



repairs and
maintenance

This section tells you the basics on how to report a repair, and how we decide the urgency of your repairs. There are pictures at the end of this section that may help when you report a repair.

Reporting repairs

If you spot a repair that needs doing, please contact us as quickly as possible. The staff will tell you how long it should take for the repairs to be completed.

You will need the following information when reporting a repair:

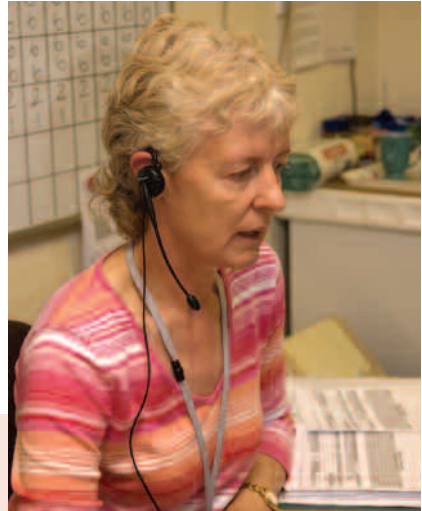
- Your name;
- Your address;
- Details of the repair (the problem and where it is in your home);
- Your telephone number and or email.

Your repair will be entered onto the computer to produce a works order.

Priority repairs

By law, we must make sure that some urgent minor repairs that affect your health, safety or security are done within a certain time. The only exceptions are where an inspection is required, or you have agreed an appointment for the work to be carried out.

Cestria Community Housing operates a priority system of repairs. Each repair you report is assessed and given a priority rating. The priority ratings are as follows:



<i>Emergency Repairs</i>	Attended within two hours and complete within 24 hours	For example, gas leaks, dangerous electrical faults, burst pipes, total loss of heating
<i>Urgent Repairs</i>	Three to five calendar days	For example, leaking roof and completion of temporary repairs to faulty space and water heating appliances
<i>Routine repairs</i>	25 calendar days	For example, major internal plaster repairs, renewal/unblocking of rainwater pipes/gutters

Inspecting your home

For some repairs, we need to have access to your home to check what work needs doing. When you report a repair, we will let you know if an appointment is needed.

Quality of repairs

We carry out routine checks after some repairs have been done, to monitor the quality of service provided. We also contact some tenants, to check what they thought about the quality of the work and how polite and helpful the contractor was. If you are contacted, you can help us by telling us whether or not you are satisfied.

If repair work is done to your home and you are not happy with the service, please let us know (see Section 14).



Tenants responsibility for repairs

You are responsible for carrying out minor repairs to your home, such as:

- Plastering small cracks;
- Providing extra keys;
- Providing locks to sheds or outbuildings;
- Plumbing in your washing machine or dishwasher;
- Internal decoration of your home;
- Sweeping the chimney for solid fuel appliances;
- Looking after your smoke alarms;
- Replacing batteries in alarms and detectors;
- Replacing your toilet seat (once your tenancy has started);
- Fitting and installation of gas cookers.

Repairs charges

You will be charged for any damage to your home that has not been caused by fair wear and tear. We will also charge you for certain repair items that fall outside of our landlords responsibility.

You are responsible for repairing, renewing or replacing any items damaged by you, your spouse, partner, friends, relatives or any visitor to your property, including children. This includes accidental damage, intentional damage and that which arises from neglect or misuse.



Examples of repairs that you would be charged for include, but are not limited to:

- Broken toilet pan, bath or wash hand basin;
- Blocked toilet if caused due to negligence;
- Blocked drains if caused due to negligence;
- Lock changes if due to negligence;
- Damage to internal fixtures if due to negligence;
- Replacement of fixtures and fittings that you have removed or altered;
- Renewal of sink and bath plugs and chains;
- Draught-proofing;
- Replacement of lost keys to radiator valves, window locks and doors;
- Bleeding radiators;
- Gaining entry
- Replacement tap washers;
- Draining or refilling the central heating system;
- Making safe/re-glazing windows that have been broken where no crime number has been provided.

Right to Repair scheme

(Not relevant to starter tenants)

The Right to Repair Scheme was introduced in April 1994 as part of the Citizen Charter Scheme. It is a scheme designed by the Government to make sure that ‘qualifying’ repairs that may affect the health, safety and welfare of tenants are dealt with quickly and easily.

The Scheme gives compensation to tenants where Cestria Community Housing has failed to carry out a qualifying repair in the target time and has failed to do so again after a further request is made by the tenant.





Qualifying repairs are repairs as shown below with a value of £250 or less, which may affect the health, safety and welfare of a tenant:

<i>Defect</i>	<i>Prescribed period (in working days)</i>
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket, or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total or partial loss of space or water heating between 31st October and 1st May	1

<i>Defect</i>	<i>Prescribed period (in working days)</i>
Total or partial loss of space or water heating between 30th April and 1st November	3
Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan	1
Toilet not flushing (where there is no other working toilet in the dwelling-house)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or hand rail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working	7

If you would like more information on the Right to Repair scheme please contact us.



Helping you report your repair

The following pages have easy to use diagrams that will help you report your repair. By using the pictures each time you report a repair, you can help us to identify and rectify your repair as quickly as possible.



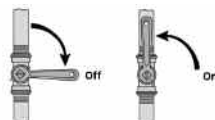
Simply find the item that you have a problem with and quote the item e.g. bath, door, drainage etc. as shown on the top of the page and quote the number next to the relevant item. This information will help the Customer Services Team when you report your repair to them.

Not all problems can be covered within this leaflet, so there may be times when we still require an inspector to call.

What to do if you have a gas leak

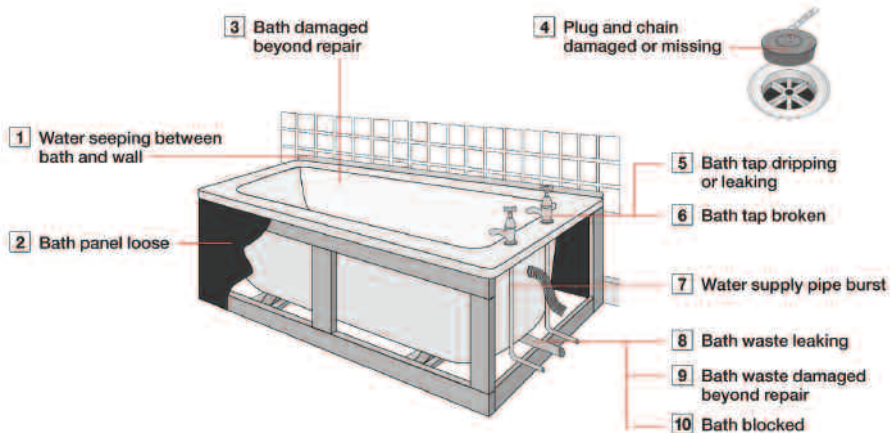
If you smell gas you should immediately turn the gas off at the meter and phone the Property Services Team or Transco.

Main gas on and off lever



Baths

What is the fault and its number?

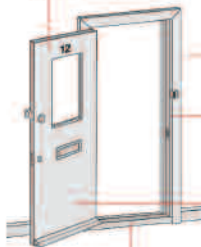


Doors

What is the fault and its number?

Outside timber door

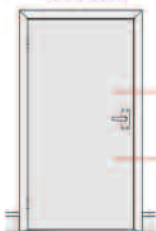
- 1 Door not opening or closing properly



- 3 Door frame damaged
- 4 Draughtstrip to door damaged or missing
- 5 Door facing damaged

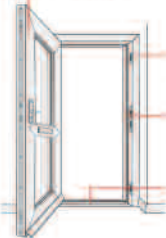
- 2 Threshold loose or damaged

Inside door



Outside PVCu door

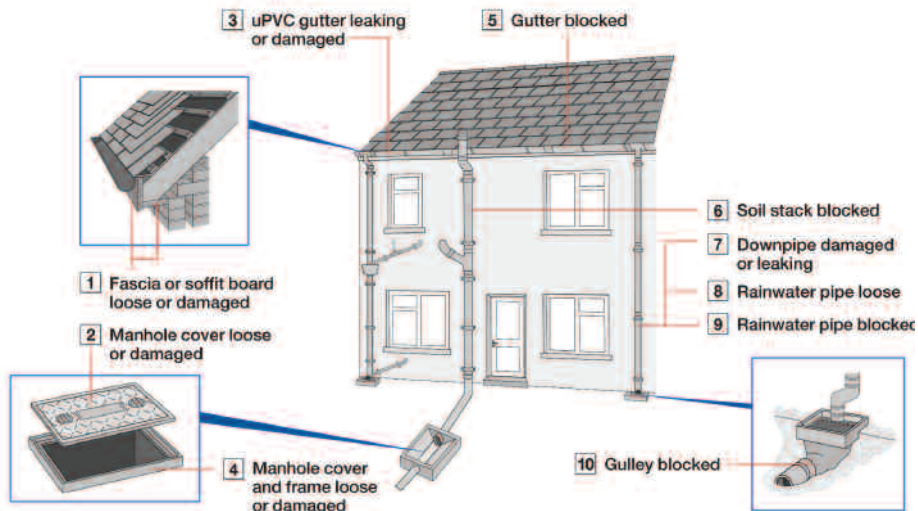
- 6 Door not opening or closing properly



- 7 Door frame damaged
- 8 Draughtstrip to door damaged or missing
- 9 Threshold loose or damaged

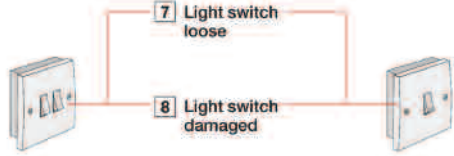
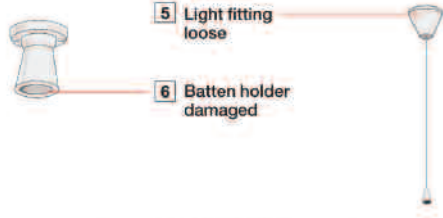
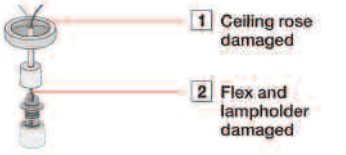
- 10 Door not opening or closing properly
- 11 Door damaged beyond repair

Drainage and gutters



Electrics – lighting

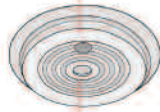
What is the fault and its number?



9 Total or partial loss of power

Electrics – power

1 Smoke detector not working or beeping intermittently



2 Smoke detector damaged beyond repair



4 TV aerial socket loose or damaged

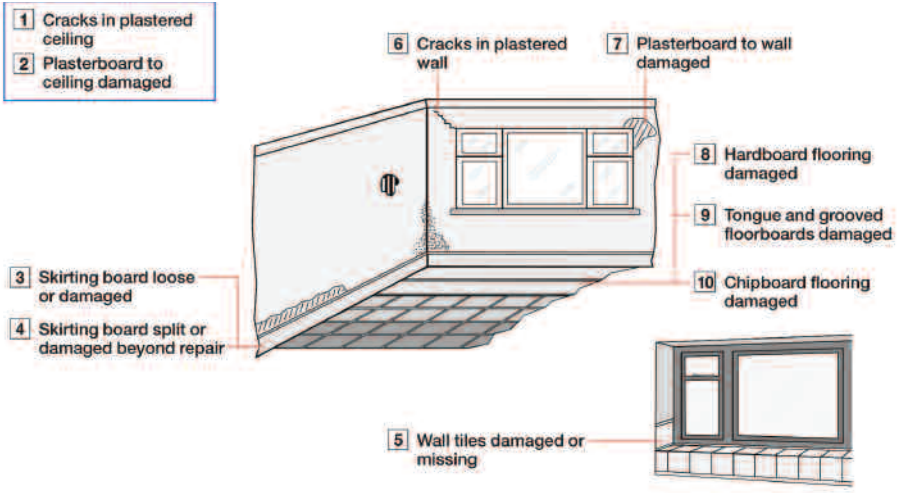
3 Socket damaged

5 Power point loose



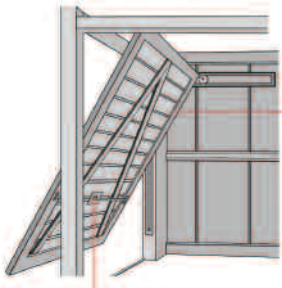
6 Unidentified electrical fault

Floors, walls and ceilings *What is the fault and its number?*



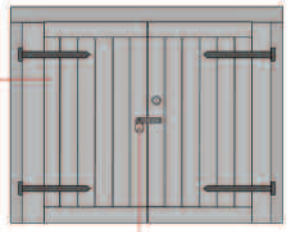
Garages

Metal up and over garage



1 Garage door lock damaged or missing

Timber garage



3 Garage door lock damaged or missing

2 Door will not open or close

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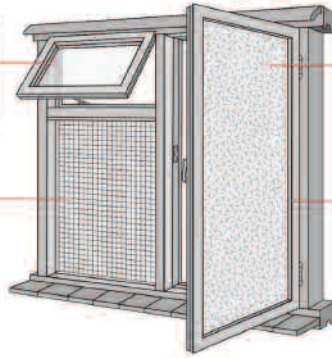


Glazing

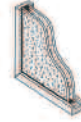
What is the fault and its number?

Single glazing

- 1 Clear polycarbonate glass broken
- 2 Clear laminate glass broken
- 3 Clear glass broken
- 4 Georgian wired cast glass broken



Double glazing

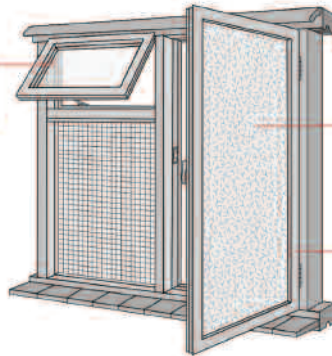


- 5 Obscure polycarbonate glass broken
- 6 Obscure glass broken
- 7 Beading damaged

Glazing

Double glazing

- 1 Clear laminate glass broken
- 2 Clear glass broken



Single glazing

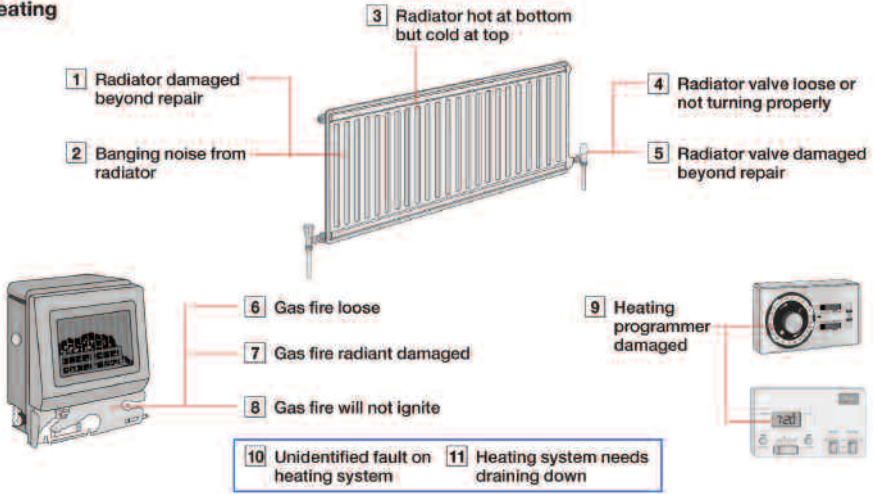


- 3 Obscure glass broken
- 4 Beading damaged

Heating and hot water

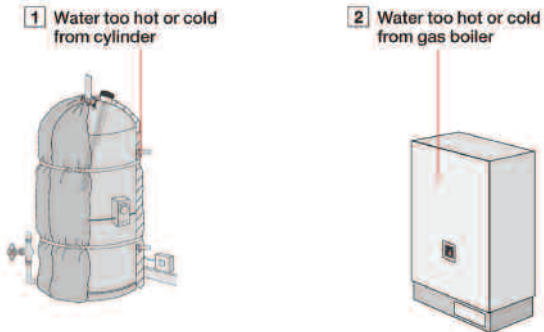
What is the fault and its number?

Heating



Heating and hot water

Hot water



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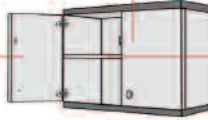
Kitchen units

What is the fault and its number?

1 Single wall unit damaged beyond repair



6 Double wall unit damaged beyond repair



3 Door to any kitchen unit loose

8 Shelf to any unit loose or damaged



4 Drawer not opening or closing properly

5 Drawer front loose or damaged



9 Worktop damaged beyond repair

10 Sink base unit damaged beyond repair

2 Single base unit damaged beyond repair

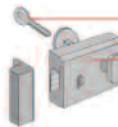
7 Double base unit damaged beyond repair

Locks and fittings

Locks, latches and fittings



1 Handle to inside door damaged or missing



5 Keys lost or missing

6 Yale lock loose or broken



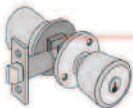
2 Mortice lock damaged beyond repair or missing

3 Mortice lock loose or broken

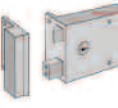


7 Rim lock damaged beyond repair or missing

8 Rim lock loose or broken



4 Weiser lock loose or broken



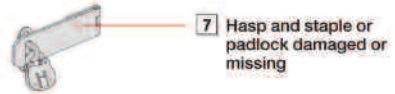
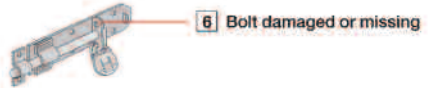
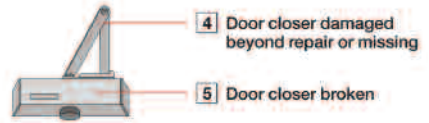
9 Rim latch damaged beyond repair or missing

10 Rim latch loose or broken

Locks and fittings

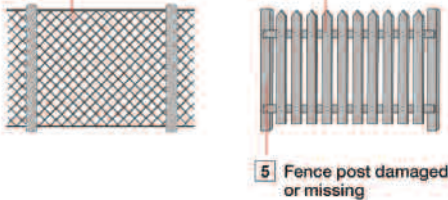
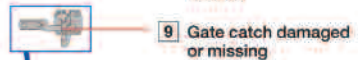
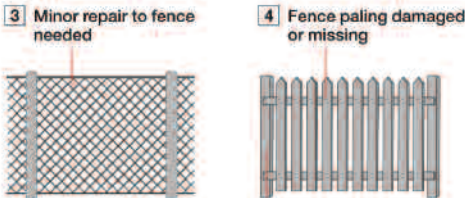
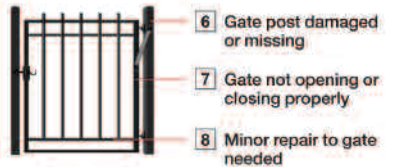
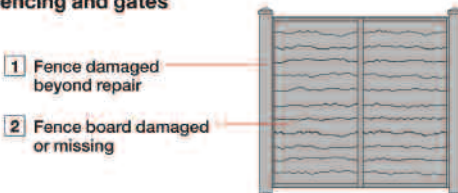
What is the fault and its number?

Locks, latches and fittings



Outside of the property

Fencing and gates



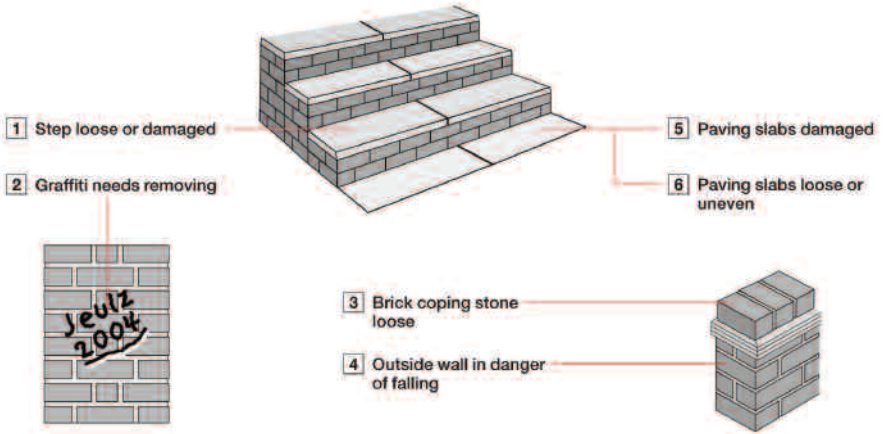
© Northgate (2006)



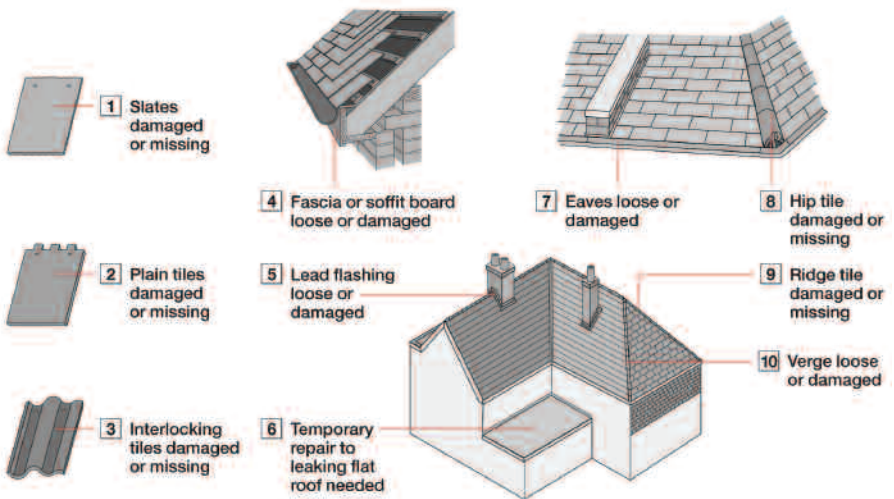
Outside of the property

What is the fault and its number?

Paving, steps and walls

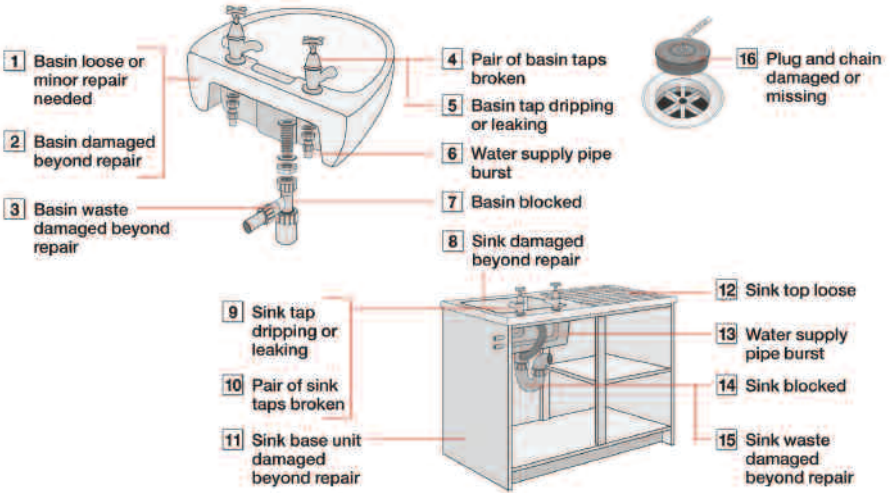


Roofs

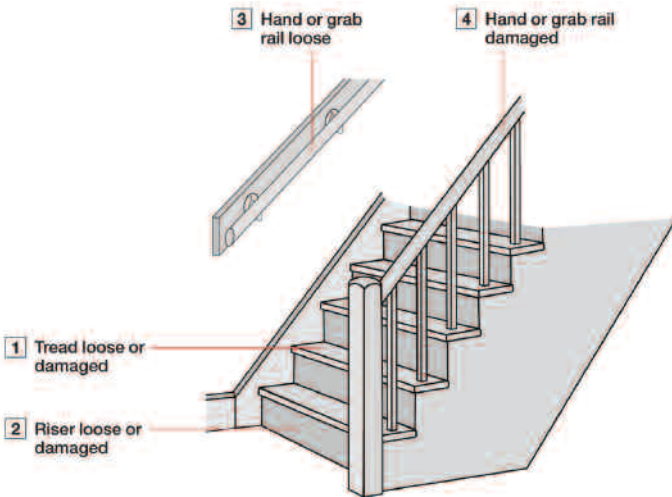


Sinks and basins

What is the fault and its number?

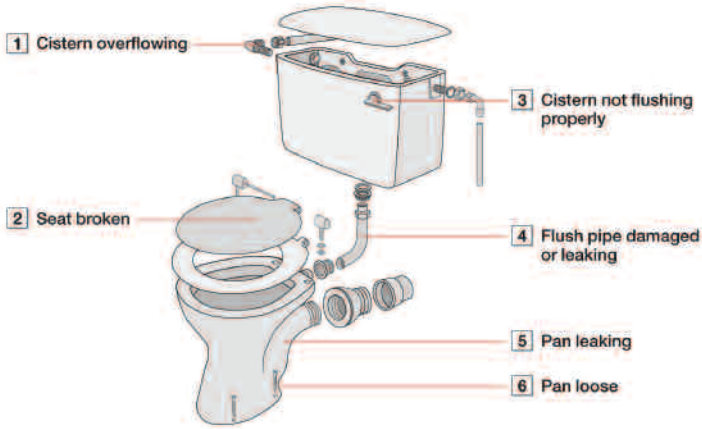


Stairs

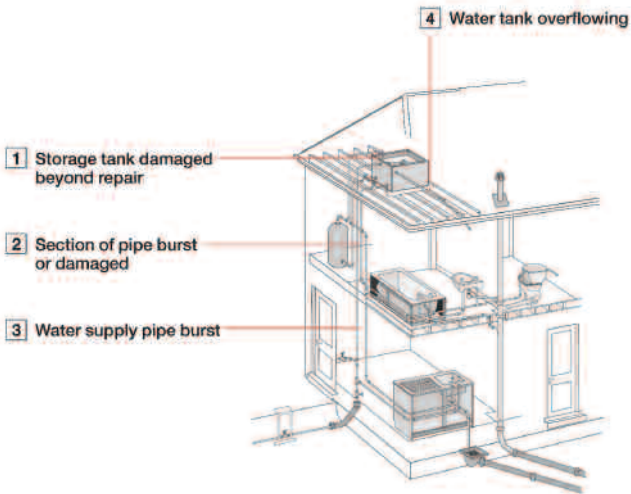


Toilets

What is the fault and its number?



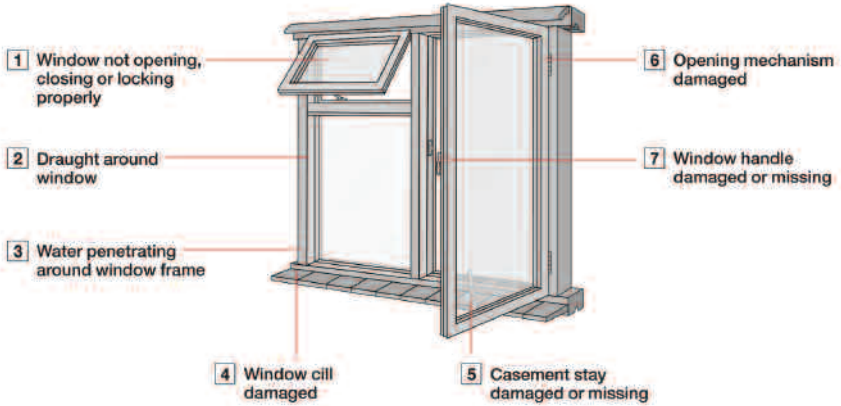
Water services



Windows

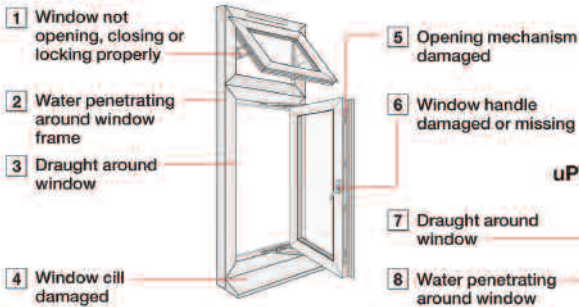
What is the fault and its number?

Timber casement

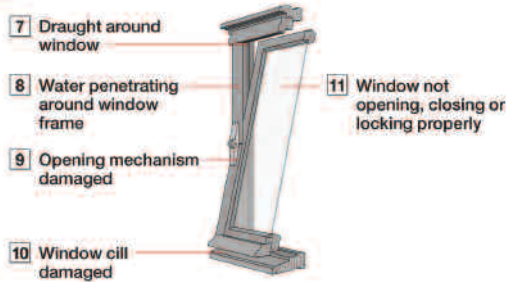


Windows

uPVC casement



uPVC or timber pivot





We are committed to providing fair opportunity to access information.

If you would like information in another language or format, please call us on Freephone 0800 587 0001.

Also available in:



Visual impairment formats



www.cestria.org