



Section 6:

Repairs and maintenance

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Partnership • Respect • Pride
Excellent services for you and your community



6. Repairs and maintenance

If any repairs are needed, it is important you know who to talk to and when. This is a general guide about our repairs service. It tells you what we need to know when you call us to report a repair, so that it can be fixed as quickly as possible. It also tells you what repairs you are responsible for doing and what we look after.

Our repair responsibilities

We are responsible for repairing and maintaining the main structure of the building and the common areas, and for providing services, including:

- all structural walls, roofs, foundations, shared drains and external decorations
- communal services to the block, such as entry-phones and communal
- lighting
- all internal and external communal areas of the building, such as internal decorations to communal areas and repairs to fences, footpaths and boundary walls.



Your repair responsibilities

Under the terms of your lease, you are responsible for repairing and maintaining:

- internal non-structural walls, floors and ceilings
- internal decorations
- kitchen units, sanitary ware (toilets, sinks and baths) and other fixtures and fittings
- heating systems, flues, plumbing and electrics that serve only your property.

Most leases say that the leaseholder is responsible for the frame and glass of the windows to the property. There are a few exceptions so you should check your lease for confirmation.

Your lease gives full details about repairs and maintenance but for quick reference the table on the next page will help to establish who is responsible for what. Please note this is a general guide only and does not overrule the terms of your lease.



Yours and our repair responsibilities

Work	Red Kite	Leaseholder
External repairs		
Foundations		
Chimney stacks		
Structural walls		
External decorations		
Roofs		
Windows and doors		
Property front door		
Communal windows and doors		
Glass on windows to individual flats		
Glass on individual flat doors		



Work	Red Kite	Leaseholder
Plumbing Repairs		
To the block		
Inside the property		
Repair burst or leaking water pipe		
Up to and including mains stopcock		
Beyond stopcock inside the property		
Heating/Hot water		
Boiler		
Repair/replace water storage tank		
Communal		
Individual		



Yours and our repair responsibilities

Work	Red Kite	Leaseholder
Fittings		
Kitchen units		
Individual domestic heating systems		
Repair or replace bath, basin, sink taps, WC		
Repair leaking waste pipe, trap, fittings etc. including branches up to soil stack		
Blockages		
Clear blockages or repair leak to main soil stack, rain water pipes and gutters		
Internal blockage to sink, basin, WC pan and baths		



Work	Red Kite	Leaseholder
Electrical Repairs		
Within the property		
Repairs to all fuses excluding Southern Electric mains		
Renewal of consumer units & fuse board		
Rewiring		
Renewal/repair of fittings		
Repairs to individual door bells		
In communal areas		
Rewiring		
Renewal/repair of fittings		
Repairs to communal door entry systems including equipment within flats		
Shared fixtures and fittings, for example, door entry phones		



How to report a repair

Call

To report a repair, call our Repairs Team on 01494 463690.

Out of hours emergencies

We operate an out-of-hours repairs service which should only be contacted in an emergency situation. The telephone number is the same for day-to-day repairs, 01494 463690, but you will automatically be transferred to the emergency service when the helpdesk is closed. Please note that calls may be recorded for training and monitoring purposes.

Text

on 07786 203465

Email

repairs@redkithousing.org.uk

Website

Visit our website, www.redkithousing.org.uk.



Before you call us about your repair:

- Please look at the pictures in this booklet which will help you describe the repair to us. By giving us as much information as you can, you can help us get your repair done as quickly as possible
- Consider when you can be at home for our contractor to visit, or make sure that there is someone over 16 years old who can be there.

When you call us:

- Tell us your name and address
- Have this booklet ready
- Have a pen and paper ready to record the details we give you
- Let us know if you have any hearing problems or other needs, eg if it takes you longer to get to the door if we need to visit your home.



What to do in an emergency

Some repairs need you to take immediate action:

Gas (smell, leak or fumes)

- Call the national gas emergency service immediately on 0800 111 999. Use a phone outside your home, using one inside your home, even a mobile, could spark an explosion
- Turn off the gas and open the windows. Turn the handle at the meter to the flat (horizontal) position
- Extinguish any naked flames
- Don't smoke or switch anything electrical on or off until the problems fixed
- If you can smell or see smoke call 999 immediately.

Write the location of your gas meter here:



Electricity

- Turn the mains switch on the consumer unit (fuse box) to OFF
- If you have a power cut, call the emergency number given in your phone book
- If you have no power, please check the fuse board and make sure the trip switch and mains switches are at the 'on' position.

Write the location of your fuse box here:

Water

- If you have a leak, turn the mains stop tap to the right (clockwise) so that it's off and turn on the taps in the kitchen and bathroom. This will reduce the pressure and slow the leak
- If you have no water supply coming into your home, phone your local water supplier.

Write down the location of your mains water stop tap here:



Repair timescales

How quickly will a repair be done?

Emergency repairs – within 1 hour

For emergency repairs, we'll get to you within 1 hour to deal with the emergency before any more damage or risk to you is caused. Examples include:

- Major communal pipe burst
- Leaking communal cold water storage tank

Urgent repairs – up to 5 working days

An urgent repair is a repair that is necessary to allow you to live in your home in comfort. Examples include:

- Reglazing communal windows
- Roof repairs

Routine repairs – 20 working days

We will treat all other repairs as routine. Examples include:

- Leaking guttering
- Fencing repairs

