

Housing Services

Combating Homelessness • Creating Opportunities • Promoting Change



REPAIRS

We aim to provide an excellent repair service to all of our tenants. This leaflet sets out standards for our service.

Which repairs are BHT responsible for? ...continued:

- mains powered smoke detector not working
- electric socket loose or faulty
- heating or hot water not working
- loose step, stair, handrail or tread
- repairs to lift

ROUTINE REPAIRS: 28 DAYS RESPONSE TIME

- damage to concrete/tarmac path that is not hazardous
- door sticking
- doors or window repairs
- loose floorboards, skirting or tiles
- ceiling and internal wall repairs
- kitchen cupboard or drawer repairs
- blocked/leaking gutter or loose down pipe
- communal TV aerials

If the repair is routine and on the planned works programme within 12 months, the works may be deferred until the programmed works.

Access to your property

We need to be able to get into your home to inspect or repair your property, or to carry out gas and electrical installation safety checks.

We will contact you to arrange a suitable time to visit your home.

If you have an assured shorthold tenancy BHT reserves the right to enter your property if we have given you the required 24 hours' notice, in accordance with your tenancy agreement.

Gas servicing

We have a duty by law to check your gas appliances annually.

A boiler that is not regularly serviced and faults in your appliances can cause carbon-monoxide poisoning, which can kill.

If you do not let our contractor into the property to carry out these checks then we are able to take a number of steps, including:

- passing your details to our legal representatives who will apply to the court for an injunction and for you to pay any costs (this could be around £1,500)
- you could also risk being evicted from your property

Major and cyclical repairs

Each April, we will publish our annual Major and Cyclical repairs programme in our Tenants Newsletter.

This will be updated and any changes will be reported in future issues. Major repairs may include renewing your boiler or roof and cyclical includes external decorations, for example.

Two weeks prior to the contractors start date, a letter will be sent to you advising you of the contractors contact details, access requirements and any likely disruption this may cause you.

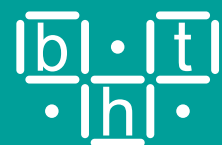
Once completed, the works will be inspected by a member of our team. We will also send you a satisfaction questionnaire with a pre-paid envelope for you to complete and return to us.

How our contractors should behave

Our contractors will contact you to make or confirm an appointment before visiting your home.

1. They should ask you if you need any special arrangements such as giving you more time to get to the door, or appointment times to avoid. When they arrive for the appointment they should show you photo identification and confirm the works they are doing and roughly how long the job will take.
2. During the repair, if they need to turn off your gas, electric or water supply, they will inform you first. If the work is messy, they should put down dust sheets, shoe covers and clean up afterwards.
3. They are expected to treat you with respect and courtesy and not use bad language or make offensive remarks.
4. If they need to move any furniture or ornaments or unplug any of your belongings, they will always ask you first.

5. The contractor should only go into the rooms they are working in and should ask permission before using your toilet or hand washing facilities, as well as any electricity or water.
6. They should also ask your permission if they need to leave any materials in your home overnight while completing the works.
7. When the repair has been completed, the contractor will clear up after themselves, remove any rubbish and inform you that the work has been completed.
8. They should not leave any communal doors open and should put everything back that they have had to move.
9. Once the repair has been completed, please fill out and return the satisfaction questionnaire in the pre paid envelope. This helps us monitor the service we are providing and ensure our contractors are meeting our requirements and standards.



Housing Services

www.bht.org.uk Combating Homelessness • Creating Opportunities • Promoting Change

info@bht.org.uk

01323 340018

Repairs

We aim to provide an excellent repair service to all of our tenants.

The following sets out standards for our service:

How can I report a repair?

To help us provide an efficient repairs service, please could you:

- report any problems as soon as possible
- give us as much detail as you can about the problem
- ensure we have your correct contact details
- tell us when you are available for an appointment

You can report a repair in one of the following ways:

- through **MyTenancy** (BHT's online platform – please contact us for a login)
- **by email** – repairs@bht.org.uk
- **by telephone** – **01323 340018**
- **in writing** to BHT Housing Services, Suite 14, Highlight House, St Leonards Road, Eastbourne, BN21 3UH

We will always deal with your repair request with respect and expect you to be respectful towards our staff and contractors.

When we have raised your repair, we will send you a paper copy of the repair order. We will also send you a satisfaction questionnaire with a pre-paid envelope which we would ask you to complete and return within two working days of the repair being completed.

The works order will contain details of the allocated contractor or handyman and their contact details. They will contact you within three working days to arrange an appointment that is convenient for you.

If you are unable to keep the appointment then please let us know as soon as possible.

You may have to pay BHT for repairing anything damaged by you, your household or guests; we refer to this as a recharge. Our repairs staff will tell you if this applies.

What repairs am I responsible for?

You are responsible for carrying out certain jobs inside your home and repairing any damage that you may cause.

These could include the following:

- repairing any damage caused by you, someone living with you or a visitor
- fitting new locks if you lose your keys
- broken or lost plugs and chains to sinks, hand basins and baths

- clearing blockages in waste pipes and toilets caused by a lack of care – these blockages can be caused by putting fat, oil, hair, disposable nappies, sanitary items, food waste or any other bulky items down the pipe or toilet
- managing condensation and mould
- replacing broken glass in windows or doors, unless it is criminal damage for which you will need a crime reference number
- replacing doorbells and smoke alarm batteries
- TV aerials (not communal ones – check with BHT if unsure)
- shower hoses and toilet seats
- light bulbs including fluorescent light tubes, unless they are in shared areas
- your own fittings
- broken bath panel
- front and back gardens and garden paths (not communal ones)
- keeping property clean, tidy and in a good decorative order

Which repairs are BHT responsible for?

BHT is responsible for maintaining and repairing the structure and outside of properties and communal areas.

We are also responsible for repairing fixtures and fittings for water, sanitation and your gas and electricity supply.

What follows is a list of example repairs and our time scales for completing them:

EMERGENCY REPAIRS: 24 HOUR RESPONSE TIME

- no water (please check with your water supplier that there are no local issues)
- no electricity (please check with your supplier that there are no local issues)
- bare / live electrical wires
- no gas or gas leak (If you smell gas you should call Transco on 0800 111 999)
- burst water pipe or flooding
- overflowing sewage in and around the property
- blocked drains, pipes or WC (we will expect you to try and unblock them first and you may be recharged if the blockage was caused by lack of care)
- no heating for older people during freezing conditions
- damage to doors and windows where property is insecure or is a health and safety risk (crime reference number may be required)

- structural problems – ceiling collapse, loose roof tiles or chimney
- tap will not turn off
- drain cover off
- offensive or racist graffiti
- gaining entry and changing the locks when you have lost your keys (this will be a recharge)

URGENT REPAIRS: FOUR TO SEVEN DAYS RESPONSE TIME

- leaking tap
- cracked basin or WC (possible recharge if due to lack of care)
- no ball valve or cistern problem
- BHT electric shower not working
- door entry system not working
- water penetration around doors, windows or ceilings



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