

# SECTION 5 - Repairs and Maintenance

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

## 5.1 - The Association's Responsibilities

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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)
- Mains operated door bells

## Pest Control

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If a resident's local council does not provide a free service then the Association will arrange and pay for the removal of any pest which may be a health and safety risk, e.g. - rats/mice, bedbugs, cockroaches, fleas, flies, wasps and bees. The removal service will only be carried out for infestations in habitable rooms or if access to your home is affected. Each request will be considered on its merits taking into account the circumstances of the resident and any vulnerability due to age or ill health.

## 5.2 - Your Responsibilities

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You are responsible for:

- Repairs caused by faulty electrical appliances
- Light bulbs, light tubes, starters, fuses and fuse wires including bulbs for electric fires.
- 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, moles, rabbits, slugs and spiders (ring the environmental health department at the local council offices to have the pests removed)
- Door bells operated by battery (mains operated door bells are the responsibility of the Association)
- 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
- Wireless doorbells
- Battery operated smoke detectors

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
- Any blockage to drains found to be caused by nappies, sanitary/incontinence pads, fat or wipes

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

### **Door Entry Systems - Additional Keys**

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

### **5.3 - Reporting Repairs**

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You may report a repair by telephoning our free phone number 0800 0287428, in writing, in person or via our website ([www.railwayha.co.uk](http://www.railwayha.co.uk)).

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.

## SECTION 5 - Repairs and Maintenance

### 5.4 - How long will repairs take?

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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:**

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##### **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.

### 5.5 - Emergency Repairs

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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 on the next page)

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

## **TO REPORT AN EMERGENCY REPAIR**

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### **During office hours**

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Please telephone these repairs to our head office on the freephone number:  
**0800 0287428**

### **Outside of office hours**

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Use the pull cords or 'sayphone' to contact the warden service if you have this facility, otherwise telephone the emergency repairs service on: **0300 303 4917**

## **GAS**

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

**Turn off the main supply immediately.**

**Call: 0800 111 999**

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**

## **5.6 - Service Contracts**

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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

## **5.7 - Planned Maintenance and Major Repairs**

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

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**

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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.

## **5.8 - Right to Repair**

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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.