



## SECTION 3

### Repairs and maintenance

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#### Repairs and maintenance to your home

As your landlord, we must keep your home in good order. As a tenant, you share the responsibility for looking after your home with us. We will work with you to maintain the condition of your home, because looking after our homes and providing our customers with the services they require is a priority for us.

For full information on the repair and maintenance of your home please refer to your **Repairs and Maintenance Manual** which should have been given to you when you moved in.

In the manual you will find:-

#### Repairs and Maintenance Information

- What to do in an emergency
- How to report a repair
- Repair appointments
- Response times
- What to expect when work is done in your home
- Repairs to new homes
- Our responsibilities
- Your responsibilities
- Improvements and alterations
- Safety advice
- Service standards
- Your right to repair

#### Types of Repair

- Doors, windows & locks
- Drains & wastes
- Electrics & consumer unit
- Floors & stairs
- Heating & hot water
- Kitchen fitments
- Pipes & taps
- Sinks, baths & showers



- Garages & gardens
- Gutters & roofs
- Toilets
- Walls & ceilings

### Advice on how to . . .

- Unblock a bath, basin or sink
- Unblock a toilet
- Take care of your smoke alarm
- Reset a trip switch
- Change fluorescent tube or starter
- Reduce condensation
- Change a tap washer
- Bleed a radiator
- Protect against burst pipes

## Reporting repairs

Please help us to provide a good repairs service by reporting repairs quickly. By doing this you will help prevent further damage to your home or neighbourhood. Before you contact us please refer to your **Repairs and Maintenance Manual**. By looking at the drawings and thinking about the questions listed you can provide us with the information we need to get your repairs done quickly and effectively.

### You can report repairs by:

- Phoning our repairs line on **0800 318 522** (free from a land-line). You can report repairs on this number between **9am - 5pm Monday - Friday**. If your repair is an emergency and our offices are closed you can contact our **out of hours emergency service** by calling the freephone number above. If you call before 9am or after 5pm, or on a weekend or bank holiday, and the repair is not an emergency, then you may be charged for the cost of the call-out.
- Writing to us at Gloucestershire Housing Association, 2 St Michael's Court, Brunswick Road, Gloucester, GL1 1JB
- Calling into our offices in Brunswick Road, Gloucester

- Completing a form on our website **[www.glosa.co.uk/reportarepair](http://www.glosa.co.uk/reportarepair)** (for non emergency repairs only)
- Emailing **[repairs@glosa.co.uk](mailto:repairs@glosa.co.uk)**

### When reporting a repair, we will need to know:

- Your name, address and telephone number(s)
- A description of the repair needed (please refer to section 3 of your Repairs and Maintenance Manual for further information about types of repairs)
- When someone over the age of 16 will be at home to let us in
- If you are hard of hearing or you may have difficulties getting to the door when someone comes to your home.

## Right to repair

The Right to Repair scheme was designed by the Government to make sure that certain types of repair are carried out within a set timescale. The scheme covers small, urgent repairs which may affect your health, safety or security, and will cost no more than £250 to complete. These are called qualifying repairs. Repair times vary depending on the type of repair, and time limits for qualifying repairs are set by law – not by us. For a full list of repairs that are covered by the scheme please phone us on **01452 529 255** or **08456 044 529** (local rate). If we fail to carry out the repair within the specified timescale, and there is no good reason for the delay, you can ask us to get another contractor to do the work. The second contractor then has the same amount of time to do the repair work as the first contractor had. If the second contractor fails to complete the repair in time, you may be entitled to compensation.

Where there is good reason why a repair was not done (for example, if you did not keep your appointment to let the contractor in to inspect or carry out the repair), we will not have to get another contractor or pay you compensation.

If a compensation payment is agreed, you will receive a £10 one-off payment, plus £2 for each day that the repair is still not done after the second contractor has failed to complete the repair (up to a maximum of £50). If you owe us money, the compensation payment will be deducted from your arrears.

## Improvements and alterations

You may carry out improvements and alterations to your home. You **must** obtain written permission from us **before** starting the work, and you must pay for the work yourself.

If you wish to carry out improvements to your home please contact us for an application form to complete. If you have access to the internet you can download the application form direct from our website (see 'Making an alteration in your home' under the Repairs section). Where possible, you should include drawings and measurement details. Permission will normally be given provided the work does not have a negative effect on your home or that of your neighbours.

You may find it helpful to discuss your plans with us before you write to us. In some cases you will also have to obtain Planning Permission or Building Regulation Approval from the local council.

We will be reasonable when considering your request for improvements or alterations, but we may apply certain conditions before approving your plans, for example:

- Asking you to return the property to its original condition when you leave
- Getting appropriate safety certificates from installers
- Allowing our surveyors to check your improvements to make sure the work has been carried out to a satisfactory standard
- Asking you to pay for any work that we have to carry out if your improvement is unsafe or breaks any other regulations.

You may qualify for compensation for these improvements if you vacate the property. The compensation you may be entitled to depends upon the initial cost of the improvements, their age and condition.

## Repairs to new homes (defect liability period)

If you live in a house or an apartment which has been newly built by us, your home will come with some guarantees. All of our homes are built by reputable builders and under the terms of our contract, the builders have to put right any genuine defect which occurs during the defect liability period (usually the first 12 months).

A defect is the failure of a component, or a repair which has become necessary as a result of poor workmanship; this does not include damage caused by you or your visitors. If you need to report a repair during the defect liability period please contact us in the usual way. At the end of the defect liability period we will carry out an inspection of the property to identify any defects which we think are the responsibility of the builder to put right. The builder will arrange to repair these defects including any minor or cosmetic defects such as settlement cracks. We advise you not to carry out any decorating to your walls and ceilings until the inspection has been carried out and the work completed.

## Gas safety

By law, we must carry out a safety check of all our gas appliances every 12 months. If your home has a gas supply we will arrange for a GAS SAFE registered engineer to carry out an inspection. When your home is due for an annual gas service and safety check our contractor will contact you to arrange an appointment to suit you. If the appointment that you are offered is not suitable please call the contractor direct to rearrange it. They can visit outside of normal working hours if you are unable to make a weekday appointment.