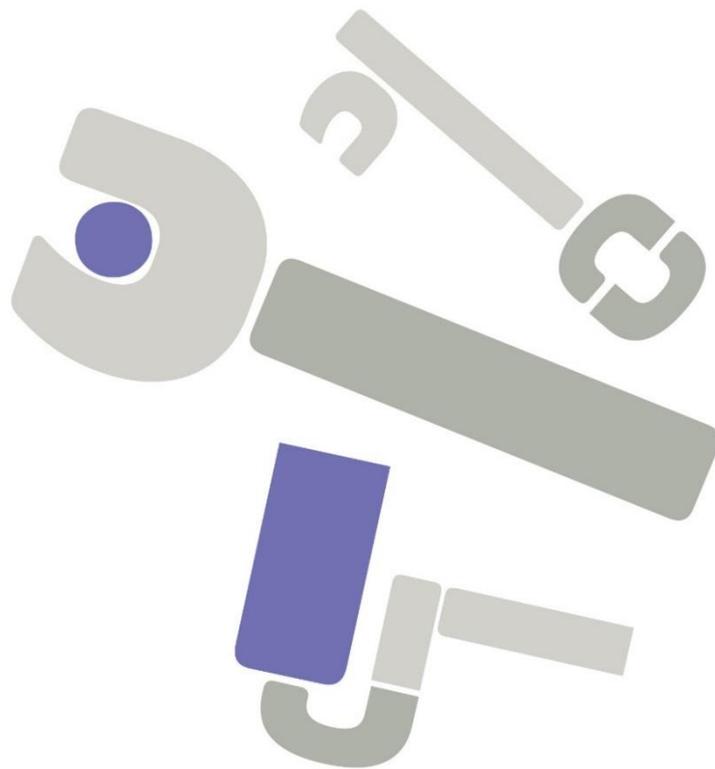


Habinteg

Accessible homes. Independent lives.

Repairs

Your guide



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This guide explains how you can report a repair to us and what your responsibilities for the repairs are.

What repairs are Habinteg responsible for?

This list gives you an idea of what repairs Habinteg, as landlord, is responsible for:

- The structure and outside of the building.
- Heating and hot water systems.
- Sinks, taps, baths and Habinteg fitted showers (except blockages).
- Gas, water and electricity supplies (except where interrupted by the suppliers).
- Decoration to the outside of the building.
- Security systems (where fitted).

What information will Habinteg give me?

If we are responsible for the repair, we will tell you:

- the name of the contractor we will send
- the priority that we will be giving the repair
- the latest date by which the job should be complete.

What repairs am I responsible for?

- Decoration within your home.
- Unblocking sinks, baths and toilets.
- Renewing plugs/chains.
- Replacing blown fuses and resetting trip switches.
- Renewing smoke alarm battery.

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- Replacing or adjusting toilet seats.
- Draught proofing.
- Resecuring loose door and cupboard handles, locks and catches.
- Replacing lost keys.
- Your own aerials and satellite dishes.
- Phone wires and sockets.
- Replacement light bulbs, fluorescent tubes, starters and pull cords.
- Repairs to any of your own home improvements.
- Your Garden (if you have one).
- Damage caused by you or anyone living with you or your visitors.
- Any damage to your contents, including carpets and decorations, for which you should take out contents insurance.
- Glass breakages such as windows and door panels.

Can I get help with repairs that are my responsibility?

Our staff may be able to give you advice about how to get the repair done. In certain circumstances, we will agree to do the repair and charge you the cost of the work. You will be advised of this before we start. If the work is not urgent, we will give you a quote and you will be expected to pay for the work before we start.

How do I report a repair?

Repairs can be reported either in person to your local community assistant during local office hours or to our Customer Services Team, Habinteg Direct, on 0300 365 3100 (call charges vary depending on telephone provider) who are available between 9am and 5pm Monday to Friday.

Out of hours emergency repair

If it is outside the normal Habinteg Direct hours, you may contact our out of hours emergency service on 0345 601 3389.

Descriptions of the type of repair that our out-of-hours service will attend are set out within this guide.

Call-outs to our out of hours service are expensive and should only be made when the work is a real emergency. If we do send out an out of hours contractor and it turns out not to be an emergency, you may be charged for the call-out.

If your repair is not an emergency, please wait until the office is next open and report your repair in the usual manner.

If your emergency is a gas leak, you should ring Transco national emergency gas service on 0800 111 999. You should also:

- open doors and windows
- put out cigarettes and naked flames
- leave the area where there is a smell of gas
- do not touch light switches or sockets.

If you are responsible for the repair, we may be able to suggest how you can go about getting the repair completed. If you are vulnerable (for example if you have young children, if you are disabled or elderly), we may be able to offer extra help.

How quickly will repairs be completed?

We prioritise repairs according to how urgent they are. Our current deadlines are:

Emergency repairs to be completed within 24 hours

- Total loss of electric power (check with the electricity supplier first to make sure there isn't a power shortage).
- Severe flooding or burst pipes.
- Total loss of heating in severe weather.

Urgent repairs to be completed within 5 days

- No hot water.
- Loss of heating.
- Minor leaks or drips from pipes.

Routine repairs to be completed within 20 days

- Electric sockets not working.
- Partial loss of heating.
- Dripping overflows.
- Repairs to internal fixtures.

Some faults or damage may need to be looked at first by your community assistant or the regional maintenance surveyor. If this is the case, we will aim to arrange an appointment with you within seven days.

Programmed Works

For the more major types of repair, we run a programme of planned works. If your repair falls into this category, you will be informed at the time and told when the next programme of repair is due to commence.

Do I have to give access to my home for repairs to be carried out?

Under your Tenancy Agreement you must allow us into your home to carry out repairs and other work. If we need to carry out work in your home, we will always try to let you know beforehand unless it is an emergency.

How should a contractor behave in my home?

Our contractors should all follow a simple 'Code of Conduct' whilst in your home. They should:

- Show you identification.
- Be polite and treat you and your home with respect.
- Work safely.
- Use adequate protection to guard your home and belongings from dust, dirt and damage.
- Keep unavoidable nuisance to a minimum.
- Not play music, eat, drink, smoke or use bad language in your home.
- Tidy up after themselves and leave your essential services working at the end of each day.
- Provide you with the necessary instruction and user manuals.

If you are not happy with the way the contractor treated you or your home, please contact us immediately so that we can look into your concerns.

What happens if the repair is not carried out on time?

We try to carry out repairs within the timescales quoted to you. If we can't, we will let you know and explain why. If you are unhappy about the service you can make a complaint (our staff will give you information on our complaints procedure).

For some small, urgent or emergency repairs, you may be entitled to compensation up to the value of £50 under the 'Right to Repair Scheme' if we are late in attending to your repair (further details on this may be obtained from your scheme office).

How does Habinteg check that repairs are carried out correctly?

We inspect one in every 10 repairs to check they are carried out correctly. We also keep track of whether repairs are being finished within the agreed timescale.

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We also rely heavily on feedback from tenants. You should receive a confirmation letter every time you request a repair which gives you the opportunity to feedback to us on the quality of the service you have received, either good or bad. This provides us with very useful information on the quality and ability of our contractors. To reward tenants for providing this feedback we enter your details into a quarterly prize-draw to win a £25 gift voucher.

Help and advice

If you have any questions, need help in understanding this information or want it in another language or format (for example large print or audio tape) please contact your local scheme office.

Habinteg Direct

Telephone: 0300 365 3100 (call charges vary depending on telephone provider)

Email: direct@habinteg.org.uk

Out of hours emergency repairs

0345 601 3389

Head office

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