



Repairs and maintenance

- Repairs to your home
- Planned maintenance



Repairs and maintenance

Reporting a repair

Please report all emergency repairs by telephone on **0800 111 4484**.

All other repairs can be reported by contacting us via email at **housingmaintenance@welhat.gov.uk**.

Repairs to your home

Emergency repairs

We will attend emergency repairs within 24 hours to make the situation safe and secure. Any additional work needed following an emergency call-out will be raised and prioritised in the usual way.

If your heating system has failed and we are unable to carry out a repair on the first visit, we will provide temporary heaters during the winter months.

Diagnosing your repair

When you report a repair, we will ask you some questions to find out exactly what the problem is.

What we need to know

We need to know what the problem is, the location of the repair and the severity of the problem.

We will need a contact telephone number and details of any special requirements, such as allowing you time to reach your door or avoiding school runs.

If an appointment to access your home is required, we will need to know when someone over the age of 16 will be there.



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Acknowledging your repair

Repairs that are reported by email will usually be acknowledged by the Housing Maintenance Team the next working day. The Housing Maintenance Team will contact you by telephone once the job has been raised to arrange an appointment.

We try to provide an appointment date immediately for repairs that are reported by telephone (if required). In some situations, the details of your repair will be passed to a third-party contractor who will contact you directly to arrange an appointment that suits you.



Timescales for repairs

Timescales for repairs depend on how urgent they are. We will tell you the priority of your repair when you report it.

- **Emergency repairs: 24 hours.**
- **Urgent repairs: Five working days.**
- **Routine repairs: 20 working days.**
- **Major work: 45 working days.**

An emergency is a situation that is actually or potentially dangerous, or a serious risk to health. It is likely to include repairs where immediate action will prevent serious damage to the property.

Examples of urgent repairs include blocked drains, sinks.

Examples of routine repairs include:

- general joinery repairs, for example easing/adjusting doors and windows
- repairs of doors/frames/leaks to garages managed by the council
- minor repairs to footpaths, boundary walls, fences and gates
- repair of entry doors and/or windows
- minor brickwork and plastering repairs
- kitchen and Bathroom floor tiles that require repair/replacing

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Examples of major work include:

- larger repairs to car parks, pathways and boundary walls/fencing
- replacement of internal doors/windows
- replacement kitchen units
- larger plastering repairs
- larger fencing repairs
- routine clearing, adjustment/repair of gutters and rainwater goods

In some instances non-emergency repairs may take longer than expected. There are various reasons for this, for example where we need to instruct specialist contractors or where we need to consult with leaseholders. If this is the case, we will let you know.

Tenant repairs

Responsibility for looking after your home is shared with us. You are responsible for some repairs which include:

- lost, stolen or broken keys/door entry fobs (this includes gaining entry)
- TV aerials (except for communal blocks and sheltered properties)
- decoration and floor coverings

- light bulbs
- washing line posts and rotary driers (except those in communal areas)

A full list of repairs that we are responsible for carrying out and those that you are responsible for as a tenant can be obtained by contacting our **Housing Maintenance Team** on **0800 111 4484**.

Neglect

If we need to carry out work because of neglect or intentional damage, we will charge you unless there are special circumstances. Charges are made to ensure that tenants who cause damage to council properties are held accountable. This includes damage caused by tenants, a member of your household, visitors to the property or pets.



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Paying for rechargeable repairs

After a rechargeable repair has been carried out, our Housing Income Team will add the cost of the repair to your rent account, in a separate sub-account, and will send you an invoice.

If your rent account is in credit, we will ask if we can take the payment from the credit on your rent account. If you do not respond after 28 days we will use the credit to pay all or part of the cost. We will not send you an invoice.

If you pay your rent by direct debit, we will give you 28 days' notice in writing that we plan to add the cost to your monthly direct debit. If you do not contact us we will spread the cost over your remaining direct debit payments for the rest of that financial year. We will tell you what your new monthly payments will be.

We will take legal action to recover the cost of rechargeable repairs if they are not paid.

Limiting damage to your home

If damage is being caused to your personal property while you are waiting for a repair to be made, you must take whatever action you can to limit the extent of the damage. For example, this could mean moving furniture or other items affected.

Before you move in

We have an agreed standard that our empty properties must meet before they are let.

This standard ensures all the necessary work and checks have been carried out before a tenant moves in so that the property is clean, safe and fit to live in. You can request a copy of the Empty Properties Lettable Standard from your Neighbourhood Officer.

Access

You must allow us access to complete repairs in your home. Failure to do so is a breach of your tenancy agreement and can result in legal action being taken against your tenancy.

Planned maintenance

Our planned maintenance programmes aim to maintain all council properties in the borough so that they meet the Decent Homes Standard and other statutory requirements. The programmes also aim to modernise and improve properties where needed.

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Replacement programmes

Our range of planned replacement programmes identify components that require renewing. These are assessed against a standard life expectancy.

- **Boiler:** 15 years life expectancy.
- **Kitchen suite:** 20 years life expectancy.
- **Bathroom suite:** 30 years life expectancy.
- **Electrics (rewires):** 30 years life expectancy (although we aim to test your system every five years).
- **Windows and doors:** 30 years life expectancy.

Improvement programmes

We carry out regular stock condition surveys on all our properties to ensure the information we hold about their condition is up to date and we can identify any immediate improvements needed. These surveys help us plan our future improvement programmes.

Our range of planned improvement programmes include:

- boiler and heating upgrades
- insulation
- aids and adaptations
- roofing
- lifts

- door entry systems
- windows and doors
- electrical rewires

This is not an exhaustive list of our replacement and improvement programmes.

Letting you know

If your home is included in any of our planned maintenance programmes you will be contacted before any work is started. We carry out a consultation process with you before beginning any planned major work on your estate.

Once the work has been completed, we will ask you to complete a satisfaction survey so you can tell us how we did.

