

Let's talk about...

REPAIRS AND MAINTENANCE

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Chester
& District
Housing
Trust

All you need
to know about
repairs and
maintenance
to your home

OUR COMMITMENT TO YOU: THE TRUST WILL

- Provide a prompt, efficient and economic, responsive repairs service for all Trust residents
- Ensure that Trust homes are maintained to a high standard and that residents live in safe and warm homes
- Complete all repairs on the first visit where possible; if that is not possible, the resident will be provided with an explanation and advice as to when the repair will be completed
- Comply at all times with all current legal responsibilities and codes of good practice
- Through consultation with residents and leaseholders, have planned maintenance and property improvement programmes that meet the Trust's Decent Homes Standard plus
- Provide value for money in the repairs service, planned maintenance and property improvement programmes
- Make every effort to tailor our services to meet the individual circumstances of our residents

WHAT TO EXPECT FROM US – OUR SERVICE STANDARDS

- All repairs reported to the Trust will be dealt with by **one** of our dedicated Repairs Advisors at first point of contact
- The Trust (and its contractors) will endeavour to complete all repairs within target time scales and 'Right First Time'
- A morning (8am – 12noon), afternoon (12noon – 4pm) or all day appointment will be offered for all repairs (other than emergency and batched repairs)
- On request, a late afternoon/ early evening or Saturday appointment can be arranged
- When reporting a repair, the resident will be given a unique repair order number for future reference
- As a reminder, the resident will be contacted before the appointment
- The resident who reports an external repair or in a communal area will be advised of its completion
- The Trust (and its contractors) will keep the appointment or give as much notice as possible if it can't be kept. See Compensation page 07

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- The resident will be advised if the operative is delayed when possible
 - The Trust (and its contractors) will carry out work to a high standard respecting the resident's home and acting professionally at all times
 - The Trust (and its contractors) will ask the resident if they are satisfied with the work and if they need any further help
 - The Trust (and its contractors) will keep to the Code of Practice developed with residents
 - The Trust will contact 10% of residents within 24 hours of completing a responsive repair to carry out a customer satisfaction survey
 - The Trust will carry out 10% of post repair inspections (physical checks)
 - The Trust will advertise its complaints, compliments and compensation policies

THE TRUST'S RESPONSIBILITY

The Trust is responsible for the main structure of your property and replacing and repairing items that were part of the premises when a tenancy was started (as included within your tenancy agreement).

These include:

- Foundations
- External walls to properties
- External doors and door frames
- Window frames
- Roofs
- Gutters and rainwater pipes
- Drainage
- Water services
- Electrical fittings
- Gas services if installed
- Central heating and hot water systems
- Communal areas (e.g. Lifts, stairs and decoration) in multi-occupied buildings
- External decoration

YOUR RESPONSIBILITY

- You are responsible to report any repair
- Any damage over and above normal wear and tear
- The repair or replacement of anything that you have installed or fitted
- The repair or replacement of anything installed or fitted by a previous resident if you exchanged into the property (except for gas appliances)
- The internal decoration of your home
- To be at home for appointments and let us know in advance when you have to cancel one

REPORTING A REPAIR

All repairs can be reported on the Trust's Freephone number **0808 100 7701** or **01244 305503** Monday – Thursday between 8am to 6pm and on Friday from 8am to 5pm.

Emergency repair requirements outside of normal office hours should be telephoned on **01244 377733**, **01244 305503** or Freephone **0808 100 7701**.

Repairs can be reported in person at any of the Trust's offices, via e-mail at **servicefirst@cdht.org** or on-line at **www.cdht.org** where the Trust's repair interfinder diagnostic tool, can be used by residents to enable them to report a repair at any time.

When a repair is reported the following information is requested from the resident:

- Name and address
- Telephone number or contact name and number for access purposes
- A detailed description of the problem; reference will be made to the Tenancy Handbook
- Details of when an appointment can be made
- E-mail address (if available)

GAS SERVICING – IMPORTANT

- An annual safety check of the gas heating appliances and a visual check of cooking appliances will be carried out
- Notice will be given and flexible appointments can be made
- It is important to carry out the gas servicing and every effort will be made to gain access

INSPECTIONS

Inspections will be arranged for certain types of repair and a reference number will be given with a day response time.

COMPENSATION – FOR MISSING APPOINTMENTS

Compensation of £10 can be claimed, if the Trust or any of its contractors fails to keep an appointment (including emergencies).

For more details see Compensation Policy.

ACCESS AND SECURITY

All Trust employees and partner contractors will carry official photograph ID cards, which will be shown to all residents before entering their home.

Residents will be invited to check with the Trust before inviting them into their home.

DISCRETIONARY DECORATION WORKS

Internal decoration of properties is a resident's responsibility. However, the Trust will provide a discretionary service to all residents who are aged 65 or over or disabled and living in sheltered accommodation.

They may apply for the decoration of one room every 12 calendar months – up to a maximum of **three** rooms in any **five** year period.*

The Trust will provide both labour and standard paint colours. Residents may supply their own paint if they prefer.

Residents who are aged 75 years and over, living alone in general needs property will be eligible to a similar discretionary service.

*This policy will be reviewed by residents and the Residents' Board annually.

DECORATION FOLLOWING PLANNED IMPROVEMENT WORK

Upon completion of major improvement works such as a bathroom or kitchen refurbishment, the Trust will award a decoration voucher to enable the resident to complete the decoration themselves.

Where the resident is elderly, disabled or needs extra support the Trust will include redecoration as part of the works unless the resident would prefer a decoration voucher. If the resident is in rent arrears, these will be offset by the cash value of the voucher.

DECORATION FOLLOWING MAJOR REPAIR WORK

When decorations have been extensively damaged as a consequence of major repair work, e.g. rewires or damp work, a full decoration allowance for the room will be granted.

For smaller areas of damage, a partial decoration allowance may be granted.

Where the resident is elderly, disabled or needs extra support, decorations will be included in the repair work. Redecoration vouchers following day to day repairs will NOT be used to offset rent arrears.

CANCELLATION OF APPOINTMENTS

If you are unable to provide access, the job will be cancelled. The contractor will leave a cancellation card and you will be sent a letter confirming the cancellation.

If the work is cancelled and you still need it doing, you will have to contact the Trust and arrange another appointment.

EMERGENCY REPAIRS

Emergency Repairs are where there is danger to the health or safety of the resident or a danger of serious damage to the building.

Emergency repairs will be attended to and completed within 24 hours. An emergency repair will usually involve making the situation safe and secure. This may be followed up by a full repair at a later date.

URGENT REPAIRS

Urgent Repairs are where the problem is causing discomfort, inconvenience or nuisance to the residents or others and is likely to lead to further damage to the building if the problem persists.

Urgent repairs will be completed within seven calendar days of being reported, depending upon the nature of the problem.

Urgent repairs for vulnerable customers will be completed in five working days.

ROUTINE REPAIRS

Routine Repairs are defects that can be deferred without causing serious discomfort, inconvenience or nuisance to the residents or others and without long term damage to the building.

Routine repairs will be completed within 30 calendar days of being reported.

NON ROUTINE REPAIRS

Non routine repairs are non-urgent repairs such as guttering and plastering. This will be confirmed to you when you report the repair.

The work will be completed within 90 days of the repair being reported.

OTHER REPAIRS (BATCHED)

The Trust will group certain repairs, e.g. Fencing, into batches covering different areas. You will be told if this is the case when you report the repair. The work will be completed within 12 months of the repair being reported.

VULNERABLE CUSTOMERS

The Trust recognises that from time to time residents may need additional support. For a variety of reasons and for different periods of time. E.g. Difficulty in getting about your flat or special access needs.

We will offer these residents an enhanced appointment date for certain types of repairs.

These are repairs that are causing discomfort, inconvenience or nuisance to the occupant and will be given an appointment within five calendar days:

- A tap that is loose and cannot be easily turned on or off
- A sink or basin that leaks when it is used
- A loose or broken toilet seat
- A smoke alarm that is continually beeping
- A handrail or grab-rail that has come loose from its fixing
- A gate that provides security and will not close securely
- A kitchen door or drawer that will not close properly or become loose
- A loose or uneven flagstone inside the property boundary
- A radiator that is not working in a lounge or main bedroom
- Any tap that will not supply hot water
- A light that is not working to any room
- A fitted security light that is not working

PLANNED, CYCLICAL AND IMPROVEMENT WORKS

The Trust has a maintenance programme covering the exterior of your property, including pre-paint repairs and painting every five years.

If the repair you report is included within these contracts within the next 12 months, it will be completed as part of this programme.

RECHARGEABLE REPAIRS

Residents are responsible for any damage to the property. All residents and leaseholders are liable for any damage or neglect and damage to the property caused by their children, pets and visitors (as agreed within the tenancy agreement).

Where damage or neglect has occurred (for which a resident has been responsible) the resident is expected to undertake the repairs or to repay the cost of the works to the Trust (see current list of rechargeable repair costs).

Where damage has been caused by vandals and a crime incident number is obtained by the resident, the Trust will accept responsibility for repairs.

For further information please see the Trust's Rechargeable Repairs Policy.

The Trust is not responsible for replacing, renewing or maintaining any fitting or improvement to the home that has been made by the resident.

RIGHT TO REPAIR

The Trust operates a Right to Repair scheme. The scheme allows residents to arrange for some small urgent repairs that affect health, security and safety to be carried out by another contractor if the Trust fails to carry out the repairs on time.

In certain circumstances, residents are eligible for compensation up to a maximum of £50.

Some examples are:

- No water, electricity or gas
- Leak from pipe, tank or cistern
- Electrical lighting unsafe
- Roof leak
- No heating
- Extractor fan not working

RESIDENT INVOLVEMENT

We know it makes sense to involve our residents to help improve housing services.

Here at the Trust we take every opportunity to give residents a say! Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on:

Freephone: 0808 100 7701

Telephone: 01244 305503

IF YOU WANT TO KNOW MORE, PLEASE CONTACT US:

Online

Web: www.cdht.org
Email: info@cdht.org

By phone

Freephone: 0808 100 7701

Lines open

Monday to Thursday
8am—6pm
Friday 8am—5pm

Fax: 01244 305690

Minicom: 01244 305500

BY VISITING US AT:

Chester —

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ.
Monday to Friday
9am—4.45pm

Lache —

Neighbourhood Office
89a Cliveden Road
Lache, CH4 8DT.
Mon, Tues, Thurs and Fri
9am—12pm

Blacon —

Neighbourhood Office
17—18 The Parade
Blacon, CH1 5HW.
Monday to Friday
1.30pm—4.30pm

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Also available in

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