



Section 5 - Repairs and Maintenance

This section details all you need to know about the repair and maintenance of your home.

The Association's Responsibilities

The Association has a legal responsibility for keeping the structure of your home in good repair. This includes:

- drains, gutters and external pipes
- the roof
- outside walls, outside doors, windows, sills, window catches and frames, including necessary external painting and decorating
- paths, steps and other means of access
- plasterwork
- boundary walls and fences

In addition to the above we will also keep in good working order installations for heating, sanitation, supply of water, gas and electricity including:

- basins, sinks, baths, toilets, flushing systems and waste pipes
- electric wiring, sockets and switches
- water heaters and central heating systems

- gas and water pipes
- washing machines and tumble dryers (schemes only)

Pest control - the Association will arrange and pay for the removal of any pest which may be a health and safety risk, e.g. bedbugs, cockroaches, fleas and flies (but only in habitable rooms), rats/mice.

We are not responsible for repairing damage caused by nuisance or neglect by residents and their visitors.

The cost of repairing any damage caused in this way will be charged to yourself.

Your Responsibilities

You are responsible for:

- Repairs caused by faulty electrical appliances
- Light bulbs, light tubes, starters, fuses and fuse wires
- Bleeding radiators
- Curtain rails
- Ensuring that all internal waste pipes and grates are kept clear
- TV aerials and cable/satellite installations other than communal ones



- Broken windows
- Replacement of toilet seats, bathroom accessories, plugs and chains, and shower curtains
- Batteries for fire ignition switches and any fittings and appliances that belong to you
- All internal decorations including minor shrinkage cracks and plaster patching
- Any costs in gaining access to your home if keys are lost and for any other security arrangements
- Provision of extra keys to your home
- All repairs to any fixtures and fittings installed by yourself or accepted from the previous tenancy
- Garden maintenance (unless covered by a service contract)
- Pest control - the removal of pests such as ants, bees, bats, birds, cats, moles, pigeons, rabbits, slugs and spiders (if you request that the Association arrange their removal this may incur a service charge)
- Door bells (maintenance and upkeep)
- Cleaning and general care of kitchen /bathroom extractor fans

- Ensuring that on termination of your tenancy the property is returned in the same state of repair as when the tenancy first commenced

Major disabled adaptations provided after commencement of tenancy which are installed/funded by the local authority or a similar body are to be individually assessed in order to identify responsibility for maintenance of the installation.

Please note

If a contractor is called out and finds that the problem is one of the items listed above then you may be charged for any costs incurred

You will also be recharged the cost of:

- Repairing any damage caused by accident, negligence, misuse, or criminal damage by you, members of your household or visitors to your home.
- Unsatisfactory alterations carried out to your home
- If you report an emergency response repair but are not at home to allow access when the contractor calls.

A copy of the Association's 'Recharges Policy' is available on request.



Door Entry Systems - Additional Keys

Please note that in schemes with door entry systems, duplicate keys must be authorised and ordered via Bank Top House office.

REPORTING REPAIRS

You may report a repair by telephoning our free phone number 0800 0287428, in writing, in person, via our website (www.railwayha.co.uk) or by texting the details to 07508 526708.

When reporting a repair it is important to give times when access to your home will be available. The Association's staff and contractors will call by arrangement whenever possible. Your telephone number would be useful for making arrangements.

Please note: Under no circumstances will the Association accept the cost of work carried out by a contractor on the instruction of a resident

HOW LONG WILL REPAIRS TAKE?

The Association has a system for grading repairs according to their urgency.

There may be circumstances which affect the way your repair is prioritised, for example, the urgency of a repair to a toilet may be different depending on whether there is a second toilet working in the property; and a central heating repair may be less urgent during the summer months. Please make sure that you give us all the details to help us to action your repair correctly.

Repairs are graded as follows:

1. Emergency repairs
To be completed within 24 hours
2. Urgent repairs (1)
To be completed within 3 days
3. Urgent repairs (2)
To be completed within 7 days
4. Routine repairs
To be completed within 31 days

You will receive a notification receipt for a repair. If the work is not carried out by the date shown on the receipt, please let us know as soon as possible.

On the reverse side of the receipt there are a number of questions about the completion of the repair, please answer these and return the slip to the Association so that we can monitor the performance of our contractors.



Emergency Repairs

Any problem which involves a risk to your safety or health or serious damage to the structure of the property, is in need of an emergency repair to make safe the situation. This would generally include the following:

- Water - no supply or bursts from tank, cistern or pipe work
- Blocked drains or toilet
- Toilet unusable (if it is the only one in the property)
- No heating during the winter months (October to March)
- Dangerous structures, for example, roof, gutters, stair banisters
- Repairs affecting the security of the property/residents possessions
- Loss of electrical power or serious electrical faults
- Gas escapes or lack of supply (see Gas below)

These repairs will be given priority and every effort will be made to deal with these within 24 hours.

To report an emergency repair

During office hours

Please telephone these repairs to Bank Top House on the Freephone number 0800 0287428

Outside of office hours

Use the pull cords or 'sayphone' to contact the warden service if you have this facility, otherwise telephone the emergency repairs service on 01429 298988

GAS

If you suspect a gas leak, fumes from a gas appliance or you have a gas supply failure:

Turn off the main supply immediately. Look for Gas in your telephone book and call the TRANSCO number shown. You should then open windows and doors. Do not use a naked flame; turn any lights or electrical switches on or off.

If any further repairs are necessary then please contact the Association by telephoning the freephone number 0800 0287428



Service Contracts

The Association is responsible for arranging service contracts for the following:

- Gas servicing and maintenance
- Lift servicing and maintenance
- Landscaping
- Fire detection and fire fighting equipment
- Emergency lighting
- Central Warden Call equipment

Planned Maintenance and Major Repairs

In addition to routine repairs and external decoration, the Association has a planned programme for carrying out major repairs and improvement to its properties.

You will be consulted in advance of any works to be carried out to your home, and where possible given a choice of colour scheme or design. Any disturbance will be kept to a minimum and you may qualify for a disturbance allowance.

Alternative Accommodation

Where work needs to be done to a property that cannot be done with the resident in occupation (i.e. during improvement contracts) the Association may require the resident to move to alternative accommodation.

Where this is the case, we make arrangements for the move and pay reasonable expenses. A permanent move would be offered if a suitable property were available and the resident requested it.

In any case where a resident is required to move, we take whatever steps we can to ensure that the alternative accommodation offered is not only suitable but also meets any preferences the resident might have.

Full details can be obtained from your Housing Officer.

Right to Repair

The Right to Repair is a scheme which aims to ensure that certain small urgent repairs, which might affect your health, safety or security are carried out quickly.

Full details of which repairs qualify and how the scheme operates can be obtained from your Housing Officer.