

Routine repairs – respond within 30 days

- Renewing or replacing storage tanks and hot-water cylinders.
- Any immersion heater or sanitaryware (toilet bowls, cisterns and so on) which does not work or is unhygienic and not covered by other priorities.
- Repairing or renewing waste-water pipes, faulty ball valves or faulty taps.
- Repairs to faulty central heating appliances not covered by other priorities.
- Replacing outside windows and doors.
- Repairing blocked and leaking gutters and rainwater pipes.
- Minor repairs to steps and staircases.
- Removing graffiti which is not offensive.
- All repairs other than those listed above which affect your personal comfort or safety, and which are not your responsibility.

Non-urgent

- Fencing
- Outside walls

For vulnerable tenants (for example, people who are frail or disabled and those who live in sheltered housing), we may treat **routine repairs** as **urgent**, and treat **urgent repairs** as **emergencies**.

Freephone maintenance number

All repairs should be reported to our maintenance team by calling **0800 052 9922**.

This number is available Monday to Friday, 9am to 5pm. You can also contact us through our website at www.bgvpha.org.uk or by email to repairs@bgvpha.org.uk (not in emergencies).

If you have an emergency outside the office hours shown above, please call **0800 085 6064**.



Plain English Campaign's Crystal Mark does not apply to this page.

Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helayasaa iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous désirez avoir une copie dans votre langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, điện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书, 如果您需要汉语版, 请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کیونہی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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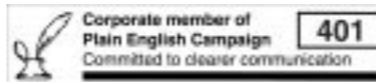
North River Alliance

Bethnal Green and Victoria Park Housing Association
401 Mile End Road, London, E3 4PB.

Tel: 020 8709 4300 Fax: 020 8709 4400 Email: enquiries@bgvpha.org.uk

www.bgvpha.org.uk

Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you. BGVPHA wishes to thank all the residents who contributed to the production of this document.



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BGVPHA

Committed to Tower Hamlets



As your landlord, we are committed to providing an excellent repairs and maintenance service.

It is our responsibility to make sure that the outside of your home is in good condition, and to repair fixtures and fittings inside your home, such as kitchen units, pipes and heating systems.

It is your responsibility to maintain the inside of your home and carry out minor repairs. You should also do the following.

- **Report** all repairs as soon as possible.
- **Replace** plugs and fuses.
- **Replace** light bulbs.
- **Repair** household dustbins, including wheelie bins.
- **Replace** plugs and chains on sinks, baths and basins.
- **Replace** damaged toilet seats.
- **Put up** your own blinds, curtain tracks, coat rails and shelving.
- **Decorate** inside your home, including filling small cracks in walls and ceilings.
- **Install** extra security locks and bolts, if you want them.
- **Provide** replacement keys. If you lock yourself out, you are responsible for paying a locksmith to change your locks and repairing any damage.
- **Adjust** internal doors so they open and close over fitted carpets.

- **Unblock** sinks, basins and baths.
- **Replace** tap washers.
- **Replace** door handles, latches, letter boxes and door knockers.
- **Repair** damage caused deliberately or accidentally by you or a guest, for example broken windows or damaged kitchen cupboards and worktops.
- **Get** our permission in writing for all alterations (including installing a satellite dish).
- **Allow** our staff and contractors reasonable access to your home to investigate and carry out any repairs or inspections, and behave reasonably towards them.
- **Leave** the property in a clean and tidy condition when you move out.

You are not responsible for repairs to shared areas, but we do ask you to report any necessary repairs in these areas.

Reporting a repair

- 1 If you need a repair doing within your home, call our maintenance team on 0800 052 9922 (Monday to Friday, 9am to 5pm). If your repair is an emergency and outside office hours, please call 0800 085 6064. If your repair is not urgent, you can also report it through our website at www.bgvpha.org.uk or by email to repairs@bgvpha.org.uk.
- 2 We will log the call within one working day and arrange for a contractor to visit you within the published timescales.

The published timescales are as follows.

Emergency – respond within four hours and complete within 24 hours
Urgent – respond within seven days
Routine – respond within 30 days

- 3 We will offer you a morning or afternoon appointment on a particular date (avoiding 'school run' times, if you prefer).
- 4 We will give your repair request a timescale and tell you when it should be completed by.
- 5 We will also give you a job reference number.
- 6 If we need to inspect your repair beforehand, we will offer you a morning or afternoon appointment. We carry out these inspections within seven working days.
- 7 We will arrange for a signer, a translator or an interpreter if you need one. This will normally be over the phone, through Language Line, or possibly by a visit to your home.

Carrying out the repair

When carrying out a repair to your home, we and our contractors will do the following.

- Send a fully trained person.
- Show you our official identification.
- Be polite and helpful.
- Leave your home clean and tidy.
- Respect the privacy of your home.
- Let you know if we cannot complete the repair, explain why and arrange another appointment for you.

- If we are inspecting the repair, tell you what needs to be done and arrange an appointment with you for the inspection.
- Provide a contact phone number so you can:
 - change your appointment; or
 - let us know if you are unhappy with the repair or if the contractor has not turned up.
- The contractor will ask you to sign a completion form when the repair is done. Please make sure the details are correct and that you are satisfied with the work.

Monitoring our repairs service

We will send you a satisfaction questionnaire to ask your views on our repairs service within 10 working days of completing the work.

If you tell us you were not happy with the work, we will investigate. If there is still a problem, we will put it right.

If you were happy with the work, we will pass your compliments to the contractor.

We will regularly publish information about our repairs performance in our residents' newsletter, Open Door.



Our repair targets

We aim to carry out repairs as soon as possible and complete them within our target times, depending on the type of repair and how urgent it is.

Emergency repairs – respond within four hours and complete within 24 hours

- Where premises are unsafe following vandalism, racial attack, or domestic violence.
- Where the door-entry system is faulty and residents or visitors cannot enter or leave the block (we will do a temporary repair so that people can get in and out).
- Blocked drains forcing waste water back up into the washbasin, bath, sink or toilet.
- No cold water supply.
- No heating or hot water between 30 September and 31 March.
- Toilet not flushing if it is the only working toilet in the home.
- No electricity.
- Unsafe power supply, lighting sockets or electrical fittings.
- No lighting on shared staircases.
- Storm, accident or flood damage to the building.
- Faulty lift (if it is the only lift, or the only lift that goes to every floor).

- Replacing broken glass where there is a security or injury risk.
- Removing obscene and racist graffiti from shared areas.

Urgent repairs – respond within seven days

- No electricity supply to part of your home.
- No water supply to part of your home.
- No heating or hot water (between 1 April and 30 September).
- Door-entry system not working (full repair).
- Tap you cannot turn off.
- Banister or handrail that is loose or has come away from its fittings.
- Rotten timber flooring or stairs.
- All non-emergency electrical repairs.
- Leaking roof, gutters or downpipes, if they are causing dampness in your home.
- Replacing windows (where they are our responsibility).
- Outside doors and windows that are not safe (where this is not an emergency).
- Loose or broken floorboards (where they are dangerous).
- Falling plaster (where it is likely to be dangerous).

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