

# Repairs and maintenance



**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.
- **Replace** 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 to be done in your home, call our customer service 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.gatewayhousing.org.uk](http://www.gatewayhousing.org.uk) or by email to [customerservices@gatewayhousing.org.uk](mailto:customerservices@gatewayhousing.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).

**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 customer service 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.gatewayhousing.org.uk](http://www.gatewayhousing.org.uk) or by email to [customerservices@gatewayhousing.org.uk](mailto:customerservices@gatewayhousing.org.uk) (not in emergencies).

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



You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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North River Alliance

## Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

General enquiries: 020 8709 4409

Fax: 020 8709 4400

Email: [enquiries@gatewayhousing.org.uk](mailto:enquiries@gatewayhousing.org.uk)

[www.gatewayhousing.org.uk](http://www.gatewayhousing.org.uk)

This leaflet gives you information on the services we will provide to you.  
The leaflet does not affect your rights as set out in your tenancy agreement.  
Thank you to all the residents who helped to produce this leaflet.

