appointment	
Toilet seat	Appointment	SLH Handyperson service can provide this for elderly and disabled tenants. Tenants to supply seat.
Plugs and chains	Appointment	
Condensation and mould		
Mould growth – excessive	Appointment	SLH will inspect. You may be charged if the mould is due to your damage, neglect or ignoring lifestyle advice.
Doors – internal		
Ease and adjust latches, handles and hinges	Appointment	Not for new carpets. We do offer a chargeable service for this.
Electrical		
No electricity whatsoever	Emergency	Check your meter credit. Check with your neighbours to see if there is a local power cut. You will be charged if we attend for these reasons.
No electricity to part of your home	Appointment	This will be dealt with as an emergency 1 if the failure involves a freezer or medical equipment.
Tripped circuit breakers		Unplug all your electrical appliances and reset the breakers. Reconnect your appliances one by one (start with any appliance in use when the fault occurred). This should identify a faulty appliance. You will be charged if we attend and the fault is with an appliance not owned by SLH.
Faulty electrical socket, switch or fitting	Appointment	
Communal stairwell lighting etc	Appointment	
Communal amenity lighting	Appointment	
Extra sockets	Inspection	Tenants will normally be asked to pay for any new socket and related works, unless there are less than two double sockets in kitchens or living rooms.
Light fitting bulbs and tubes	Appointment	SLH is responsible for replacing bulbs within closed (sealed) fittings e.g. kitchens, bathrooms and communal areas. Tenants are responsible for replacing standard bulbs and tubes.
Gas		
Unsafe fires	Emergency	Unsafe gas appliances not owned by SLH may be capped off during the annual Gas Safety Check.
Leaks	Emergency	Call National Grid immediately 0800 111 999, then SLH. SLH are not responsible for appliances not owned by us. National Grid may isolate faulty appliances.
Smoke detectors	Appointment	

Heating – all fuels		
Total heating failure 31 Oct - 1 May	Emergency	
Total or partial heating failure 2 May - 30 Oct	Appointment	
Partial heating failure 31 Oct - 1 May	Appointment	
Faulty radiators	Appointment	
Kitchen		
Fitted cupboards and worktops including hinges and catches	Appointment	
Hot water – all fuels		
Total hot water failure	Emergency	
Partial hot water failure	Appointment	
Fireplaces		
Grates and other parts	Appointment	Priority dependent on availability of parts.
Loose, damaged or missing tiles	Appointment	
Smoke problems	Emergency	This will not be treated as an emergency if the fire is not the only source of heat in a living room. You will be charged if you have not allowed SLH access for chimney sweeping.
Windows and glass		
Unsecure windows	Appointment	This will be an emergency if the property is unsecure or there are children in the property. All other lock problems by appointment only.
Ease and adjust latches, handles and hinges.	Appointment	
Glass (includes glass in doors)	Appointment	Make safe within 24 hours. You will be charged if the repair is the result of your damage or neglect.
Woodwork and joinery		
Architrave and skirting repairs	Appointment	
Staircase repairs	Appointment	Make safe within 24 hours.
Outside your home	Priority	Advice to tenant
Doors – external		
Ease and adjust latches, handles and hinges	Appointment	Priority depends on the security of your home and the safety of your household.
Letter plates	Appointment	
Locks	Emergency	This will be an emergency if the property is unsecure. All other lock problems by appointment only.
Lost keys	Emergency	
Drains and sewers		
Blocked sewer	Emergency	Report to SLH then contact United Utilities. You may be charged if the blockage is due to your damage or neglect.
Blocked septic tanks	Appointment	

Blocked rainwater drain	Tenant notified when works scheduled to take place	You may be charged if the blockage is due to your damage or neglect.
Gardens, paths and steps		
Clothes line, post or dryer to communal drying area	Tenant notified when works scheduled to take place	Tenants responsible for their own clothes line.
Repairs to drives, paths, steps etc	Tenant notified when works scheduled to take place	Make safe within 24 hours if there is a trip hazard.
Repairs to gates and fences	Tenant notified when works scheduled to take place	Make safe within 24 hours if there is a trip hazard.
Gritting or cleaning of footpaths	Our contractors will attend, tenant doesn't need to be notified	In sheltered schemes only.
Garages		
Doors	Appointment	This will be dealt with as an emergency if unable to get car out.
Locks	Appointment	This will be dealt with as an emergency if unable to get car out.
Roofs and chimneys		
Birds nesting	Tenant / scheme manager notified when works scheduled to take place	
Chimney pot or cowl	Tenant / scheme manager notified when works scheduled to take place	Make safe within 24 hours.
Chimney sweeping	Tenant / scheme manager notified when works scheduled to take place	Twice yearly for solid fuel central heating.
Gutters – blocked	Tenant / scheme manager notified when works scheduled to take place	

Gutters – leaking	Tenant / scheme manager notified when works scheduled to take place	
Slipped or missing slate or tile	Tenant / scheme manager notified when works scheduled to take place	Make safe within 24 hours.
Rain penetration	Tenant / scheme manager notified when works scheduled to take place	Make safe within 24 hours.
Solar panels	Appointment	If access is required to loft or consumer unit. Cleaning repairs do not require an appointment.
External security lights	Tenant notified when works scheduled to take place	SLH lights will only be repaired.
Communal aerial	Scheme manager notified when works scheduled to take place	In sheltered schemes only.

Tenant repairs

Here are the types of jobs that SLH will not repair and where the tenant is expected to fix. If you are in doubt telephone 0300 303 8540.

Tenants can contact SLH Trusted Trades Service for a free quote on 0300 303 8540.

Inside your home	Type of repair
Bathroom and plumbing	
Basin or bath waste blocked	Use a plunger to clear the blockage.
Cleaning grout	
Plugs and chains	
Shower curtain	
Toilet seat	SLH Handyperson service can provide this for elderly and disabled tenants. Tenants to supply seat.
Condensation and mould	
Discolouring of decorations	Report this to SLH and we will issue you with a hygrometer to measure the amount of moisture in your home.
Mould growth – early signs	Report this to SLH and we will issue you with a hygrometer to measure the amount of moisture in your home.

Tenant repairs

Doors – internal

Ease doors after tenant has fitted new carpets or new floor covering

Electrical

Extra sockets and lights to any location

You must receive written permission from SLH before you do this work, and we must receive a completed Certificate of Compliance from your contractor upon completion.

Standard light fitting bulbs and tubes

SLH is responsible for replacing bulbs within closed (sealed) fittings e.g. kitchens, bathrooms and communal areas.

Fuses in plugs to individual appliances

Kitchen

Sink waste blocked

Use a plunger to clear the blockage.

Outside your home

Type of repair

Doors – external

Cat flaps

Lost keys

Unless sheltered or vulnerable tenants.

Drains and sewers

Clearing gully grids

Gardens, paths and steps

Cleaning paths

Clothes line, post or dryer to individual properties

Outside taps

You must receive written permission from SLH before you install an outside tap.

Garages

Keys lost

Free standing sheds and garden structures

Except for sheds that forms part of the structure of the property.

TRUSTED TRADES



Registered office address:

Bridge Mills Business Centre
Stramongate
KENDAL
LA9 4BD

Tel: 0300 303 8540

Fax: (01539) 717 716

Email: info@southlakeshousing.co.uk

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