

We want to keep your home in good repair and provide a prompt and efficient service. This leaflet tells you which repairs we will do for you and how to get repairs done.

Keniston will maintain the structure of your home, any fixtures and fittings we provide and any shared areas and facilities. To find out who does what, check the list further on in this information leaflet.

Reporting a repair

Please tell us as soon as you notice a fault, so we can take action quickly. You can report your repair in a number of ways.



01689 889700



enquiries@kenistonha.co.uk



www.kenistonha.co.uk



Visit our office or
write to us:

13 Artington Close,
Farnborough
BR6 7UL

What you need to say

- Your name, address and phone number.
- As much information as possible about the problem. What is it? Where is it? How bad is it?
- When it would be convenient for the contractor to call – and a daytime phone number in case we need to contact you.
- Any special circumstances you feel are relevant. For example, it may be helpful for the contractor to know if you are hard of hearing.

Listed here is who you should contact if an emergency happens outside office hours. (There are more details on emergency repairs services later on in this leaflet.)

If the lift breaks down outside office hours, please contact the out-of-hours service **BAS via 01689 889700**, who will ask the lift contractor to come out.

For stairlifts, or through floor lifts outside of office hours, please contact **Wessex Lifts on 01794 830303**.

For all other repairs, heating and hot water, please ring our main office number (01689 889700) A recorded message will give you the options to choose emergency out-of-hours services. This service is mainly a 'make safe' service.

If you smell gas – Turn the gas off at the mains and call The National Gas Emergency Service immediately on 0800 111999. Put out all naked flames, open the windows and do not switch on any lights or electrical appliances. Tell us as soon as possible.

Electricity - If you have reason to believe that the electrical installation is faulty or could harm a member of the household isolate the power and contact the Property Services Team straight away.

If water pipes burst – Turn off the water at the stopcock (or the 'sure stop' device if you have one) and all stop valves. Turn on all the taps to drain the water quickly. If water has been leaking through a ceiling light or switch, **do not switch on**. Tell us immediately.

How soon will repair work start?

We set target times for responding to repairs.

1. Emergencies - within 24 hours

Emergencies include repairs where:

- there is immediate risk to health and safety, for example, hazardous structures and dangerous electrics;
- security is seriously reduced, for example boarding up broken windows, making front entrance doors secure;
- leaking water which cannot be contained, including burst pipes; and heating systems
- essential services are out of action, for example total loss of power or clean water, or badly blocked drains.

2. Urgent - within three working days

Repairs where you are seriously inconvenienced, for example sockets or lights not working, leaking overflow, no heating (including hot water).

3. Non-urgent - within 10 working days

Repairs such as:

- faulty door or window locks where security is not an issue;
- TV aerial repairs; and
- partially blocked sinks, basins and baths that are slow to drain.

4. Empty-property repairs – within 10 working days

5. Routine – within 20 working days

Repairs which cause minor inconvenience, or will require several visits by different trades.

We will tell you when you can expect your repair to be done.

Planned maintenance and regular servicing

- Lifts are serviced every three months.
- Shared ventilation systems are inspected and serviced every year.

Fire alarms, gutters, gas boilers, emergency lighting and fire extinguishers are all checked regularly to ensure the association is compliant.

Redecorating

We redecorate the outside of the building and shared areas such as entrances, staircases and landings, every six years. You are responsible for decorating the inside of your home.

Major work and replacements (stock reinvestment)

Major work such as structural repairs, a new roof or replacement windows, is expensive. We get better value for money if we can do several homes in one contract. For example, we would aim to replace all the windows in a block of flats. We do not have the resources to keep replacing individual windows.

It may take several years before funding is available. If necessary we will do temporary repairs to make your home safe and watertight while you wait.

If your property needs major work we will give you as much information as we can about when the work is likely to start. We will also involve and consult you at every stage. We aim to keep disruption to a minimum but if the work cannot be done around you we will explain arrangements for temporary accommodation and disturbance payments. **If you owe us rent or any other amount, we may not include your home in programmes of improvements.**

Who does the repair work?

All our staff and contractors carry identification and should only visit you if they have an appointment. Please check their identity before letting them into your home.

Our approved contractors

Most repairs are carried out by carefully selected local contractors. New firms must supply references before we consider accepting them onto our 'approved list'. Once approved contractors are monitored to ensure they provide the level of service expected by Keniston and our residents. Please tell us if you have any complaints.

Checking repairs

What if I am not happy with the repair?

Our contractors will ask you to sign a form to say you are happy with their work and service. If you are not satisfied, you can refuse to sign and we will withhold payment until the contractor puts things right. If you find this difficult, don't worry – if you do sign it does not mean you can't complain – but please contact the Property Services team without delay.

Checking standards of conduct

Everyone receives a tenants' satisfaction survey. We aim to contact 20% of tenants who have had day-to-day repairs carried out to ask about the quality of service provided. We expect contractors to be prompt, polite, helpful, and tidy. Attitude is as important as technical ability.

Technical inspections

The Technical officer inspects at least 10% of repairs each month – to check materials, workmanship and value for money.

What about delays?

We cannot always keep to our target times. For example:

- our Technical officer or Housing officer may need to inspect the fault before ordering work;
- the contractor may have to order special materials;
- the weather may prevent us from carrying out the work or
- a resident may not have been able to agree a mutually convenient appointment.

If there is likely to be a delay, a member of our staff or the contractor should let you know why – and what the new timetable will be. Please tell us if work is delayed and no-one has contacted you. If a delay is unreasonably long, without good reason, you may be able to take action yourself.

Arranging repairs yourself

Further in this leaflet we list repairs which are your responsibility. If you make your own arrangements for repairs which are our responsibility, we will not refund you the cost unless:

- you are qualified to do the repair yourself and have got our agreement, in writing, before starting work; or
- you are using your 'right to repair' because we have failed to carry out a repair within 20 working days of receiving your written request, and there is no good reason for the delay.

Before you do anything under your right to repair, please make sure you understand exactly how the scheme works. If you do not follow the rules (made by the Secretary of State under section 96 of the Housing Act 1985) you could well end up paying for the work yourself. Please contact us if you want more details on the Right to repair scheme.

How can I complain?

We want to hear from you if you have any complaints, or any suggestions for improving the service. Please contact the Property Services Team in the first instance. If we do not put the matter right, follow the complaints procedure set out in leaflet: *Making a complaint*.

For independent advice on your legal rights, or help with making a complaint, contact your nearest citizens advice bureau or housing advice centre. If a delayed repair is affecting your health, you can also ask your local council's environmental health officer for help.

Who is responsible for repairs?

Your tenancy agreement sets out what you and we must do to keep your home in good repair and working order. Here is a brief guide, but if you have any questions ask your housing officer.

We are responsible for the following:

The structure of the building

- Roofs, chimney stacks and flues (but not cleaning chimneys).
- Drains, sewers, gutters and rainwater pipes.
- Walls, doors and windows, ceilings and floors (not floor coverings).
- Staircases and landings.
- All external paintwork (not decorating inside your home).
- Garages, boundary walls, pathways, steps and access to the front of the property.

Installations we provide

- Water heaters, and heating systems .
- Ventilation fans.
- Basins, sinks, baths, toilets, flushing pipes – see 'Major repairs and replacements' above.
- Replacement kitchen units (not minor repairs) – see 'Major repairs and replacements' above.

Shared facilities and areas we provide

- Shared entrances, halls, staircases, passageways and landings, including lighting and paintwork.
- Lifts, entry phones, rubbish chutes and shared TV aerials.
- Shared gardens, parking bays, play areas and stores.

You are responsible for the following:

Keeping your home clean

- Unblocking sinks, pipes and drains – if the problem is caused by inappropriate use, for example fat, food or nappies, or found to be in a pipe that you are responsible for within the property boundary.
- Sweeping the chimney and cleaning windows (unless you pay for this in your service charge).



REPAIRS & MAINTENANCE

Internal finishes

- Floor and wall coverings.
- Internal decoration, including 'patch' repairs and minor repairs to plaster finishes.

Minor repairs and replacements

- Internal door handles, locks, screws and hinges.
- Secondary door locks and doorbells.
- Letter plates, door numbers and washing lines.
- Tap washers, plugs and chains, toilet seats, toilet-roll holders and bath panels.
- Repairs to washing-machine hoses, connections and waste pipes.
- Draughtproofing doors and windows.
- Infestations such as ants, wasps, rodents, fleas and bed bugs.
- Lightbulbs unless in communal areas.
- Fuses or re setting of MCBs
- Internal connections to aerial socket and TV equipment.

Your garden

- Keeping it tidy and free from rubbish.
- Sheds and temporary structures.
- Fencing, gates and paving slabs.
- Trees and shrubs. Keeping all brickwork, drainpipes and guttering free of ivy.

Items installed by you or a previous tenant

- Any fixtures, fittings or alterations, unless we have accepted responsibility for maintaining these.

Damage caused by you, your family or guests

- Damage caused deliberately or by neglect, accident or misuse – including burst pipes and gaining entry if you lose your keys, and any resulting repairs or renewals.
- Damage to your front door by police forcing entry under any circumstances.

Please note that the above is not a full list. It covers the most common items which are your responsibility. We will charge you for any of the above repairs.

If a repair which is your responsibility is a danger to health or safety we may do the work and send you the bill.

If a repair is too difficult or costly for you, talk to your housing officer about possible help. Our leaflet: *DIY suggestions* may also be useful.

Hard to read?

If you would like this document in another format, such as large print or a coloured background, or if you would like this or any of our leaflets translated into another language, please contact our office:

Address: Keniston Housing Association

13 Artington Close, Farnborough, Kent BR6 7UL

Phone: 01689 889700

Email: enquiries@kenistonha.co.uk