



*Rydon*



## Repairs Service:

Rydon Maintenance aims to provide you with the best possible repairs service to your home. This service promise forms part of your tenancy agreement and contains clear information on the level of service you can expect from us.

## Reporting Repairs:

You can report a repair by the following methods:

1. Phone – contact the repairs helpdesk on 0800 083 9683.
2. Email – report all routine repairs by sending an email to 'brockleycso@rydon.co.uk'. Please give as much detail as possible about the repair i.e., description of the issue, location etc. Also include when you are normally at home and contact details.
3. In person – call in person to your local housing office at '111 Endwell Road, Brockley, SE4 2PE', where staff will be happy to help you.
4. In writing – write to your local housing office at '111 Endwell Road, Brockley, SE4 2PE'. Please give as much detail as possible about the repair i.e., description of the issue, location etc. Also include when you are normally at home and contact details.

## When you report a repair, we promise to:

- Tell you whether the work is covered by the tenancy agreement, and whether we will complete it for you.
- Tell you whether we can attend to carry out the work or whether a pre-inspection will be required to gather more details on the works needed.
- Give you a job reference number for your records.
- Provide you with the details of the priority that has been assigned to the repair.
- Arrange an appointment slot that is convenient for yourself (AM = 8:30am to 1pm, PM = 12pm – 5pm).



- Change any scheduled appointment, as long as you provide one full working days' notice.
- Keep all appointments. In some unforeseen cases we may need to change your appointment, but we will give you at least one working days' notice.
- Produce ID when we arrive at your home to carry out the repair works.
- Carry out customer satisfaction surveys via telephone to assess the service we are providing.
- Keep you informed of any delays or changes to the repairs needed.
- Be polite, helpful and treat you and your home with respect. We will always clean up after the work has been completed.

## Appointments:

At the time of reporting a repair, we will provide you with an appointment slot for our operative to attend to complete the repair (AM = 8:30am to 1pm, PM = 12pm – 5pm).

If we are unable to keep to this appointment slot, and cannot supply at least one full days' notice, you are entitled to claim compensation for the missed appointment. The amount to be paid is £10.00 for a routine repair and £20.00 for an emergency repair.

However, you must try to keep to the appointment, as missed appointments are a waste of resources. If too many appointments are missed, you may be recharged the cost of calling out the operative. If you miss the appointment, it is your responsibility to telephone the repairs helpdesk to arrange a new appointment. If you miss a second appointment, the repair will be cancelled.

## The Right to Repair?

Tenants of local authorities can use the 'right to repair' scheme to claim compensation for repairs which the landlord has not carried out within the specified timescale.

Under the right to repair scheme, if repairs are not carried out within the specified timescale, you can notify us that you want an external contractor to do the job. We must then appoint a new contractor and set another time limit. You can then claim compensation if the repair is not carried out within the new time limit. You can currently use the 'right to repair' scheme for repairs which are estimated to cost



up to £250. You can also claim up to £50 compensation. There are 20 types of repairs, which qualify for the scheme, including insecure door, blocked sinks and leaking roofs. Please ask your local housing office for more details if you wish to use this scheme.

## How long will it take to complete my repair?

When you request a repair, we guarantee to carry it out within the following times, unless the initial arrangement we make has been changed by you.

1. Emergency repairs (Category 1 & 2) – we will attend within 2 hours and complete the repair within 4 hours.
2. One day repairs (Category 3) – we will complete the repair within 24 hours.
3. Three-day repairs (Category 4) – we will complete the repairs within 3 calendar days.
4. Three-week repairs (Category 5) – we will complete the repairs within 21 calendar days.

## Repairs Promise:

We will...

- ✓ Provide you with information about how to use the fittings provided in your home and gain access to our services when you need to.
- ✓ Carry out repairs we are responsible for, such as repairing or replacing fixtures and fittings which we own.
- ✓ Make sure that common entrances, halls, stairways, lifts, passageways and other communal areas are kept repaired.
- ✓ Make sure all fixtures and fitting for water, gas, electricity and space and water heating are kept repaired and in working order.
- ✓ When carrying out repairs involving floor or wall tiles, we will attempt to match colour, size and style to the existing tiles. However, repairs will be contained to the areas affected.



✓ When carrying out repairs to the ceiling and walls of your home redecorate the affected area with paint, but we will not redecorate the entire room or ceiling.

✓ Carry out improvement works which will include works to the inside of tenanted properties, communal or shared areas and external repairs as part of our Major Works programme. These are usually large projects which involve long term investment in homes and buildings.

✓ Comply with the law and guidance.

The repairs promise does not include...

- Replacing batteries in smoke alarms.
- Renewing indoor fluorescent tubes and other light bulbs.
- Decorating your home (although some special schemes operate for vulnerable and disabled tenants).
- Sweeping Chimneys.
- Replacing toilet seats and broken toilet chains.
- Fencing repairs, unless the fencing is a health and safety hazard.
- Repairs to fixtures, fittings and equipment not provided by the Council i.e. curtain rails, carpets, garden sheds.
- Repairs to items broken by you or someone in your household (including visitors), whether by negligence or deliberately.
- New locks required as a result of lost keys.
- Glazing repairs to internal doors and cupboards.



## Rechargeable repairs:

Rydon is committed to ensuring that the properties are appropriately repaired and maintained in a way which is timely and efficient, while still managing value for money. Where repairs cannot be attributed to reasonable wear and tear, they will be treated as rechargeable.

The following is a non-exhaustive list of items which would be deemed as a rechargeable repair:

1. Damage caused by a tenant or former tenant, either through wilful action or negligence.
2. Damage caused by the actions of the tenant's family, invited guests or contractors employed by the tenant.
3. An item becoming defective due to anything other than reasonable wear and tear.
4. Damage to the property or neighbouring properties caused by an alteration carried out by the tenant.
5. Property or garden clearance work either during or at the end of the tenancy.
6. Any repairs that are indicated as the tenants responsibility (refer to 'who is responsible' section).

## Making a complaint:

If you feel that we have broken this promise, or you are dissatisfied with the way you have been treated, please ask for a complaint form from your local housing office. We will respond to your complaint within 10 working days.



## Who is responsible?

### 1. Doors and locks:

Repair description	You are responsible	We are responsible
Replacing keys or locks when keys are lost or you are locked out (unless you live in sheltered or extra care housing).	✓	
Repairing or replacing internal doors and locks, including bedroom, living room and cupboards.	✓	
Repairing or replacing door handles, letter boxes, cupboard catches and hinges.	✓	
Adjusting doors, particularly when you fit new floor coverings.	✓	
Glazing repairs to internal doors and cupboards (but not security glass).	✓	
Replace glass in windows, unless it is caused by vandalism or a break in.	✓	
Repairing or replacing additional security locks, even if the previous tenant installed them.	✓	
Change locks to front or back entry doors with a crime reference number.		✓
External door/window that cannot be secured.		✓
Bathroom, toilet, kitchen or communal doors that cannot close.		✓

NOTE: We will charge you for replacement keys and locks when keys are lost or member of the household are locked out.



## 2. Baths, toilets and basins:

Repair description	You are responsible	We are responsible
Unblocking waste pipes to sinks, toilets, basins and baths where the blockage is in your home.	✓	
Replacing or re-affixing broken, cracked wall tiles.	✓	
Repairing or replacing toilet seats, bath panels, plugs and chains on baths, basins, or sinks.	✓	
Blocked toilets (where there is only one in the property).		✓
Renew or repair toilet (where only one in property).		✓
Reseal around bath/sink/basin and replacing wall tiles.		✓
Water hammer, defective tap washers.		✓
Renew bath, extractor fans, hand basin or toilet		✓

NOTE: We will charge you if we attend for an internal blockage and the cause is identified as being in your home.





### 3. Drains and wastes:

Repair description	You are responsible	We are responsible
Trying to clear blocked baths, basins, sinks or toilets.	✓	
Clearing blockages or repairing leaks from your washing machine or dishwasher, and upsurges.	✓	
Keeping gully grids clear of leaves and rubbish, this will help to avoid blockages and flooding.	✓	
Severe water penetration and flooding		✓
Major blockages to stacks, surging drains, stacks		✓
Renewing inspection chamber and/or cover		✓
Repairing gully grids		✓
Blocked refuse chutes		✓

NOTE: A blocked toilet is not an emergency unless there is only one in the property. You must try to clear these blockages yourself before you call us.

If a blockage is caused by items such as nappies, air fresheners, tampons and other objects, we will charge you for the cost of clearing it.



#### 4. Plumbing:

Repair description	You are responsible	We are responsible
If a water pipe has burst you should turn off your water supply at the stopcock, and then turn all taps on to allow remaining water to flow out and release pressure.	✓	
Fitting pipes for a washing machine or dishwasher (if not already provided).	✓	
Taking steps to prevent water in pipes and taps freezing in cold weather, particularly if you are going on holiday.	✓	
Severe water penetration and flooding.		✓
No drinking water or loss of mains water.		✓
Uncontainable leaks.		✓
Containable leaks.		✓
Repairing duct panels.		✓

#### 5. Kitchen fittings:

Repair description	You are responsible	We are responsible
Repairing any extra kitchen units you have installed.	✓	
Repairing or replacing handles, catches and knobs on kitchen units.	✓	
Installing washing machines, dishwashers or tumble driers and clearing any blockages in them.	✓	
Repairs to kitchen cupboards and fittings installed by us.		✓



## 6. Electrics:

Repair description	You are responsible	We are responsible
Resetting trip switches and, if necessary, turning off the mains supply.	✓	
Replacing batteries in smoke alarms and carbon monoxide detectors, indoor fluorescent tubes and other light bulbs.	✓	
Communal door entry phones not working.		✓
Lift breakdowns.		✓
Total loss of electrical supply		✓
Partial loss of electrics i.e. one room, lights only, or sockets only.		✓
Re-secure loft hatch or intake cupboard gas or electric.		✓
Faulty communal TV aerials.		✓
Electrical extractor fans.		✓



## 7. Floors and stairs:

Repair description	You are responsible	We are responsible
Repairing any floor covering you have fitted (vinyl tiles, sheeting, carpets, laminate) or that was fitted by a previous tenant.	✓	
If you leave your property you must lift any laminate flooring, otherwise you will be charged for the cost to do this.	✓	
Defective flooring in communal areas or stair tread where there is a health and safety issue.		✓
Loose or detached banister or hand rail.		✓
Communal floor or wall tile repairs.		✓
If you are vulnerable or disabled, we will move some items of furniture to carry out repairs, however we may not be able to move large or fragile items for you.		✓

Note: We are not responsible for damage to your carpets or other floor coverings, unless it is caused by neglect by our repair workers. You may be asked to lift your floor covering, so repairs can be carried out, you will also be responsible for putting it back.



## 8. Roofs, walls and ceilings:

Repair description	You are responsible	We are responsible
Looking after any aerial or satellite dish you had permission to put up, or any aerial that was on the building when you moved in, unless it is a communal aerial.	✓	
Decorating walls and ceilings, including filling minor cracks and holes.	✓	
Putting up and repairing shower and curtain rails and battens, pelmets, coat hooks and shelves.	✓	
Controlling the build-up of moisture in your home to prevent damp and mould appearing on walls or ceiling. You should keep air vents clear and use extractor fans and window trickle vents (where provided) to prevent condensation. You should always try to dry clothes outside and open windows if you are drying clothes indoors.	✓	
Dangerous structures and ceilings.		✓
Roof leaks (these can only be repaired externally in dry weather).		✓
Major plastering defects to ceiling or wall.		✓
Brickwork and concrete repairs.		✓



## 9. Windows and gutters:

Repair description	You are responsible	We are responsible
Replacing broken or cracked glass in any door (for safety reasons we can do the work and charge you the cost of the repair).	✓	
Keeping window trickle vents clear.	✓	
Replacing window keys to locking windows where these are fitted.	✓	
Keeping gully grids clear of leaves and rubbish.	✓	
Re-glaze window or door (except those that have previously been made safe).		✓
Repair gutters and rain water pipes (in dry conditions).		✓
Re-glazing of boarded windows, only with a police crime reference number.		✓
Reseal window or door.		✓



## 10. Heating:

Repair description	You are responsible	We are responsible
If you smell gas contact National Grid Gas Emergency Helpline immediately on <b>0800 111 999</b> .	✓	
Checking your heating controls (room thermostat, timer or programmer) are set correctly.	✓	
Keeping your home properly heated to prevent frozen or burst pipes, even when you are on holiday, and keep it ventilated to prevent condensation.	✓	
Getting chimneys (used for coal or wood fires) swept once a year by a sweep registered with the National Association of Chimney Sweeps.	✓	
Loss of communal heating or lighting.		✓
Blocked flue to open fire or boiler.		✓
Total or partial loss of space or water heating		✓
Leak from water or heating pipe, tank or cistern.		✓
Total or partial loss of space or water heating		✓



## 11. Gardens and Garages:

Repair description	You are responsible	We are responsible
Replacing keys or locks to garages when keys are lost or stolen.	✓	
Gaining entry to your garage if you lose your key.	✓	
Fencing repairs to individual properties.	✓	
Replacing keys or locks to sheds when keys are lost or broken.	✓	
Maintaining individual paths, except the one leading from the boundary gate to your main entrance door.	✓	
Replacing clothes lines and rotary driers, except in shared areas.	✓	
Repairs to garage doors, (these will never be treated as an emergency repair).		✓
Communal paths.		✓
Maintain fencing and walls which forms a boundary with a highway, footpath or public right of way. We may replace existing brick walls with wooden fencing when appropriate.		✓

Note: Any repairs to communal paths/paving will be decided on a case-by-case basis and determined by reviewing the relevant tenancy agreement or lease.

