



# REPAIRS AND MAINTENANCE SERVICE STANDARDS

October 2018



This Service Standard sets out the service you can expect from The Community Housing Group for involving customers in the work that we do.

We will provide a range of opportunities for you to comment on decisions that affect the management of your home, your neighbourhood, and the services you receive from us.

<b>In this service standard you will find information about:</b>	<b>Page</b>
How to contact us	2
What you can expect from us	3
What we expect from you	3
Repairing responsibilities	3
Planned maintenance and modernisations	3
Equipment and adaptations	4
Gas safety	4
Help for older, vulnerable and disabled tenants	4
Hoarding	4
Charging you for repairs or replacements	4
Condensation and mould	5
How will you know if we have met these service standards	5
Appendix 1 (Repairing Responsibilities)	

<b>HOW TO CONTACT US</b>	
<b>Telephone (24 hours)</b>	0800 169 5454
<b>Online through MYaccount</b>	<a href="http://www.communityhg.com">www.communityhg.com</a> - then select the MYaccount icon
<b>Email</b>	<a href="mailto:information@communityhg.com">information@communityhg.com</a>
<b>Facebook</b>	<a href="http://www.facebook.com/TCHGHousing">www.facebook.com/TCHGHousing</a>
<b>Twitter</b>	<a href="http://www.twitter.com/tchgroup">www.twitter.com/tchgroup</a>
<b>Postal address, customer reception and digital kiosk</b>	Community House, Stourport Road, Kidderminster, Worcs, DY11 7QE  Office opening hours (Monday – Friday) 8.45am - 5.00pm

## WHAT YOU CAN EXPECT FROM US

- You will be able to report repairs via our website, by phone (24 hours, seven days a week), by text or in person at our office.
- Tradespeople who come to your homes to complete a repair will carry identification.
- We aim to carry out emergency repairs within 24 hours of them being reported. Examples of emergency repairs include; a gas leak, burst pipes, total loss of electricity, blocked toilets (where you only have one toilet), roof leaks and if your home is not secure.
- We aim to carry out all non-emergency routine repairs within 14 working days on an appointment basis.

Appointments are available

<b>Monday - Thursday</b>	8.00am - 1.00pm 10.00am - 2.00pm 12.00pm - 4.50pm
<b>Friday</b>	8.00am - 1.00pm 10.00am - 2.00pm
Energy Team	up to 5.00pm

If you have to take or collect children from school, please let us know the time so we can avoid calling at this time.

- We will carry out an annual service visit to all solid fuel, gas or LPG heating systems.
- We will aim to complete all repairs during the first visit – right first time.
- We will report on the number of repairs completed “right first time”.
- We will tidy up after ourselves once we have completed our works.
- If we fail to turn up for an appointment without giving you 24 hours’ notice, we will pay you compensation of £30.

## WHAT WE EXPECT FROM YOU

- That you will keep your home and garden (if applicable) in a reasonable condition. This includes internal decorations.
- That all repairs, for which we are responsible, are reported to the Group as detailed above. If damage is caused, even accidentally, for example losing your

keys or a broken window, then you will be charged for the repair.

- That you make sure our staff have safe access to carry out the repairs in a smoke free environment.
- That you ask our permission to make any changes to your home or gardens, excluding general maintenance or decorating (we will normally reply within 10 working days).
- That you pay for any accidental and deliberate damage caused to your home by you, your family or visitors and to carry out small repairs (full list below).
- That if you make an appointment and you are not in, we reserve the right to recharge you £30. If this is for an out of hours appointment at the weekend or night time this charge could increase to £100.
- If you complete a mutual exchange (landlords permission is required), you will be responsible for any adaptations made by the previous tenants and any outstanding tenant repairs that are the tenants responsibilities.
- That if you have applied to buy your home, we will only carry out basic repairs the law asks us to do. Once you have bought your home, you are responsible for all repairs.

## REPAIRING RESPONSIBILITIES

Please refer to the chart Appendix 1 – Repairing Responsibilities, at the end of the document.

## PLANNED MAINTENANCE AND MODERNISATIONS

Each year we will publish our programme of planned maintenance works and give details of the properties included and the work to be carried out.

We will:-

- Publish our programme of planned maintenance, modernisation and upgrade works giving details of the properties included and the work to be carried out.
- Make sure that our homes meet the “Decent Homes Standard”.
- Ask customers how satisfied they are with the major works and report the results.

## EQUIPMENT AND ADAPTATIONS

We will:-

- Carry out minor adaptations for disabled customers within 7 working days of receiving the Occupational Therapists recommendations
- Carry out major adaptations (that are within budget) for disabled customers within 12 months of receiving the Occupational Therapists recommendations.
- Report back our decision within 10 working days if you request permission to carry out a repair, alteration or adaptation yourself.

What we require of you:

- That you look at our published programme of works on MYaccount to find details of properties to receive planned works. If you are not able to find details of your home on the programme please contact your Neighbourhood Officer.
- If you require a minor property adaptation, for example grab rails in bathrooms or handrails by steps or stairs, please contact your Neighbourhood Officer who will arrange for an inspection by a specialist team.
- If you require major adaptations such as a level access shower, removal of a bath, fitting a hoist/stair lift or a ramp to aid you in and around your home, you will require an assessment by an Occupational Therapist. The Occupational Therapist would then recommend what work would be required to be carried out. To organise a visit please contact the Equipment and Adaptations Officer on 0800 169 5454.

## GAS SAFETY

It is essential and a legal requirement that you allow our gas servicing engineer to carry out an annual gas safety check. We also need to service your gas boiler to ensure that it is operating as efficiently as possible.

If your gas appliances are not serviced each year, you and your family members could be exposed to the potential risk of carbon monoxide poisoning or a gas explosion.

It is your obligation under the conditions of your tenancy to allow us access to your home to carry out the safety check. If you don't, it is a serious breach of your tenancy agreement.

## HELP FOR OLDER, VULNERABLE AND DISABLED TENANTS

We recognised that for vulnerable tenants, you may find it difficult to undertake repairs that are normally the tenants responsibly. Where the repair has not been caused by your misuse, we will offer to help. This includes items like replacing toilet seats, light tubes or blockages in drains.

## HOARDING

Tenants who keep debris, rubbish, empty boxes, cans, stacks of newspapers and other items in bulk, in their home are not only endangering themselves but also other tenants. Hoarding can be a health and safety hazard, particularly if flammable materials are kept in large quantities. The danger of hoarding could also severely restrict access for the emergency services in the event of an incident and encourage the spread of fires.

We work closely with the Fire Service, in cases where it believes that the conduct of tenants constitutes hoarding. We will take whatever steps necessary to prohibit this behaviour, and ensure the safety and wellbeing of all residents. If you are struggling with a build up of items within your property please speak to your Neighbourhood Officer about strategies to help you manage this issue.

## CHARGING YOU FOR REPAIRS OR REPLACEMENTS

There will be situations where we will recharge you the costs of repairing or replacing items in your home. This includes repairs while you are a tenant but also when you vacate the property and leave it in a poor state of repair, leave rubbish or items have been damaged.

## HOW WILL YOU KNOW IF WE HAVE MET THESE SERVICE STANDARDS?

This can include:

- Deliberate or accidental damage to property by you, your family or visitors.
- Damage to kitchen units and fixtures and fittings (including painting of units)
- Removal of fixtures, fittings, walls or alterations and works to the property including the garden, without prior permission from us.
- Leaving rubbish at the property.
- Unauthorised electrical works.
- Loss of security keys to doors and windows.

## CONDENSATION AND MOULD

Dampness caused by excessive condensation can lead to mould growth on walls and furniture.

Tips to avoid condensation:

- Keep the temperature of your home between 19-21 degrees.
- Do not dry clothes on radiators or indoor ailer.
- If you have a tumble dryer, make sure it is correctly vented or use a condenser dryer.
- When cooking, keep doors shut but a window open or extractor fan on. Use a lid on pans.
- When bathing or showering, have a window open on the extractor fan on.
- Keep kitchen & bathroom doors closed after use for at least 20 minutes.
- Mould growth can be removed by using fungicidal washes from DIY Stores and dealing with the cause such as drying surfaces such as windows and window sills that become wet.

Should you have persistent issues please contact Your Neighbourhood Officer for further advice.

We will collect and report on the number of jobs completed on target, the number completed right first time, the number of complaints and tenants satisfaction with our repairs service.

These reports will be issued to our Board, the Customer Voices and Assurance Group and published on our website.

To help us with this, please completed any satisfaction surveys sent to you. You can also contact us with a comment, compliment or complaint by email [information@communityhg.com](mailto:information@communityhg.com) or by calling 0800 169 5454.

Each year we will review these standards to ensure that they are fair, meet any legal or regulatory requirements and deliver value for money.

We will also involve tenants in reviewing our performance, reviewing standards and identifying ways to improve the service. If you would like to be involved please email [information@communityhg.com](mailto:information@communityhg.com) or call 0800 169 5454.

**If you or someone you know would like this booklet in another format or language, please contact us on 01562 733032**

আপনি যদি এর একটি প্রতিলিপি আপনার ভাষায় পেতে ইচ্ছা করেন, তাহলে অনুগ্রহ করে (স্ট্র্যাটেজি এবং মার্কেটিং টিম) কে যোগাযোগ করুন এই নম্বরে 01562 733032

Aby otrzymać kopię tego dokumentu w swoim języku, należy skontaktować się z zespołem ds pod numerem telefonu 01562 733032.



**THE COMMUNITY  
HOUSING GROUP**

The Community Housing Group Limited  
3 Foley Grove  
Foley Business Park  
Stourport Road  
Kidderminster  
Worcestershire  
DY11 7PT

**Telephone:** 0800 169 5454

**Email:** [information@communityhg.com](mailto:information@communityhg.com)

**Web:** [www.communityhg.com](http://www.communityhg.com)

**Facebook:** [facebook.com/TCHGhousing](https://facebook.com/TCHGhousing)

**Twitter:** [@TCHGroup](https://twitter.com/TCHGroup)

## Repair Responsibility Chart – July 2018

**This chart will help you to check which repairs you are responsible for and which repairs we are responsible for.**

There are different priorities for repairs.

**E - Emergency repairs** which we will make safe within 24 hours

**A - All other repair work** which will be carried out by agreed appointment (except communal areas)

**P - Planned work** which we will contact you about in advance.

Repair	We are responsible	You are responsible	Priority	Comments
<b>Kitchens</b>				
Gas or electric cooker point-			A	
Kitchen cupboards			A	
Fit extra cupboards				
Sink (bowl and drainer)			A	Unless you fitted it
Sinks – plugs and chains				
Taps – fit new washers			A	
Taps which cannot be turned			A	
Repair extractor fan			A	Unless you fitted it
<b>Bathrooms</b>				
Bath and shower			A	Unless you have fitted them
Bath – plugs and chains				
Toilet cisterns (ball valve and washers)			A	Unless it is an emergency
Toilet not working (if there is only one in the property)			E	
Toilet not working (if there are two in the property)			A	
Taps – fit new washers			A	
Taps which cannot be turned			A	
Extractor fan (internal)			A	

**E** – Emergency repairs which we will make safe within 24 hours

**P** – Planned work which we will contact you about in advance and let you know when the work will take place

**A** – All other repair work which will be carried out by agreed appointment (except communal areas) with no job exceeding target date.

## Repair Responsibility Chart – July 2018

Repair	We are responsible	You are responsible	Priority	Comments
<b>Plumbing</b>				
No water supply			E	
Burst pipe, tank or cylinder			E	
Water cylinder or tank			A	
Downpipes (rain or soil)			A	
Guttering			A	
Blocked drains and sewers			E	You must keep them clean.
Hot-water supply			A	
Washing machine fittings				Unless we fitted them
Overflows			E	
Insulating or lagging pipes and tanks			A	
Toilet seats				
Bath panels				
<b>Windows and doors</b>				
Glass in windows and doors			A	Unless broken by you, a family member or visitor
Frames and fittings			A	
Fire doors in shared areas			A	
Insecure or seized window, lock or door			E*	*within 2 hour if one and only entry to property is blocked or special circumstances apply
Replace lost keys or change a lock				Ask about rechargeable repairs.

**E** – Emergency repairs which we will make safe within 24 hours

**P** – Planned work which we will contact you about in advance and let you know when the work will take place

**A** – All other repair work which will be carried out by agreed appointment (except communal areas) with no job exceeding target date.

## Repair Responsibility Chart – July 2018

Repair	We are responsible	You are responsible	Priority	Comments
<b>Electrical</b>				
Switches and sockets			A	Unless dangerous
Pull cords to light switches			A	
Immersion heaters				
Strip lights fittings				
Strip light tubes & starter motors				
<b>Central heating</b>				
Repair back boiler			E	We will make it safe and then repair as priority A.
Blocked flue to open fire or boiler			E	
All other heating			A	Call the Customer Service Centre for details.
<b>Inside structure</b>				
Ceilings (repairs)			A	
Floors			A	Not floor coverings you have fitted
Skirting boards and architraves			A	
Stairs (inside)			A	Unless dangerous
Stair tread (rotten)			A	Unless dangerous
Handrail			A	
Floorboards			A	Unless dangerous
Plastering			A	
Tiles – walls, splashbacks and window cills			A	Unless you have fitted them

**E** – Emergency repairs which we will make safe within 24 hours

**P** – Planned work which we will contact you about in advance and let you know when the work will take place

**A** – All other repair work which will be carried out by agreed appointment (except communal areas) with no job exceeding target date.

## Repair Responsibility Chart – July 2018

Repair	We are responsible	You are responsible	Priority	Comments
<b>Outside and structure</b>				
Brickwork and pointing			A	Unless dangerous
Walls			A	Unless dangerous
Chimney pots			A	Unless dangerous
Sweeping the chimney and flue				Unless solid fuel
Outside woodwork			P	Before painting is carried out
Steps to entrances			A	Unless dangerous
Porches and canopies			A	Unless you have fitted them
Roof repairs (tile and felt roofs)			A	Unless dangerous
Roof insulation			P	
Sheds				
Out buildings and stores			P	Unless dangerous
Fencing			P	Except in shared areas or if bordering a path
Paths – garden				
Paths from door to pavement			A	Unless dangerous
Gate - front			A	
Gate – back & side				
Garages			A	
Extra garage lock				
TV aerial				
TV aerial (shared)			A	

**E** – Emergency repairs which we will make safe within 24 hours

**P** – Planned work which we will contact you about in advance and let you know when the work will take place

**A** – All other repair work which will be carried out by agreed appointment (except communal areas) with no job exceeding target date.

## Repair Responsibility Chart – July 2018

Repair	We are responsible	You are responsible	Priority	Comment
<b>Other</b>				
Inside decorating				
Outside decorating or rendering			P	
Gardens				
Clothes lines, posts and hooks				Unless shared, then priority P
Drives and parking spaces				Unless shared, then priority P or A for emergency
Pest/rodents – communal area or garden				
Pests/rodents – your home or garden				
Condensation				

**E** – Emergency repairs which we will make safe within 24 hours

**P** – Planned work which we will contact you about in advance and let you know when the work will take place

**A** – All other repair work which will be carried out by agreed appointment (except communal areas) with no job exceeding target date.