



[www.enehl.org.uk](http://www.enehl.org.uk)

A company with a passion for communities

# Housing Repairs



Here to help... 0800 915 1600

## Other

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, FREEPOST RRJX-YRTK-TACE, Leeds, LS7 3YY.

Your name:

Your address:

Telephone

## Formats



CD



Large print



Braille



Text only



أريد الحصول على هذا المستند باللغة العربية

ARABIC

این مطالب را به فارسی می خواهم

FARSI

نهم بایهتانهم به کوردی دهویت

KURDISH

Chciałbym uzyskać niniejszy dokument w polskojęzycznej wersji

POLISH

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TIGRINYA

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URDU

Another language (write in the box)

For more information call us on 0800 915 1600.

## Repairs Service Standards:

Our objective is to repair and maintain your home to a high standard and ensure that it is safe for you to live in. We set standards on how we will do this.

### We will:

- Provide convenient ways for you to report repairs including a 24/7 Free phone number **0800 9151600**, Area Housing Offices and One Stop Centres and On-line at [enehl.org.uk](http://enehl.org.uk);
- Tell you if the repair is our responsibility or if it is something you have to do yourself;
- Offer you a convenient appointment for all non emergency repairs and Surveyors inspections.
- Carry out Surveyor's technical inspection within 10 working days if we need further information before the repair can be done or if we suspect that the repair may be required because you have caused damage;
- Send you a letter confirming the details of the repair we will do and how long it will take (unless it is an emergency);
- Tell you if the repair can be completed in one visit and work to achieve this;
- Attend all emergency repairs within 3 hours;
- Complete all urgent repairs within 4 working days;
- Complete all general repairs within 20 working days;
- Batch up non-urgent repairs and complete them within 90 working days.
- Ask whether you are satisfied when the work has been done and tell you how to complain if you are not satisfied;

- Arrange for the Contractor to be recalled at a time that is convenient to you if you tell us that they have not completed the repair correctly.

**When a Contractor or one of our Surveyors visits your home they will:**

- Attend on the agreed date and at the agreed time;
- Introduce themselves and show you their identification badge upon arrival;
- Behave in a polite and courteous manner and explain to you each stage of the repairs process;
- Complete the repair to acceptable standards;
- Leave the workplace clean and tidy upon completion of the repair.

We are committed to providing a high quality repairs service that is easy to access for all our customers.

This booklet provides you information about the repairs service and tells you how you can access it what levels of service you should expect.

## **Repairs - Who's Responsibility?**

We will repair and maintain your home in-line with the conditions of your Tenancy Agreement and our legal obligations. This means that we must carry out certain repairs to your home and ensure that it is kept secure and wind and water tight.

This leaflet tells you which repairs we are responsible for and those that you are responsible for. In short, we are responsible for maintaining the structure of your home and also shared (communal areas).

We are responsible for certain repairs to the outside of your home including drains, gutters, external waste pipes, windows and doors.

We are also responsible for maintaining basic services (heating, water, gas and electricity) inside your home and making sure that they all work correctly.

The law tells us that we must do certain emergency and priority repairs within set timescales.

The following list sets out the most common repairs and tells you who is responsible for them.

# Repair Responsibilities

Description / item	Responsibility	
	Us	You
Damage caused by you, your family, your guests or your pets including accidental damage		✓
Damage caused by vandalism or crime	✓	
Bath	✓	
Plugs and Chains to Baths, Sinks & Basins		✓
Blockages to Baths, Sinks & Basins	✓	
Ceilings	✓	
Chimneys and Flues	✓	
Chimney Sweeping (We will clean it once a year when we check the flue)		✓
Clearing rubbish and leaves from gulley grates		✓
Clothes posts and washing lines		✓
Cooker		✓
Cooker switch and socket	✓	
Curtain batten or rail		✓
Damage caused to your home if the Police force access		✓
Damp-proof course	✓	
Decoration – Internal		✓
Decoration – External	✓	
Door adjustments for floor coverings		✓
Doorbells		✓
Door entry systems	✓	

Description / item	Responsibility	
	Us	You
Door handles inside your home		✓
Door numbers		✓
Doors	✓	
Drainage pipes – Above Ground	✓	
Drains.	✓	
Electric fires (If installed by us)	✓	
Electric storage heaters.	✓	
Electric wiring (including fuse boxes) and fittings (unless installed by you)	✓	
Floors	✓	
Gardening and trees		✓
Gas-fired warm air system	✓	
Glazing	✓	
Guttering and downpipes	✓	
Heating system	✓	
Hot-water cylinder jacket		✓
Immersion heater (unless installed by you).	✓	
Keys (lost and stolen) and changing locks		✓
Kitchen units	✓	
Letter plates		✓
Light fittings (unless installed by you).	✓	
Locks to windows and doors	✓	
Mechanical fan (unless installed by you).	✓	
Plastering (except small cracks less than 5mm wide).	✓	
Plumbing	✓	

Description / item	Responsibility	
	Us	You
Showers (unless installed by you).	✓	
Skirting boards	✓	
Smoke detectors	✓	
Sockets & switches	✓	
Solid fuel fires	✓	
Stairs lighting to communal areas	✓	
Steps – External	✓	
Stairs	✓	
Stairs handrails	✓	
Toilet pan & cistern	✓	
Toilet seat		✓
TV aerial – shared	✓	
TV aerial or satellite dish (Tenants own)		✓
TV sockets		✓
Walls – External	✓	
Washbasin, sink, bowl and drainer	✓	
Water supply	✓	
Window catches and handles	✓	
Window frames and sills	✓	



## How do I Report a Repair?

You can report a repair in the following ways:

- By phoning our Telephone Contact Centre on our free phone number 0800 915 1600.
- By visiting our website [www.enehl.org.uk](http://www.enehl.org.uk) and using our on-line repairs reporting tool, 'Housecall'.
- In person at one of our Area Housing Offices or any One Stop Centre.
- In writing, by sending an email to [enehl.enquiries@enehl.org.uk](mailto:enehl.enquiries@enehl.org.uk)
- In writing by sending a letter to our Repairs Team at:

East North East Homes Leeds Repairs Team, Tribeca House, 71 Roundhay Road, Leeds, LS7 3BE

## Opening Times

Our Telephone Contact Centre is open 24 hours a day, 7 days a week, 365 days a year for emergency repairs reporting and between 8.00am – 6.00pm for reporting all repairs.

Visit our website at [enehl.org.uk](http://enehl.org.uk) or call our free phone number on 0800 91 51 600 to find out the opening times of our Housing Offices.



## What Information Do I Need When I Report a Repair?

Before discussing any details with you we will carry out a security check which will involve asking you questions about yourself or your Tenancy.

### When you contact us to report a repair we need to know:

- Your name, address and telephone number, as much detail about the repair as possible (for example, if you are reporting a problem with a door, please tell us if it is made of wood or PVCu and which room it is in).
- Whether you have reported the repair before.
- Times that are convenient for us to come and do the work if the repair is our responsibility.
- Whether you have any special needs, for example, if you are hard of hearing or if you have difficulty getting to the door when someone calls or if you have any other specific needs that we need to know about
- When you report a repair we will tell you what we are going to do. If we can, we will arrange an appointment for you.

We can make appointments to suit you until 5.00pm during the week and for some repairs we can make appointments between 5.00pm and 6.00pm during the week and between 8am and 12.00 noon on Saturdays. We will send you a receipt to confirm the appointment or the timescales that it will be done within.

If we cannot work out how to deal with a repair when you report it, we may ask one of our Surveyors to inspect the problem before we can tell you what action we will take. Appointments for surveyor visits are

available until 5.00pm during the week and for some repairs we can make appointments between 5.00pm and 6.00pm during the week and between 8am and 12.00noon on Saturdays.

If we cannot offer you an appointment when we book a repair, our contractors will contact you and offer you an appointment before they visit you.

## **How Long Will it Take?**

The length of time that it takes is dependant on how urgent the repair is. Repairs are placed in the following categories depending on how urgent they are and this determines the response time:

## **Emergency Repairs**

Emergency repairs are those that endanger the health and safety of you or others and are required in order to maintain the security of your home or communal areas. They may also be required where there is a risk of serious or costly damage to the fabric of the building.

Examples of these repairs are structural damage, broken heating during the winter months, blocked drains, burst pipes and dangerous services such as gas or electricity.

We aim to attend all emergency repairs within 3 hours and complete the work within 24 hours.

## **Urgent Repairs**

These are repairs that are needed to prevent further damage occurring to the fabric of the building or further discomfort to the residents of a property such as minor plumbing leaks, electrical repairs or damaged floorboards.

We aim to complete Urgent repairs within 4 working days.

## **Priority Repairs**

Priority repairs do not require an emergency or urgent response but are deemed to require priority over other less urgent repairs.

Examples of priority repairs include repairing a leaking roof, a defective extractor fan or a broken door entry phone.

We aim to complete priority repairs within 7 working days.

## **Non-Urgent Repairs**

Non-urgent repairs are those that do not cause a serious inconvenience nor compromise the security of building or the health and safety of you or others.

Examples of non-urgent repairs include plastering repairs or repairing guttering.

We aim to complete non urgent repairs within 20 working days.

## **What if My Repair is Not Completed within These Timescales?**

If we don't carry out your repair within the timescales above, contact our Free Phone number on 0800 915 1600 and we will check with our repairs contractor to find out why there is a delay and try to sort out the problem.

## **What if the Repair is not Completed Correctly?**

If you don't think that the repair is completed correctly and the operative is no longer present, contact our Free Phone number on 0800 915 1600 and tell us why you think the work is not right. We will contact our repairs contractor and arrange a mutually convenient appointment for them to sort out the problem.

You can also help improve the repairs service by filling in the repair satisfaction questionnaire on the confirmation letter or on-line at [enehl.org.uk](http://enehl.org.uk) and telling us about your repair.

## **What if You Cannot Repair it?**

Where a major repair or renewal is required such as re-paving a large area, replacing a fence or resurfacing a path and the work is non-urgent, we will often give this work to our contractors in planned batches so that they can plan their workforce more efficiently. This provides a better Value for Money service.

**We aim to carry out batched works within 90 working days.**

## **Will I Have to Pay For Any Repairs?**

If a repair is our responsibility and it is required due to fair wear and tear, you will not be required to pay for it.

You will be required to pay for repairs if:

- A repair is required because you, your family or guests or even your pets have caused damage.
- If you have not looked after your home properly, for example if you failed to keep your kitchen or bathroom or other parts of your home clean.

- If you end your Tenancy and leave your home in an unacceptable condition.
- If you misuse the repairs service such as reporting non-urgent repairs as emergencies to try and get them done quicker.

## **These are called Rechargeable Repairs.**

If we find that a repair is Rechargeable, we will ask you to pay for it up front or sign to accept that you will pay for it.

## **How much will it Cost Me?**

When you report a repair to us, we will tell you if you will be charged for it and we will also tell you the cost of it.

## **How Do I Pay For These Repairs?**

You can pay us by Credit or Debit card by using our automated payments system (PARIS). You can make these payments by calling our free phone number 0800 915 1600. If you can't pay by Credit or Debit card then we will send you a bill and this will tell you how and where you can pay.

You can request a copy of our Rechargeable Repairs Policy from any of our offices or by following the link on our website, [www.enehl.org.uk](http://www.enehl.org.uk). The policy gives more details on Rechargeable repairs.

## **What Is Right To Repair?**

The Right to Repair scheme gives you as a Tenant the right to claim compensation from us if we do not do certain small urgent repairs within Government Timescales; these are called 'Qualifying Repairs'.

A full list of Qualifying Repairs is available at request from any of our local Area Housing Offices or by following the link on our website, [www.enehl.org.uk](http://www.enehl.org.uk).

### **Examples of Qualifying Repairs include:**

<b>Repair</b>	<b>Government timescale</b>
Total loss of electric power	1 working day
Blocked sink	3 working days
Broken extractor fan	7 working days

We aim to complete all repairs on time but sometimes things go wrong. If our contractor does not carry out a **Qualifying Repair** within the target number of working days, you should contact our free phone number to ask us to send a second contractor to carry out the work.

This contractor will have the same length of time to complete the work as the original contractor. If the second contractor also fails to carry out the work within target time, you may have the right to compensation.

This is subject to the value of the work being less than £250 and that you have allowed reasonable access for the work to be carried out. However, we may offset any sums owed to us (e.g. rent arrears) against any compensation payable under these regulations.

### **How Much Compensation Am I Entitled To?**

If the second contractor doesn't do your repair in time we will pay you **£10** in compensation. For every extra day you wait, you will get another **£2**. The most compensation that you can get for one job is £50.

## Right to Buy

If you apply to buy your Council Home, this is called a Right to Buy. When a Right to Buy is active, we will only carry out certain repairs to your home that we are required to by law and we will remove you from any planned repairs or improvement schemes.

The repairs that we will do are simple ones to keep the property secure and wind and water tight and those that are required to maintain essential services such as repairing heating, plumbing, electricity and gas.









## Are we getting it right?

We're always trying to improve the quality of our information.

You can help us by filling in this form and:

- ✓ hand it in at any East North East Homes Leeds Housing Office
- ✓ send it to us at East North East Homes Leeds FREEPOST RRJX-YRTK-TACE Leeds LS7 3YY

**Thank you for your help**

What do you think about this booklet overall?

*Please tick whichever applies.*

Good  Average  Poor

**What part(s) of it should we improve?**

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**Did you understand the information?**

Yes  No

If not, please say what you didn't understand

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**Do you think the layout is**

Good  Average  Poor

How could we improve it?

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Your name \_\_\_\_\_

Your address \_\_\_\_\_

Your phone no. \_\_\_\_\_

Email address \_\_\_\_\_



## REPAIRS

**Produced by Communications and Information team**

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