

# REPAIRS AND MAINTENANCE

CARING FOR YOUR HOME



# REPAIRS AND MAINTENANCE

## How to report a repair

You can report a repair at our office, over the telephone, by e-mail, or on our website. Please see the back of this leaflet on how to contact us.

When reporting a repair, please be prepared with the following information:

- Your name and address.
- A contact telephone number.
- Details of what the repair is.
- Details of how the repair was caused.
- How bad the repair is.
- Access arrangements for our operatives to call.

## How quickly will the repair be completed?

This depends upon the type of repair that you are reporting. We categorise all repairs as follows:

**Emergency Repairs** (to be completed within 24 hours)

Emergency repairs are those which could be an immediate risk to

someone's life or could result in serious damage to your home such as total power failure, a blocked sewer, a burst pipe, or a major leak.

The aim of an emergency repair is to remove, or make good the immediate risk which can then be followed up with a routine repair at a later date.

**Urgent repairs** (to be completed within seven calendar days)

Urgent repairs are those which require urgent attention. For example, repair or replacement of a window lock, loss of heat or water or partial loss of power.

**Routine repairs** (to be completed within 31 calendar days)

Routine repairs are those which are not dangerous to health and safety.

**When you report your repair you will be informed which category your repair falls into and the time you can expect it to be completed by.**

Sometimes it may not be possible for us to determine the extent of work required. If this is the case, we will ask for a supervisor to visit your property and inspect the work. Inspections will be completed within 28 working days.

## Emergency out-of-hours repairs

If you have an emergency repair outside of office hours you should call our main customer services telephone number 0121 766 1100. Your call will be automatically answered with an option to select our out-of-hours service.

The out-of-hours service is for genuine emergencies only. Residents found to be abusing the system will be charged any costs incurred.



## Planned work

Planned work is required for the long-term maintenance of your home, such as installing double glazing, central heating, re-wiring, and replacing kitchens and bathrooms.

We also decorate the outside of your home, and any communal areas as part of our cyclical painting programme.

## Tenant improvements

You can carry out small repairs and home improvements yourself, but you must have our permission in writing first. This includes installing a satellite dish or fitting a shower. Please contact us with your request and we will give you permission if the improvements you want to make are reasonable. Once completed, we need to inspect the work to ensure it complies with health and safety regulations.

If you are moving and you have made some improvements to your home, you may have the right for compensation. This only applies if we gave you our permission for the improvement in writing. Please call us for further details.

## Re-chargeable repairs

We do not charge for day to day repairs that are Family Housing's responsibility. However, if we visit your property and find that a repair has arisen out of neglect or deliberate damage, you will be charged for the cost of the repairs.



## Who is responsible for repairs to your home?

As your landlord, we are responsible for keeping the structure and outside of your home in good repair. We are also responsible for the main services, such as plumbing, heating, gas and electricity.

If you live in a flat, we are responsible for repairs to the shared entrance hall, stairway, lighting in shared areas (internally and externally), communal television aerials or digital receiver systems and door entry systems - although some of these may be charged for through your service charge.

As a tenant you are responsible for:

- ➔ Maintaining your own fixtures, fittings and appliances.
- ➔ Purchasing additional keys or replacing any lost keys.
- ➔ Changing locks.
- ➔ Connecting cookers (gas or electric).
- ➔ Plumbing in washing machines or dishwashers.
- ➔ Adjusting doors if you are fitting carpets.
- ➔ Using sound proofing material if you are fitting laminate or vinyl flooring.
- ➔ Repairing any damage caused by you or your family or visitors.

Further details on repairs that are your responsibility can be found in our leaflet "You and Your Home" or you can contact us for more information.

## Appointments

When you report your repair you will be given an order number and an appointment date. You will also be asked to confirm your current contact details and any special access arrangements.

We will text appointment reminders leading up to the time of your appointment and phone you on the day of your appointment as final confirmation.

### If you miss an appointment

If you are not home when the operative calls to your property, they will leave a card advising you that the appointment has been missed and your repair has been cancelled. If you still want the repair, you will need to phone the office to re-book the repair and arrange a new appointment.



### Letting us into your home

It is very important that you allow us access into your home and it is your responsibility to clear the area for repair by moving any furniture or carpet.

All our staff and contractors will provide you with proof of identity before entering your home and we would appreciate your assistance by not smoking whilst our operatives work on the repair.

## Repairs and maintenance.

This document is available in other languages upon request.

### Bengali

মেসামতি এবং দেখাশোনা  
এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

### Kurdish

چاککردنهوه و ناگاداری کردن.  
ئهم بهلگهیه به پیبی داواکاری به زمانی کوردی ش دهس دهکویت

### Punjabi

ਮੁਰੰਮਤ ਅਤੇ ਸੰਭਾਲ।  
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

### Somali

Dayactirka iyo Gacan ku haynta.  
Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

### Urdu

مرمت اور دیکھ بھال  
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

## How to contact us

You can contact us at our office, over the telephone, by e-mail or on our website.

### Telephone:

0121 766 1100

8am-8pm Monday to Friday

8am-1pm Saturday

Emergency out of office hours:

0121 766 1100 (transfer to our out of hours service)

### E-mail:

post@family-housing.co.uk

### Post:

Family Housing Association

(Birmingham) Ltd

Bordesley House

44/46 Coventry Road

Birmingham B10 0RX

### Website:

www.family-housing.co.uk

