

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** electric 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 us on 020 8709 4300 or Freephone 0800 052 9922. This will connect you to our customer services team during office hours (Monday to Friday, 9am to 5pm) and to our emergency repair contractor at all other times (including public holidays).

If your repair is not an emergency, you can also report it through our website at www.gatewayhousing.org.uk or by email to repairs@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 or make safe within 24 hours

Urgent – respond and complete within seven days

Routine – respond and complete within 30 days

3 For non-emergencies, 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 days.

7 We will arrange for a signer, a translator or an interpreter if you need one. Interpreting will normally be done 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, we will tell you what needs to be done and arrange an appointment.
- 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 carry out random phone satisfaction surveys to ask your views on our repairs service within one month of completing the work.

If you are not happy with the work, please contact us on 0800 052 9922 or 020 8709 4300. 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 and on our website.



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.

Emergency repairs respond within four hours and complete or make safe within 24 hours. We may need to return at a later date to complete a full repair.

- Where premises are unsafe following vandalism, harassment, antisocial behaviour 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 (if this is our responsibility).
- No heating or hot water between 1 October and 31 March.

- Toilet not flushing if it is the only working toilet in the home.
- No electricity to your entire home (if our responsibility).
- 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).
- Making safe broken glass where there is a security or injury risk. We may need to return at a later date to complete the repair.
- Removing offensive graffiti from shared areas.

Urgent repairs respond and complete 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).
- 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. (These repairs may take longer if we have to apply for a licence for specialist equipment to do the work.)
- Outside doors and windows (where this is not an emergency).
- Loose or broken floorboards (where they are dangerous).
- Damaged plaster or render (where it is likely to fall).

Routine repairs respond and complete within 30 days

- Renewing or replacing storage tanks and hot-water cylinders.

- Replacing windows (where they are our responsibility).
- Any immersion heater.
- Sanitaryware (toilet bowls, cisterns and so on) which is not covered by other priorities.
- Loose or broken floorboards.
- Repairing or renewing waste-water pipes, faulty ball valves or faulty taps.
- Repairs to faulty heating appliances not covered by other priorities.
- Replacing outside windows and doors.
- Repairing blocked and leaking gutters and rainwater pipes, where it is not causing dampness to your home.
- Minor repairs to steps and staircases.
- Removing graffiti which is not offensive.
- Repairs to fencing.
- Repairs to outside walls.
- All repairs other than those listed above which affect your personal comfort or safety, and which are not your responsibility.

Vulnerable tenants

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**.

We may also carry out minor repairs that are normally your responsibility.

Recharges

We will ask you to pay us if you ask us to do a job that is your responsibility, or you have caused the repair deliberately or by accident. This is called a recharge.

Freephone maintenance number

All repairs should be reported to us by calling

0800 052 9922
or **020 8709 4300**



This will connect you to our customer services team during office hours (Monday to Friday, 9am to 5pm) and to our emergency repair contractor at all other times (including public holidays).

If your repair is not an emergency, you can also report it through our website at www.gatewayhousing.org.uk or by email to repairs@gatewayhousing.org.uk.

▪ Repairs and maintenance

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

▪ মেরামত ও রক্ষণাবেক্ষণ (রিপেয়ার এন্ড মেনটেন্যান্স)

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]

▪ Dib u samaynta iyo dayactirka

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]

▪ Roboty konserwacyjno-naprawcze

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]

▪ Các sửa chữa và bảo trì

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]

▪ 維修與保養

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]

▪ مرمتیں اور دیکھ بھال
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]

Gateway Housing Association, 409-413 Mile End Road, London, E3 4PB
Residents: 020 8709 4300 or 0800 052 9922 General enquiries: 020 8709 4409
Fax: 020 8709 4400 Textphone: 020 8981 3729
Email: enquiries@gatewayhousing.org.uk www.gatewayhousing.org.uk



Awarded for excellence



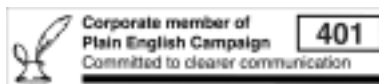
INVESTOR IN PEOPLE



North River Alliance



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.



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