

repairs and maintenance

تیس اور دیکھ بھال مہرہمات و رক্ষنہبفشن



People • Homes • Communities
Part of the Trans-Pennine Housing Group

information the way you want it...

If you would like this information in large print, braille, on audio cassette, in a language other than English or as an easy read document please contact the Communications and Marketing team, Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, Rossendale, BB4 6HR or Telephone 01706 836331.

এই তথ্য মোটা হরফে (লার্জ প্রিন্ট), ক্যাসেটে রেকর্ড করে, ইংরেজি ছাড়া অন্য কোনো ভাষায় চাইলে অনুগ্রহ করে যোগাযোগ করুন: Communications and Marketing Team, Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, Rossendale BB4 6HR অথবা টেলিফোন করুন: 01706 836331।

اگر آپ کو یہ معلومات بڑی لکھائی میں، آڈیو کیسٹ پر یا انگلش کے علاوہ کسی بھی زبان میں درکار ہوں تو براہ مہربانی اس سچے پر رابطہ کریں:

Communications and Marketing Team, Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, Rossendale BB4 6HR or telephone 01706 836331.



**Available on
Audio Tape**



A+A

**Available in
Large Print**

who is responsible for repairs to my home?

Green Vale Homes is responsible for most but not all of the repairs to your home. The most common repairs that we will carry out for you are:

- Repairs to the outside or structure of your home.
- Water pipes, tanks, basins, sinks, baths, wc's, gas pipes, electrical wiring, sockets, switches and fittings that have been provided by us.
- Heating and hot water systems provided by us.
- Fixtures and fittings, e.g. kitchen units and cupboards, that have been provided by us.
- The common areas, e.g. entrances and stairwells in blocks of flats, drying areas and open land owned by us.
- Fencing and boundary walls provided by us. Please note that providing entirely new fencing is not usually regarded as a repair. Ask our staff for details about how we provide new fencing.

The full list of repairs we are responsible for can be found in your Tenancy Agreement.

what repairs do I have to do?

The most common ones that you are responsible for are as follows:

- Repairs necessitated by carelessness or deliberate misuse by yourself, family, friends or visitors to your home, e.g. broken windows or doors off their hinges. If you think that the repair is due to vandalism or other criminal damage, we will expect you to obtain a crime file number from the Police before you ask us to do the repair. We may recharge you for the repair work.
- Lock changes because of lost keys.
- Repairs to items that you have provided or improved yourself, e.g. your own electric fire.
- Blocked waste pipes, e.g. sinks, other than in flats.

Please contact us for advice about any repair that you think might be your responsibility. Although we cannot usually recommend a company to do the work for you, we may in some circumstances carry out the work for you and send you the bill. In some circumstances we may require you to pay for the cost of the work in advance.

Please remember that your home will be inspected when your tenancy ends and you will be charged for the cost of any repairs that are your responsibility.



how do I report a repair?

The easiest way to report a repair is to ring Repairs Direct using free phone number 0800 707 6666. Our trained and friendly staff are available from 9 am to 5 pm Monday to Friday to help you with your repair problem.

We offer a service for emergency repairs. Please call our Repairs Direct free phone number 0800 707 6666 between 5 pm and 9 am Monday to Friday or any time (24 hours) on Saturday, Sunday and bank holidays.

how soon will somebody come?

It is not possible to attend to every repair on the day you tell us about it. We operate a system to make sure that the more urgent the work, the quicker we will do it.

Emergency repairs are those that cause a real risk and danger to people or property. Examples include:

- a burst pipe, where the stop tap cannot be turned off or where the water cannot be contained by a bucket
- no power
- water coming through the roof or ceiling
- a dangerous structure
- failure of a disabled stair lift
- a fault on a communal door system that might put residents at risk

We aim to make all emergencies safe within 8 hours of your telling us about them.

Urgent repairs are those that cause significant discomfort but are not a safety risk. Examples include:

- partial loss of power
- pipe leakage which is heavy but is being contained in a bucket
- mains operated smoke alarms

We will attend to these jobs within 5 working days of your telling us about them.

Non urgent/routine repairs are repairs that generally need attending to before they turn into something more urgent. Examples include:

- loose or damaged floorboards
- windows that will not lock but which pose no security risk
- extractor fans not working
- plastering
- minor work to roof or gutters, fencing and walls, etc.

We will attend to these jobs within 20 working days of your telling us about them.



do I have to wait in until the repair team comes?

We operate an appointment system for urgent and non-urgent/routine repairs. You can book either a morning or afternoon appointment. Emergency repairs are generally dealt with within 8 hours of your reporting the repair and therefore do not require an appointment.

If you are not home when the repair team call at an agreed appointed repair time, we will leave a card and the repair will be cancelled. If you still need the repair to be done, you will have to report the repair again through Repairs Direct, making new access arrangements.

If you are not home when the repair team call to complete any repair that was not booked as an appointment (not including emergencies), then again a card will be left and you will have three days in which to contact Repairs Direct to make new access arrangements. If no access details are received within the three-day period, the work will be cancelled. If this happens and you still need the outstanding work to be completed, then you must report the job again to Repairs Direct.

If you make an appointment with us and you find that you cannot keep it, please contact Repairs Direct to re-arrange the appointment.

We expect someone to remain at home for all emergency jobs. If you are not at home when the repair team calls, the repair will be cancelled and you will need to report it again if you still want the work done.

We expect you to make sure that we can get into your home for all urgent jobs – those to be attended within 5 working days. We understand that this may cause difficulties, and we will try to take into account any requests that you make. Examples include “mornings only”, or “not Wednesday”, etc. You can also leave a key with someone nearby and tell us where we can collect it.

right to repair scheme

If we do not carry out certain specific types of repairs within a set time scale, you may be entitled to ask us to get a different contractor to carry out the work. This scheme is quite complicated. If you would like more information, please see our “right to repair” leaflet in section 3.8 of the Residents’ Handbook or contact your Estate Management Officer.

decorations after repair

Although it is your own responsibility to keep the inside of your home in good decorative order, some repairs that we carry out may damage your decoration. Examples include fitting a new window frame or replacing an existing radiator with a smaller one. If you feel that your decoration has been damaged by a repair carried out by us, please contact your Estate Management Officer and arrange a home visit to discuss the problem.

complaints

We aim to provide a good repairs service but we realise that sometimes things do go wrong. We cannot put things right unless we know about them. If you have any problems with our repairs service please let us know as soon as possible. Of course, we would also be delighted to hear from you if you would like to say “well done”!

customer satisfaction

Our service standards for repairs and maintenance can be found in the “customer service standards” leaflet in section 1.3 of the Residents’ Handbook.

A customer satisfaction form will be sent to you along with a receipt for each repair. We ask that you take the time to fill it in and return it in the prepaid envelope provided. We continually review and improve our repairs and maintenance service, and your feedback will help us ensure that the service meets your needs.