



warrington housing  
association

## **Maintenance Compact**

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## **Warrington Housing Association**

### **Repairs Compact**

This compact offers details of the repairs service we aim to provide to all residents, it highlights our commitment and responsibilities and your involvement so together we can provide an excellent maintenance service.

#### **Repairs to your home**

We aim to provide a desirable home and neighbourhood with services that meet everyone's needs.

We have a responsibility to maintain the structure and elements of your home, to provide a warm and safe living environment.

We are responsible for recording, implementing and monitoring repairs, checking the quality of work whilst ensuring value for money.

#### **Making your views known**

We encourage residents to express their views by completing satisfaction questionnaires and responding to surveys, this provides us with valuable information to make improvements to the service. Feedback information also provides help when reviewing colour and finishes options for replacement works such as kitchens and bathrooms.

Should you wish to get involved in more of the decision making on how services are delivered you could join the resident's focus group who regularly meet to discuss housing and maintenance services. The group offer a joint opportunity for residents and staff in making services better and offering more choice for future maintenance works.

#### **Which repairs are we responsible for?**

**Structural** and fabric repairs including – roof chimneys/flues, walls, doors, windows, fencing, gutters and drains.

**Services** including – electric, gas, central heating, plumbing and any lift service.

**Fixtures and fittings** including sanitary goods, kitchen units, floor and wall tiles, electrical switches and sockets, internal joinery and fittings.

## What are you responsible for?

**Reporting** repairs and allowing for suitable access into your home

**Household goods** that belong to you, replacing light bulbs, fuses, batteries in battery operated smoke detectors;

**Lost keys** and any replacement locks due to lost keys;

**Internal decoration** making sure it remains in a presentable condition;

**Glass** broken or cracked to windows and doors caused by yourself, family or visitors;

**Damage** caused to the property by yourself, family or visitors, including drains blocked by misuse;

**T. V. aerials** – (unless communal)

*Please note – the Association will carry out the above repairs if requested but you will be recharged.*

## Repairs and Maintenance

Maintenance work is completed under six headings:-

- Responsive repairs
- Empty property repairs
- Cyclical works
- Planned works
- Adaptations
- Tenant responsibility repairs

## Responsive Repairs

Many of the maintenance jobs we undertake are responsive repairs. From the time you report a repair our target is to complete it within the following timescales :

**Routine Repairs** - **Within 21 working days** e.g. general joinery and plumbing work

**Urgent Repairs** - **Within 2 working days** e.g. where an essential facility is lost or further damage may result, such as loss of heating, serious roof leaks or blocked drains.

**Emergency Repairs** **Same day or night** e.g. where there is immediate danger to health or safety, such as gas leaks, serious water leaks, dangerous structural damage

## How do I report a repair?

You can contact us in a variety of ways but the quickest way is by telephone as we can then establish just exactly what the problem is and find out the most convenient time to call at your home. You can report a repair by -

- Writing to our office at 89 Sankey Street Warrington WA1 1SR
- Telephoning the office on 01925 246810
- Completing the online repairs form on [www.wha.org.uk](http://www.wha.org.uk)
- Emailing the office at [www.admin@wha.org.uk](mailto:www.admin@wha.org.uk)
- Faxing the office 01925 246814
- Calling into the office during, Monday to Friday 9. 00 a.m. to 5. 00 p.m. (Wednesday 10:15 a.m. to 5.00p.m.)
- Reporting the repair to the Maintenance or Housing Officer on site.
- Outside Office Hours Emergency Repairs - Tel 0845 345 7808 (Orbis Monitoring Services Ltd)

## What happens when I report a repair?

In order to deal with your repair efficiently we would ask you to include the following information:

- Your name, address and telephone number
- Details of the problem
- The days and times that are convenient for either one of our staff to inspect the work or for the contractor to carry out the repair
- Anything else that you may wish to tell us, for example whether you have difficulty getting to the door or hearing problems.

## When do you carry out repairs?

Normal working hours are : 8:00am – 5pm Monday to Friday

We operate a 24 hour service for emergency repairs our aim is to make your home safe and secure as soon as possible.

Emergency Repairs outside office hours should be reported to Orbis Monitoring Services Tel **0845 345 7808**, who will contact our contractors and inform you when to expect them to call.

Gas leaks should always be reported direct to Transco – 0800 111 999

## **Appointments**

Every repair is offered a suitable appointment period during normal working hours, however if normal working hours are not suitable we will try and arrange for the contractor to attend an evening or weekend appointment.

## **What information will I receive?**

You will be notified of the repair works by being issued with the following information prior to the commencement of the work

- Letter of notification – detailing name and address, outlining the repair contractor details and the repair work, with the priority of the repair shown in working days
- Satisfaction form - requesting opinions to the quality and care offered by the contractor while undertaking the work
- Pre paid envelope - to return satisfaction form

## **Contractors' Code of Conduct**

When working in your home, our contractors must follow a code of conduct, this includes:

- Showing you an identity card before accessing your home.
- Not smoking, using radios or offensive language while in your home.
- Use clean dustsheets, when necessary.
- They must clear up when they leave, even if they need to return to finish the repair.

## **Empty Properties Repairs**

Every property that is offered to new tenants shall provide a minimum standard of accommodation, all homes will be pre inspected to ensure they are safe and clean and the presented condition reaches a suitable standard.

Any repairs or replacement works shall generally be completed before the property is offered for re letting. All properties shall include electricity and gas checks where applicable and a copy of the gas safety certificate provided.

An information leaflet is available on request that provides further details of our minimum accommodation standard.

## **Post Inspections**

We undertake on average 5% post inspection of repairs and visit all properties where replacement or improvement works have taken place. Inspections consist of visits to check the quality of workmanship, finish and tidiness and to ensure you are satisfied with the finished job.

## **Property Inspections**

We aim to visit properties on a regular basis to check on their condition and keep our records up to date. The information is used to update our property records and helps in the planning future works.

## **Cyclical Maintenance**

### **Painting**

All properties are externally painted every four years, the work consists of repairs, washing down PVCu surfaces including windows and rainwater goods and cleaning out gutters. Painting external timber surfaces which includes doors and frames, fascia and barge boards, garages, out buildings including certain fencing and gates.

- You will be advised in writing when the work will commence
- Details of start and completion dates
- A feedback questionnaire will be dispatch for your comments

### **Gas Safety Checks**

We check all gas appliances once a year to make sure they are safe and working properly. The contractor needs access to undertake the work, and will make contact when in the area, should access be a problem we will arrange a suitable appointment with you to complete the service.

It is essential that you let us in to carry out the check. If you do not, it may put lives at risk and we may have to take legal action to gain entry.

### **Gas leaks**

#### **If you smell gas;**

- Do not switch on the lights or any electrical appliances;
- turn off all gas appliances immediately;

- open the windows;
- put out any naked flames;
- turn off the gas supply by closing the handle next to your gas meter;
- Ring Transco. It doesn't matter who your gas supplier is. Always ring Transco in emergencies. (Tel 0800 111 999)

### **Planned works**

We undertake replacement works to properties each year, details are publicised in the Spring newsletter and on our website.

Work can include, heating and electrical upgrades, window and door replacements, kitchen and bathroom improvements. When works are due to commence we will:

- We aim to notify you in writing a month before works are about to start, giving details and contacts for more information.
- Provide choice options for kitchens and bathrooms, including tiles and floor coverings when applicable
- The contactor will then send you a further letter 7 days before works are about to start and during that time arrange a suitable commencement date.
- We will undertake regular visits to your home while the works is in progress.
- You will be provided with a feedback questionnaire after completion of the works.

### **Can I have an adaptation to my home?**

We will provide basic adaptations such as a grab rail or additional stair rail to help you get around the home easier. Minor adaptations of this type will be undertaken by ourselves and are limited to £500 per tenancy. An assessment by an occupational therapist may be required.

Larger adaptations such as showers or stair lifts may be funded by a grant provided by Warrington Borough Council. We provide support throughout the process to ensure the adaptation is completed speedily and complies with building standards and workmanship.

### **Special needs**

We are aware that you may require help when contacting the repairs service, we will try and respond to any special requests in a thoughtful and respectful way which may consist of a translator, a home visit from a female member of staff or some special advice or guidance.

## **Can I undertake my own home improvements?**

We have over the years generally allowed property alterations to be made, we do however always request that approval is granted from us before commencing any work, and when applicable that written details, such as sketch plans and material details are included in the request.

Should the proposed works be more complex such as a loft conversion or placing a solar panel on the roof, we would recommend contacting the local Planning and Building Control departments for information and guidance before proceeding.

Permission will never be unreasonably withheld with reasons for refusal being fully explained to enable you to appeal against the decision if required.

## **How do I make a complaint?**

Should you feel that our service has not reached your expectations we would like to hear from you. You can contact us by post, phone or email or we can arrange for an office or home visit so you can discuss the problem with a member of staff.

We would ask you complete a complaints form which will enable us to record and respond to the problem. An acknowledgement or reply to your written complaint should always be received within **5 working days**

Should you be unhappy with our response you may wish to pursue the complaint further. We have a leaflet that identifies the various stages of the process, it can be sent to you upon request.

## **Am I entitled to compensation?**

You are entitled to receive a good-quality service from us, but occasionally we may get things wrong. It is important that when there are problems with our service, we learn from our mistakes, make improvements and put things right.

If the service you receive does not meet your expectations and your complaint is justified, you may be entitled to compensation from us.

An information leaflet is available on request that provides further details of our compensation procedure.

## **Right for Compensation for Improvements**

You have a right of compensation for home improvements you pay for should you decide to end your tenancy. Before commencing any work you must obtain three quotations from reputable contractors, and only proceed with the work once we have

seen and approved one of the quotations, failure to follow this procedure will prevent the right for compensation.

The amount of compensation is calculated based upon the original cost of the improvement discounted by the number of years since completion and its life expectancy. You can however waive the right to compensation, there is no need to provide three estimates; you will however still require written approval.

### **Rechargeable Repairs**

If a repair is necessary due to carelessness or disregard for the property, it will be rechargeable to you. You will be advised of the estimated cost, and given the option of carrying out the work yourself if you so wish. We will only carry out repairs which are your responsibility when there is a risk to health and safety and you will be recharged for the cost of the work.

Typical rechargeable works are items such as broken windows, electrical or plumbing repairs due to DIY works, damaged sanitary ware, faulty appliances causing flood or electrical faults and blockages to WC's due to misuse.