



My Repairs and  
Maintenance  
Service



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

This includes:

- Our responsibility as your landlord
- The repairs you are responsible for as a tenant
- The different types of repairs – emergency, appointable and planned
- Different ways you can report a repair to us, including how to report emergencies

## Our Aims

Maintain all homes to SLH standards.

1

Make sure we comply with all legal and contractual obligations.

2

Carry out all repairs safely and efficiently.

3

Minimise disruption and inconvenience to you when carrying out work to your home.

4

Provide a flexible, convenient and customer-focused service.

5

6

Communicate clearly both you our responsibilities and your responsibilities regarding the maintenance of your home.

## Types of Repairs

We recognise there are four different types of repairs; Emergency, Urgent, Routine and Planned. Although we will carry out every repair as soon as we can, as a minimum we will aim to achieve the following timescales:

**Emergency Repairs**  
within  
24 hours

A repair that requires making safe or repairing where there is an immediate risk to life or a danger to the Resident or a risk to the property.

**Urgent Repairs**  
7 working days

Urgent repairs that require a faster response than a Routine repair and urgent follow-up work from emergencies. These can be carried out by appointment.

**Routine Repairs**  
28 working days

A repair that does not pose an immediate risk to a person or the property and can be carried out by appointment

**Planned Repairs**  
90 working days

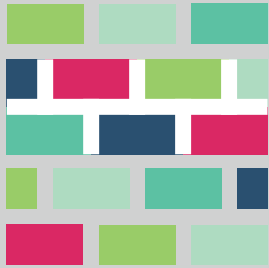
A repair that usually takes a day or longer and often involves more than one trade, specialist contractor, ordering of materials, plant hire/ equipment and scaffolding

As a tenant, you have a right to expect repairs to be completed within certain timescales. If we are unable to complete a repair within an appropriate timescale you have certain rights and may be able to claim compensation.

# Our Responsibilities As Your Landlord

As a social housing landlord, we have a duty of care to our customers and the homes where they live. We can't fix issues if we do not know about them, if you have a repair then you must report it.

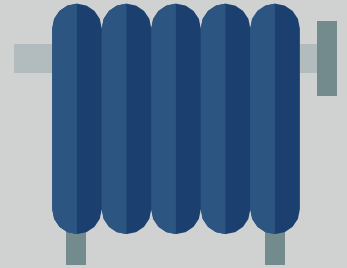
As a basic guide, we are responsible for things such as:



Roofs, Walls and Floors



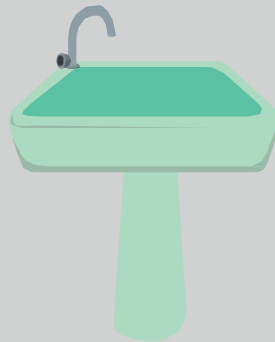
Windows, Frames and External Doors



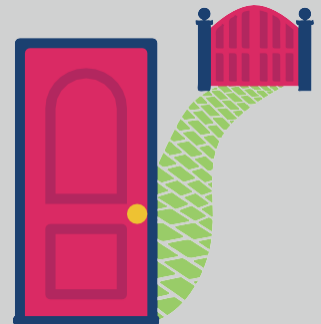
Heating/Hot Water Equipment, Services and Safety checks



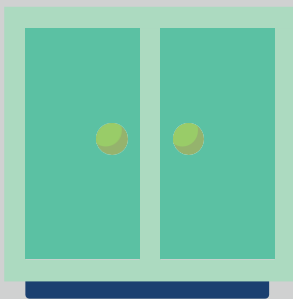
External Decorations



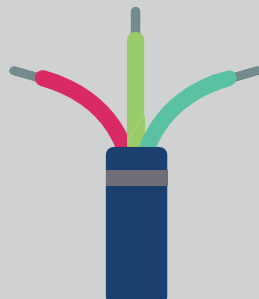
Taps, Sinks, Basins, Baths and Toilets \* please note we do not replace plugs, chains and toilet seats.



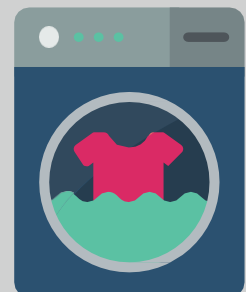
Paths, from Front Door to Gate



Kitchen Fittings (excluding your own appliances)



Electrical Wiring

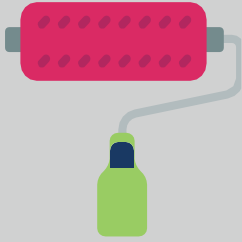


Communal Washers and Dryers, Communal Lights and Communal Grounds Maintenance



# Your Responsibilities as a Tenant

It is your responsibility as a tenant of South Lakes Housing to report repairs to us as soon as they happen. Where damage is caused by neglect, carelessness or deliberate action, either by yourself, members of your household or visitors, then it is your responsibility to pay for the repair or replacement.



## Decoration & Flooring

Painting, wall papering (you must not use a wall steamer), minor cracks (no greater than the width of a £1 coin), all flooring types.



## Fixtures and Fittings

Curtain rails, shower curtain/ screens, toilet seat, plugs, chains, all types of lightbulbs, TV aerials.



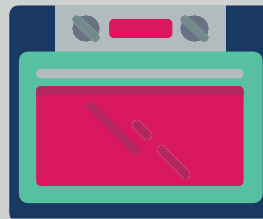
## Outdoor

Washing lines, rotary dryers, trees and hedges in your garden.



## Vermin

Rats, mice, flies, woodlice, slugs, wasps, ants and bees.



## Anything you paid for, fitted yourself had fitted for you or gifted

Appliances, approved alterations, sheds.



## Loss, Damage or Misuse

Lost and broken keys, blockages to sinks and toilet, accidental or intentional damage.



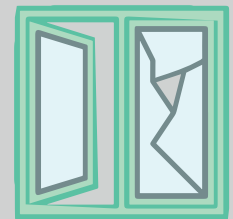
## Gas Servicing and Electrical Checks

To allow access for annual gas service and 5 yearly electrical safety inspection.



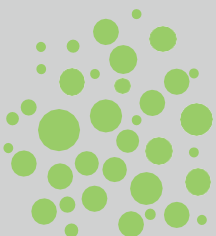
## Contents Insurance

Protecting your contents from any general wear and tear repairs i.e. leaks and bursts.



## Breakins and Vandalism

Report any incidents to the police for a Crime Reference and then to us. Without this you may be charged for damage occurred.



## Mould and Condensation

Condensation is the most common form of damp found in homes. Where condensation exists then mould can develop if not treated quickly. It is created daily through activities such as drying clothes indoors, cooking, showering and bathing. You can go a long way to preventing condensation and therefore mould growth by always making sure that you make full use of any extractors we have installed, by opening windows and by wiping any condensation you see forming as droplets on walls and surfaces.

# How to Report a Repair

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

- Call 0300 303 8540 – this number is available 24 hours a day, 365 days a year
- Email: [customerservices@southlakeshousing.co.uk](mailto:customerservices@southlakeshousing.co.uk)
- Online at [www.southlakeshousing.co.uk](http://www.southlakeshousing.co.uk)
- My Account: <https://myaccount.southlakeshousing.co.uk>
- Report a Repair: [www.southlakeshousing.co.uk/services/report-a-repair](http://www.southlakeshousing.co.uk/services/report-a-repair)

## Repair Appointments



For emergency repairs we cannot specify a time, however we will attend within 24 hours to make safe. You will be provided with an appointment for any follow on remedial works.

For appointable and remedial repairs we can offer the following appointments:

- 8am – 5pm
- 8am – 1pm
- 12pm – 5pm
- 9.30 – 3pm (School Run)

For external repairs we can usually complete the work without the need for an appointment.

For planned repairs such as gutter clearing, plastering and damp proof course, etc. they will be added into a programme and completed within three months.

Provided we have your mobile number, we will text you to confirm the appointment, send you a reminder the day before the appointment is due and when the operative is on their way to your home.

## Chargeable Repairs



The repairs and maintenance service provided is funded from rents paid by all our tenants. To be fair and consistent we will recharge those individuals who neglect their homes, cause intentional or accidental damage or loss of items such as keys.

If you miss an agreed appointment on more than one occasion or if you do not allow access for an emergency appointment you will be charged £35.

It is also possible that if you mislead us on the priority of your repair, the extra cost incurred with the work could be passed back to you.

We will recharge you for any repair that is your responsibility. For rechargeable works, we will ask for an up-front payment which includes a small admin fee.



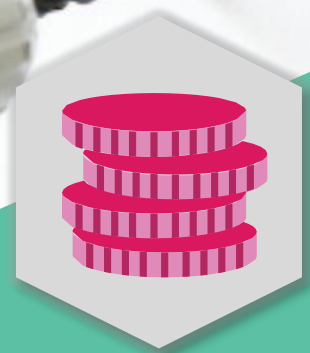
### Asbestos

Asbestos was commonly used in building materials when homes were built years ago. It can be found in floor tiles, Artex ceilings and garages etc. It is only when it is disturbed that it could be a problem e.g. drilling. Ask for information about it from us before undertaking your own repairs.



### Mutual Exchanges

Prior to your exchange, you will need to log any outstanding repairs. If any of the repairs are rechargeable, payment will need to be made before the exchange can go ahead. Once you exchange you take on the property and assume the responsibility of any damage, alterations and improvements made by the previous tenant.



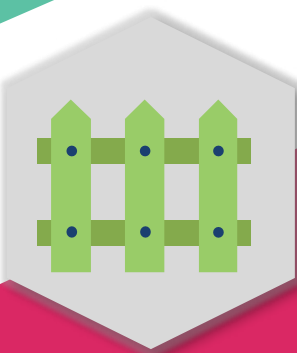
### Right to Buy/Right to Acquire

If you have submitted an application to buy your home then we will only carry out emergency repairs and any Health and Safety works and inspections.



### Garages

We'll carry out repairs to the lock or door of your garage. If works are more extensive, we'll arrange for a surveyor to attend and assess the garage. Garages are only for the storage of a vehicle and we cannot guarantee they will be watertight. All repairs for garages are routine and only if you are requiring access to the vehicle will we attend as an emergency, any subsequent works will be carried out on a routine basis.



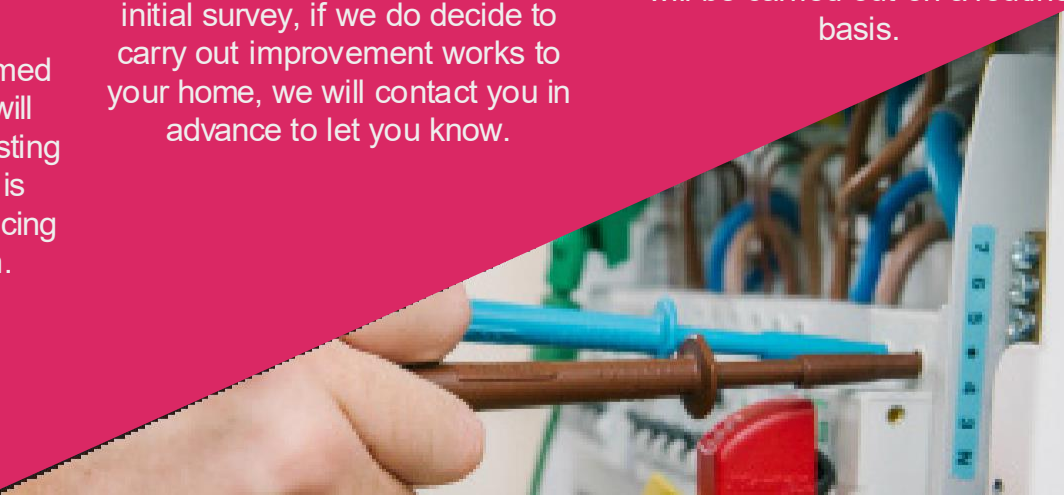
### Fencing and Gates

Where a fence or gate is deemed to be our responsibility, we will repair or maintain it to the existing standard. If a boundary line is unmarked, we will provide fencing to our current specification.



### Planned Improvements

We carry out annual programmes of planned maintenance work to improve our homes. Following an initial survey, if we do decide to carry out improvement works to your home, we will contact you in advance to let you know.





## Adaptations

We are committed to supporting independent living for our elderly and disabled tenants.

Our aim is to help you to remain in your current home where possible and economically viable. We can offer minor adaptations such as;

grab rails, lever taps, raising of electrical sockets. For major adaptations such as; level access showers, ramps, stairlifts and door alterations, you will need a referral from an Occupational Therapist.

You can get one of these by contacting Social Services. These recommendations are reviewed on an individual basis in-line with our Adaptations Policy. We can't always approve all adaptations, if this is the case will help you to find a suitable home.



## Alterations & Improvements

If you wish to install a satellite dish or carry out any improvements or alterations to your home or garden you must seek written permission from us prior to the start of any work. You will need to provide us with as much detail as possible about any planned alterations. You can't carry out any improvements or alterations on a starter tenancy. Any alterations must be carried out to industry standard and requests will require inspection by us prior to and on completion of the works. Some works may also require planning permission or compliance with building regulations.



## Handy Person Service

Older (pension credit age) and vulnerable tenants can now take advantage of our free Handy Person Service for odd jobs around the house. The service can help with jobs such as fitting shelves, curtain tracks, poles, light fittings and toilet seats. Eligible tenants can use the service up to twice a year, for a maximum of two hours per job. All labour is provided free of charge, but you will need to supply any necessary materials.



## Keeping You and Our Repair Operatives Safe



All our Repair Operatives carry an identification card saying who they are. They will show this card when they arrive and explain why they are visiting. All our staff have a right to work in a clean, safe and abuse free environment. For this reason you must ensure any furniture and possessions which may restrict the repair being carried out safely, are cleared prior to us attending. If you do not do this, we reserve the right to cancel the job. You must not smoke in the property whilst our Repair Operatives visit your home. If you have pets, we ask these are locked away. If you fail to adhere to these requests, our operatives reserve the right to leave the property immediately.

## We Value Your Feedback



Whether you are providing feedback, paying a compliment or making a complaint, your input is the key to improving our services.

On completion of your repair, you will be asked to complete a satisfaction survey so that we can continually improve our service based on your feedback. If you would like to be a part of a customer group feeding back on our repairs service please email [community@southlakeshousing.co.uk](mailto:community@southlakeshousing.co.uk) for joining instructions.

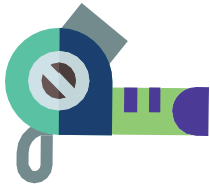
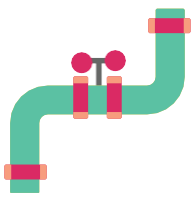
## Useful Contacts



In case of a gas leak call National Grid on  
**0800 111 999**

In case of loss of power call Electricity North West on  
**105**

In case of a blocked sewer or loss of water call United Utilities on  
**0345 672 3723**



## Get in Touch

### ■ Telephone Number

0300 303 8540

### ■ Email Address

[customerservices@southlakeshousing.co.uk](mailto:customerservices@southlakeshousing.co.uk)

### ■ Website

[www.southlakeshousing.co.uk](http://www.southlakeshousing.co.uk)

