

Keeping your home in
good repair



This leaflet is for customers of HomeZone Living, including customers of Bromford Support and those in supported housing.

Reporting a repair

HomeZone aims to provide an excellent repairs service to all our customers. Everyone needs a repair to their home from time to time and some repairs will need doing more quickly than others.

How do I report a fault and ask for a repair to be done?

- email your repair request via our website, www.homezoneliving.co.uk
- use your mobile to text your repair on 07739 446159
- call in to our office Monday – Friday 8.45am–5.15pm
- contact us via minicom on 01543 420878 if you are hard of hearing.

Please give us as much information about the repair as possible so that our Customer Service Centre can send the right tradesperson to do the job.

How quickly will you do my repair?

This will depend on how urgent the work is. We will assess its priority when you report your fault. We may also need to arrange for a surveyor to come and inspect your home to check what work is needed.

If we need to come into your home, we will agree an appointment with you. Unless the repair is an emergency, you will receive a letter from us confirming the appointment and the repair. We will try to fit the work in around you so, for example, if you have children, we can avoid the school-run times.

If you're not in when we call, we will leave a card to let you know we've called and asking you to re-arrange an appointment. If you don't contact us to do this, we may cancel the repair request.

The timescales we work to are set out below.

Repair timescales

Priority	When the repair is needed	Examples
Immediate	Within 2 hours	When there is a real danger to life
Emergency	Within 24 hours	When there is immediate danger or severe discomfort to you, or to prevent serious damage to a property
Urgent	Within 3 working days**	Right to Repair qualifying repairs*. No hot water. No lights in individual rooms
Early	Within 5 working days**	Repairs to prevent major inconvenience to you, immediate damage to the property, or when there is a potential health or security risk
Routine	Within 20 working days**	Routine repairs that don't fall into other priority bands
Planned	Within 3 months	Fencing and other major work

* Please see the section Right to Repair – qualifying repairs

** Our working days are Monday to Friday

What repairs is HomeZone responsible for?

We are responsible for keeping the structure and the outside of your home in good repair. We also maintain services such as the heating systems, sanitation (water supply and sewerage), hot-water systems, lighting, communal lifts and door-entry systems. This covers fair wear and tear, but if a repair is needed because of damage by you or a visitor to your home, we will recharge you for this. Please see the section **Rechargeable repairs**.

Typical repairs we are responsible for:

- the roof but not TV aerials or satellite equipment that others have put up
- outside walls, outside doors, window sills and frames (but not glass) including outside painting and decorating
- internal walls, floors and ceilings, plasterwork, doors and door frames, hinges and skirting boards but not painting or decorating
- chimneys and flues
- balconies, pathways, walkways, hallways, steps or other ways of accessing your home
- integral garages and stores (where we have provided them)
- gates we have provided, boundary walls and fences (that join open land we own or join footpaths, rights of way, garage access-ways or unadopted highways)
- drains, gutters and external pipes
- central-heating installations, water heaters and fitted fires
- baths, sinks, toilets, cisterns and waste pipes.

Typical repairs you are responsible for:

- decorating the inside of your home
- maintaining or replacing anything you have fitted
- supplying and replacing fuses, light bulbs, electric plugs, fluorescent tubes and starters
- replacing smoke-alarm batteries
- replacing floor coverings
- replacing toilet seats, sink and bath plugs and toilet-roll holders
- altering kitchen units to fit in new appliances
- chimney sweeping if it is needed between our annual servicing
- repairing or replacing rotary clothes dryers (except where provided in communal areas)
- providing extra security locks and chains

- plumbing in and fitting appliances such as washing machines, dishwashers and cookers
- putting in extra power sources and sockets. These must be fitted by a qualified electrician and you must send us the completion certificate so we know your home is safe
- replacing broken glass in windows or doors
- re-fixing loose window handles and stays
- changing the locks to doors and windows if you have locked yourself out or lost your keys
- re-fixing internal door locks, latches, handles, hinges and faulty letter boxes
- unblocking sinks, basins and bath wastes where the blockage is not a result of disrepair
- treating wasp and ant nests, pests such as mice and rats, and infestations of fleas
- repairing and maintaining all garden features including ornamental paths and patios
- providing and repairing garden boundary fencing between your home and your neighbour's, if it is identified as your boundary responsibility.

Rechargeable repairs

When you report a repair, we will let you know if the repair is your responsibility or ours. You can also use the lists above as a guide.

Here are some examples of costs you may have to pay if we have to do a repair that is your responsibility, or because you or your visitors have caused the damage.

- Changing a door lock From £ 45
- Replace a double-glazed unit From £ 85
- Replace an internal door From £140

These are basic charges – you may also be charged for administration and call-out costs.

The emergency repairs service is for genuine immediate danger, severe discomfort or likely severe damage to the property. If you misuse this service, we may charge you for the call-out cost plus an administration fee. We will never charge for a genuine emergency.

Servicing gas and solid-fuel appliances

By law, we must have the gas and solid-fuel appliances we own serviced every year.

If you smell gas and you think you may have a leak, call National Grid on freephone 0800 111 999

For more information about this, please refer to our leaflet 'Annual servicing of gas and solid-fuel appliances in your home'.

Do I have to give access to my home for you to do repairs?

Yes. It is important that you allow us access to do repairs, especially as some repairs may affect you or your family's health and safety. If you do not allow us access, then after we have made several attempts to gain access, we may consider this a breach of your tenancy and could take legal action to gain access.

Right to Repair – qualifying repairs

Qualifying repairs are repairs that you have a right to have done within a certain time, and get compensation if this doesn't happen. These are small repairs costing less than £250 that we think may affect your health, safety or security.

If we can't do the repair within the agreed time, we may arrange for another contractor to do the work instead. If the second contractor does not do the repair in the agreed time, we will pay you compensation.

What if you don't do a qualifying repair within the time you say?

Please contact us and we will give you a new date to do it by.

If we don't do your repair by this new date, we will pay you £10, then £2 for each day you wait for the repair, up to £50 in total.

To find out if your repair is a qualifying repair, please see the list of repairs at the end of this leaflet. For some repairs, we have set ourselves shorter timescales to complete the repair than those stated in the Right to Repair scheme. However, you will only be eligible for compensation if a qualifying repair has not been done within the Right to Repair timescales, not our own timescales. The Right to Repair timescales are shown in the final column of the list of repairs at the end of this leaflet.

How satisfied were you with the repairs service?

On the back of the letter confirming your repair there is a satisfaction questionnaire. Please fill this in once the repair has been completed to let us know what you think of the service you received. Just fold it and post it back to us – no stamp is needed.

We do regular quality-check visits to our properties to make sure our repairs team and contractors are working to a high standard. We also use this information to let you know how satisfied our customers are with our service overall at the end of each year.

How you can help us

- Tell us in advance about any special circumstances that you think may affect us being able to do the repair.
- Move valuables or delicate items away from the area where work is due to be done.
- Make sure any pets are kept away from the work area.
- Tell the tradesperson if you are unhappy with their work before they leave your home.

Dealing with pests

You are responsible for dealing with wasps, ants, other insects, mice, rats and other pests.

We treat pests only if they are in communal areas that we are responsible for or where the problem is caused by disrepair. Some animals are protected, for example bats, and should not be disturbed.

We can tell you how to contact your local environmental health team who may be able to advise and help you. If you wish to discuss a pest or vermin problem, please contact our Customer Service Centre on 01543 420800.

I want to improve my home – what should I do?

You have the right to improve or alter your rented home – see our leaflet ‘[Altering and improving your home yourself](#)’. Please contact us before starting any improvements as you may need permission before the work can start.

Insurance

We insure the building structure; you are responsible for insuring your possessions such as carpets, furniture and personal items. We strongly advise you to take out home-contents insurance. We have an arrangement with Farr Insurance to provide low-cost home-contents insurance to our customers. If you would like more details, please contact our Customer Service Centre.

Repairs - doors

Type of repair	Who is responsible	Maximum time to complete or make safe	Timescale if it's a Qualifying Repair
Make safe or secure external doors	HomeZone	2-hour response	1 working day
Gain access where no other access – lock not working	HomeZone	2-hour response	
Gain access – lost or damaged keys/fobs	Tenant		
Repair door-entry system	HomeZone	5 working days	7 working days
Usable but sticking lock	HomeZone	5 working days	
Replace glazing to communal doors Make safe Complete repair	HomeZone	2-hour response 20 working days	
Repair or replace doors/door linings and associated beadings, architraves and furniture where not due to misuse	HomeZone	20 working days	
Replace door handles, locks and catches on internal doors where not due to misuse	HomeZone	20 working days	
Adjust internal doors to close over floor coverings	Tenant		

Repairs - electricity

Type of repair	Who is responsible	Maximum time to complete or make safe	Timescale if it's a Qualifying Repair
Total loss of electric power	HomeZone or utility company	2-hour response	1 working day
No lights at all in the home	HomeZone	2-hour response	
Repair or replace unsafe electrical power or lighting socket	HomeZone	2 hours to make safe	1 working day
Replace bulbs, tubes and starters	Tenant		
Lights and/or power to only part of the property	HomeZone	24-hour response	3 working days
Resetting trips or replacing fuses on tenant's equipment	Tenant		
Repairs to hard-wired smoke detectors	HomeZone	24-hour response	
Check electrics after water leaks	HomeZone	24-hour response	
Partial loss of electricity	HomeZone	3 working days	3 working days
Repair/replace extractor fan	HomeZone	5 working days	7 working days
Repairs to tenant's white goods, eg cooker, washing machine, fridge	Tenant		
Repairs to communal lighting	HomeZone	24-hour response	

Repairs - external repairs

Type of repair	Who is responsible	Maximum time to complete or make safe	Timescale if it's a Qualifying Repair
Unsafe access path, steps or garden area	HomeZone	24-hour response	
Clear blocked refuse chute	HomeZone	24-hour response	
Dangerous chimney – inspect Make safe where needed	HomeZone	24-hour response 3 working days	
Storm damage – inspect and make safe where needed Repair	HomeZone	24-hour response 20 working days	
Leaking roof	HomeZone	24 hours, subject to safe working environment	7 working days
Repairs to roofs, chimneys, gutters or rainwater	HomeZone	20 working days	
Fences and gates where we are responsible	HomeZone	20 working days	
Manhole cover – make safe Repair	Utility company or HomeZone	24 hours 5 working days	
Communal clothes line post and rotary dryers	HomeZone	20 working days	
Offensive graffiti	HomeZone	24-hour response	

Floors and panels

Unsafe timber flooring or stair treads	HomeZone	3 working days	3 working days
Repair/replace floorboards and skirtings	HomeZone	20 working days	
Repairs to concrete floors	HomeZone	20 working days	
Repair/replace floor covering	HomeZone	20 working days	
Repair/replace bath panelling or pipe boxing and frame	HomeZone	20 working days	

Repairs - fireplaces

Type of repair	Who is responsible	Maximum time to complete or make safe	Timescale if it's a Qualifying Repair
Repair/replace fire grates and other parts (depending on time of year)	HomeZone	20 working days	
Repair/replace tiled surrounds	HomeZone	20 working days	
Repair/replace solid-fuel heaters (depending on time of year)	HomeZone	20 working days	
Sweep chimney	HomeZone	Annual	

Gas

Gas escapes	National Grid	Report immediately to National Grid or Customer Service Centre (or both)	
Total or partial loss of gas supply	HomeZone or National Grid	24-hour response Report immediately to National Grid and Customer Service Centre (or both)	1 Working day
Repairs to gas cookers, connection pipes and other tenant appliances	Tenant		
Blocked flue to open fire or boiler	HomeZone	24-hour response	1 Working day

Plastering and decoration

Internal plastering	HomeZone	20 working days	
External decorations needed following repairs	HomeZone	20 working days	
Damp condensation report – reasons for damp unknown	Homezone to inspect to find out reasons	5 working days	
Internal decoration	Tenant		
Replace/re-grout ceramic tiles	HomeZone	20 working days	

Repairs - heating

Type of repair	Who is responsible	Maximum time to complete or make safe	Timescale if it's a Qualifying Repair
Total or partial heating failure	HomeZone	1 working day between 31 October and 1 May	1 working day between 31 October and 1 May
		3 working days between 30 April and 1 November	3 working days between 30 April and 1 November
Total or partial water-heating failure, no other water heating available	HomeZone	1 working day between 31 October and 1 May	1 working day between 31 October and 1 May
		3 working days between 30 April and 1 November	3 working days between 30 April and 1 November

Repairs - windows

Type of repair	Who is responsible	Maximum time to complete or make safe	Timescale if it's a Qualifying Repair
Window not secure	HomeZone	2-hour response	1 working day
Window can't be opened or fully closed	HomeZone	3 working days	
Ease and adjust sticking windows	HomeZone	20 working days	
Replace broken glass Make safe Complete repair	HomeZone or tenant	2-hour response 20 working days	
Repair/replace window board or sill	HomeZone	20 working days	
Repair/replace window catches	HomeZone	20 working days	

Repairs - plumbing

Type of repair	Who is responsible	Maximum time to complete or make safe	Timescale if it's a Qualifying Repair
No water	HomeZone or utility company	24-hour response (by HomeZone)	1 working day
Partial loss of water	HomeZone	3 working days	3 working days
Significant water leaks	HomeZone	2-hour response	1 working day
Toilet not flushing or blocked (no other toilet)	HomeZone	2 or 24 hours depending on whether toilet can be flushed by other means (eg a bucket of water)	1 working day
Toilet not flushing or blocked (other toilet available)	HomeZone	5 working days	
Blocked sewers	HomeZone and utility company	24-hour response	1 working day
Blocked rainwater drains	HomeZone	20 working days	
Blocked sink/bath/wash-hand basin	HomeZone or tenant	3 working days	3 working days
Repair/replace baths/sinks/toilets/wash-hand basin/taps	HomeZone	5 working days if unusable 20 working days otherwise	
Tap that cannot be turned	HomeZone	3 working days	3 working days
Replace plugs/chains	Tenant		
Water in pipes and taps freezing	Tenant		
Faulty washing machines/dishwasher hoses	Tenant		

Stairs and lifts

Loose or detached banister or hand rail – make safe Repair	HomeZone	24 hours 3 working days	3 working days
Lifts not working	HomeZone	24-hour response	

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

HomeZone Living

Tel 01543 420800

Minicom 01543 420878

Email customerservices@homezonehousing.org.uk

If you are a customer of Bromford Support,
please speak to the Bromford colleague who is
working with you for more information.



CUSTOMER SERVICE EXCELLENCE

www.bromfordgroup.co.uk

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