



SERVICE STANDARDS **16**

# REPAIRS TO YOUR HOME



## OUR VISION

Great communities, excellent services, inspiring people.

We are committed to repairing and maintaining your home to a high standard and we aim to offer a comprehensive repairs service to all our tenants.

## OUR COMMITMENT TO YOU

### *We will do the following:*

- *Provide a staffed helpdesk to take your phone calls between 8am and 5pm;*
- *Provide a staffed phone number for emergencies that happen outside of the above hours, 24 hours a day, 365 days a year;*
- *Offer you an appointment if we need to come into your home to carry out an inspection or to do non-urgent work;*
- *Send you a receipt confirming details of the repair you reported, the appointment arranged, or the expected latest date for completing the work;*
- *Offer other ways for you to report a repair, for example by letter, e-mail or fax;*
- *Tell you if you will be charged for any repairs and give you an estimated cost; and*
- *Give you a deadline for the work to be completed depending on how urgent it is.*

## How urgent is the repair?

### *Emergency repairs*

#### These are cases where:

- *There is an immediate risk to your health and safety;*
- *An essential service is not working;*
- *Your home is not secure, or*
- *There is risk of further damage if the problem is not dealt with.*

#### Examples of emergency repairs:

- *Repairs to heating appliances, flues, terminals and so on in the winter (1 November – 30 April);*
- *Repairs to main fuses (but household fuses are your responsibility);*
- *Damage caused by fire, flood, an explosion or any other similar repairs;*
- *Repairs to doors and windows which cannot be closed;*
- *A blocked toilet when there is only one toilet in your home;*
- *Boarding up damaged, empty or abandoned properties;*

- *Unstable or faulty chimney stacks; and*
- *Collapsed ceilings.*

We will aim to respond to these and make them safe or repair them within 24 hours.

### **Urgent repairs**

#### **These repairs include:**

- *Small leaks on waste systems;*
- *A blocked toilet when there are other toilets available;*
- *Replacing your Baby Belling cooker;*
- *Repairing dangerous wooden flooring;*
- *A leaking overflow;*
- *A broken mechanical extractor fan in a kitchen or bathroom;*
- *Repairing damaged stone flags (health and safety); and*
- *Minor plumbing repairs such as a dripping tap.*

In these cases, we will respond within five working days.

### **Non-urgent repairs**

#### **These repairs include:**

- *Reglazing broken windows;*
- *Securing standard bathroom or toilet doors;*
- *Repairs to bathroom suites;*

- *Minor joinery repairs;*
- *Non-health and safety electrical work; and*
- *Repairs to kitchen units and worktops.*

In these cases, we will respond within 15 working days.

### **Planned maintenance repairs**

#### **These repairs include:**

- *Roof faults not causing damage;*
- *Replacing standard outside doors;*
- *Plastering;*
- *Repairing stone flagging, replacing paths;*
- *Adding mortar to brickwork and preventing dampness;*
- *Replacing standard inside doors;*
- *Structural work;*
- *Work to soffits and fascias that isn't urgent;*
- *Repairing or replacing gutters or rainwater pipes; and*
- *Planned estate work.*

In these cases, we will respond within 60 or 120 days depending on urgency and amount of work we are doing.

The repairs service will try to carry out repairs within the priority time.

## OUR RESPONSIBILITY

We are responsible for maintaining and repairing:

- *Roofs and chimneys;*
- *Ceilings;*
- *Pipes, drains, soil and waste pipes, gutters and downpipes;*
- *Inside and outside doors, floors, window frames, steps and stairs;*
- *Paths to the front door;*
- *Plastering inside and rendering outside, all walls;*
- *Kitchen and bathroom furniture;*
- *Electrical wiring, electric sockets, light fittings, gas and water pipes, heating equipment (such as fires, radiators and storage heaters), water-heating equipment such as boilers and immersion heaters; and*
- *Stairways, walkways, windows, doors, and door-entry systems, lifts, rubbish chutes, shared television aerials, shared lighting, shared rooms, paving, entrance halls and landings.*

## Shared areas

- *Stairways, walkways, windows, doors and door-entry systems, lifts, rubbish chutes, shared television aerials, shared lighting, common rooms, paving, entrance halls and landings.*

## Services

*Electric wiring, electric sockets, light fittings, gas and water pipes, heating equipment such as boilers and immersion heaters.*

## Maintenance

### We will do the following:

- *Decorate the outside of the property and any shared areas on a planned basis; and*
- *Maintain all fixtures and fittings unless they belong to you.*

## *Your responsibility*

**You, as a tenant, are responsible for the following:**

- *Fuses;*
- *Plugs for sinks, washbasins and baths;*
- *Toilet chains;*
- *Small cracks in plaster;*
- *Garden fences and gates, unless they back on to public open space;*
- *Connecting washing machines, dishwashers and cookers;*
- *Fixtures, fittings and appliances you have added;*
- *Door chains and letterboxes;*
- *Interior decoration (for health and safety reasons you are not allowed to paint gas fires or boiler casings); and*
- *Locks and glass unless damaged as a result of a crime.*

## *Other responsibilities*

You are responsible for making sure your gas or electric meters are in credit and you should always check this before asking us to come and look at them. As the meter is owned by your gas or electric supplier we can't repair this, or put emergency credit into it.

## **THE STANDARDS YOU CAN EXPECT FROM US**

### *Ordering a repair*

**When you contact the repairs helpdesk, please be polite. We will ask you to:**

- *Give your name, address and phone number so we can contact you during the day;*
- *Give as much detail and information about the repair;*
- *Provide access arrangements where necessary; and*
- *Report all problems as soon as you know about them, even if they are not part of your home but still affect it, for example leaking gutters or shared area repairs.*

**We will aim to do the following:**

- *Tell you if you will have to queue on the phone and say how long the wait is likely to be;*
- *Introduce ourselves when answering the phone, and be polite and helpful at all times; and*
- *Tell you if we cannot do the work for you, and explain why.*

### *Repairs appointments*

*For some jobs, like inspections or non-urgent work, we will offer you the choice of a morning or afternoon appointment.*

- A morning appointment is between 8.15am and 12.30 pm, Monday to Friday.
- An afternoon appointment is between 1pm and 6pm, Monday to Friday.

If you have been given an appointment and need to change it, please contact our **Repairs helpdesk** on **0808 144 5368**, or **0161 686 8368**.

If you are not at home when we call, we will cancel your repair. We will leave a card to let you know. You will need to call our repairs helpdesk to order the repair again.

### *Doing the repair - we will do the following:*

- Carry out the repair at the time we have arranged;
- Where there is no appointment, do repairs within our published timescales;
- Send a qualified worker to do the work;
- Show you an identification card when we arrive;
- Help you to move furniture if you can't do this by yourself;
- Complete the work as described on your repairs receipt;
- Leave the work area clean and tidy;
- Do other repairs that are needed while we are in your home if we have the right materials to do so (this will take no more than half an hour);
- Report any other repairs for you, if we were not able to carry them out at the time;
- Use good-quality materials; and
- Phone you to let you know if we can't keep an appointment.

### **We ask you to do the following:**

- Please allow us into your home when necessary;
- Please move any furniture (if possible), ornaments and other fragile items out of the work area before we arrive; and
- Please let us know at least 24 hours before we are due to arrive if you can't keep the appointment.

**After the repair we will do the following:**

- *Inspect at least 10% of completed jobs;*
- *Phone at least 10% of tenants who have had a repair completed to check how satisfied they are with the repair;*
- *Publish details of the quality of our work; and*
- *Look into any problems or complaints and keep you informed about how we are dealing with them.*

**Planned maintenance - we will do the following:**

- *Service gas appliances owned by us and test all installations at least every 12 months;*
- *Check the electrical wiring in your home every 10 years;*
- *Paint the outside of your home every five years;*
- *Check and service stairlifts every 12 months;*
- *Inspect door entry systems every 12 months;*
- *Inspect passenger lifts every 12 months;*

- *Carry out water monitoring (for Legionella bacteria) on shared supplies every 12 months; and*
- *Make an appointment to carry out maintenance work.*

**We ask you to do the following:**

- *Please allow us into your home to do gas and electrical checks, as these must be done for health and safety reasons. If you refuse to allow us into your home, we could apply for possession of your home; and*
- *Please move any furniture (if possible), ornaments or other fragile items out of the work area before we arrive.*

## **Carrying out your own alterations or improvements**

- *You must ask for our permission before you do any work. You will need to fill in a form you can get from us or download from our website.*
- *We may want to advise you on how to do the work or ask you to get the work done by a qualified tradesperson such as a gas engineer, plumber or electrician.*
- *We will not refuse your request without good reason, and we will tell you why if we do.*
- *We may not agree to do repairs to items you have installed in your home. You must not do any work before we have given you permission.*
- *We will reply to you within 20 working days of receiving your request to let you know if you can carry out the work.*

## **Customer care and complaints**

Please see our separate leaflet for full details about our service standards for customer services.

If we do not meet our standards or you think we could improve our service, please let us know. For more details on how to make a complaint, please see our complaints leaflet.

We would also like to hear from you if any of our staff have given you an excellent service.

## HOW TO CONTACT US

There are a number of ways you can contact us.

### BY PHONE

- If you have a question about housing, phone **0161 686 8000**. You can phone us from Monday to Friday from 9am to 5pm.
- If you want to report a repair, phone **0808 144 5368** (calls are free from a landline) or **0161 686 8368**. You can phone us from Monday to Friday from 8am to 5pm.
- If you want to report an emergency repair, phone **0808 144 5368** at any time.
- Fax us on **0161 764 5078**.

### BY VISITING US

You can call into the office at:

Six Town Housing, Point Blue, Moor Street, Bury BL9 5AQ.

Our office is open Monday to Friday from 9am to 5pm.

### ONLINE

You can visit our website at: **[www.sixtownhousing.org](http://www.sixtownhousing.org)**

You can e-mail us at: **[enquiries@sixtownhousing.org](mailto:enquiries@sixtownhousing.org)**

You can also use the free phone at the following council buildings.

**Radcliffe:** 7 Whittaker Street, Radcliffe M26 2DT

**Prestwich:** Longfield Centre, Prestwich M25 5AY

**Whitefield:** Whitefield Library, Pinfold Lane, Whitefield M45 7NY

**Ramsbottom:** Ramsbottom Library, Carr Street, Ramsbottom BL0 9AE



**SIX TOWN**  
**HOUSING**

www.sixtownhousing.org  
enquiries@sixtownhousing.org  
Tel: 0161 686 8000

If you require this document in another language, please contact  
Six Town Housing on 0161 686 8000.

إذا أردت نسخة من هذه الكراسة بلغتك الخاصة، أو بالحروف الطباعية الكبيرة، أو على شريط كاسيت صوتي، أو على قرص الكمبيوتر، يرجى الاتصال بقسم الإسكان في "سيكس تاون" - Six Town Housing على الرقم:  
0161 686 8000

若你希望得到本手冊的中文譯文、大字印刷本、錄音帶或用電腦軟盤儲存的電子版本，敬請聯絡六鎮住房協會（Six Town Housing），電話號碼：0161 686 8000。

اگر میل دارید نسخه ای از این بروشور را به زبان خود، یا با چاپ درشت، یا بصورت نوار ضبط صوت یا دیسک کامپیوتر دریافت کنید، لطفاً با Six Town Housing به شماره زیر تماس بگیرید 0161 686 8000

Si vous désirez obtenir un exemplaire de cette brochure dans votre langue, en gros caractères, sur cassette audio ou disque compact d'ordinateur, veuillez contacter l'organisation Six Town Housing au 0161 686 8000.

W celu uzyskania kopii tej broszury w swoim języku, dużym drukiem, w postaci nagrania lub dysku komputerowego, prosimy kontaktować się z Six Town Housing pod nr tel. 0161 686 8000.

اس کتابچے کی کاپی اگر آپ کو اپنی زبان میں یا بڑے حروف کی چھپائی، سننے والی ٹیپ یا کمپیوٹر ڈسک پر درکار ہو تو برائے مہربانی 'سیکس ٹاؤن ہاؤسنگ' سے فون نمبر 0161 686 8000 پر رابطہ کیجئے۔

You can get summaries in larger print, in Braille  
and on audiotape  and on disc.

