

ABOUT REPAIRS

This leaflet gives you some general information about repairs and maintenance



Repairs to your home

Radcliffe uses private contractors to carry out repairs and improvements to your home. As your landlord we are responsible for mending the building and fixtures which need repair due to fair wear and tear or age. In return we ask you to look after your home, be responsible for replacing some minor items yourself and to report repairs to us promptly so they can be attended to.



Help us to help you

- Give us as much information as you can about the problem when it is reported
- If it has been caused by an accident or through deliberate damage you should tell us as the cost may be chargeable to you
- Give access and arrange appointments at convenient times during the working week. Make sure that you or a responsible person are present at the agreed time and tell us without delay if for any reason you cannot keep the appointment.
- Our contractors will as far as possible try and fit in with your work and family arrangements
- Clear out cupboards or move personal items so that contractors can carry out the work
- Keep pets and children out the way while work is being carried out to avoid the risk of accident or injury



What can I expect?

In most cases our contractor will contact you by phone to make an appointment. We have properties in many areas and so the contractor will try to arrange jobs in one area on the same day.

The contractor will carry an identity card and have a copy of the work order with him. If the work cannot be completed the same day or is more complicated than first thought a return visit may be necessary which the contractor will arrange with you.

When will the job be done?

All repairs are given a priority so that the most urgent work is dealt with first. Please see below examples of the type of work that fits each category.

Emergency repairs:

12 hours / same day

A defect that puts the health, safety or security of people at immediate risk or that affects the structure of the building adversely.

- Total loss of water or burst water main
- Flooding & storm damage
- Loss of electricity, major supply fault or unsafe fittings
- Breaches of security to outside doors and windows
- Total loss of gas supply
- Blocked main drains, pipes or only toilet
- No heating/hot water for elderly or vulnerable tenants between 31 Oct -1 May
- Lift failure
- Fire damage

Urgent:

7 working days

All jobs that need dealing with but that do not need immediate attention:

- Minor plumbing leaks or defects such as an overflow or cistern
- Blocked drains, sinks, basins, bath, toilet (that are not the main drain soil pipe, or only toilet)
- Heating & hot water faults or breakdown
- Minor electrical faults
- Roof leaks & blocked gutters
- Severe dampness
- Breaches of security to internal doors and windows
- Graffiti
- Defective flooring, stair treads, hand rails or banisters

Routine:

28 days from the date the order is placed

A defect that can be deferred without serious discomfort, inconvenience, nuisance or long-term deterioration of buildings

- Repairs to door, windows and floors
- General joinery repairs
- Repairs to external walls, fences and paths
- Repairs to walls, brickwork and slates or tiles
- Repairs or clearing of gutters and downpipes
- Repairs to kitchen fittings
- Repairs to plaster work
- Dripping or leaking taps or shower units
- Other minor plumbing repairs
- Repairs to tiling
- Easing doors and windows
- Other minor day-to-day repairs or replacements

After the work is done

We want to make sure that our contractors are carrying out work to a good standard. You may be asked to sign a copy of the order and may receive a telephone call from the office after the work is done to check that everything was satisfactory.

More information

There are some very simple steps that you can take such as oiling door locks, descaling shower heads and keeping waste pipes clear that will help keep costs down and avoid the need for repairs. Radcliffe's website and the tenants handbook have some general information and we can also give you general advice over the 'phone during office hours.

Getting in Touch

If you have any comments or would like more information about Radcliffe Housing Society please contact us in the following ways:

By email: (debbie@radcliffehs.org)

By Post: Write to us at our offices at
Radcliffe House
Homefield Road
Riverhead
Sevenoaks
Kent, TN13 2DU

By Phone: 01732 459 144



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