



Repairs and Maintenance to My Home



Grŵp Cynefin

Mwy na thai • More than housing

The Association is responsible for repairing and maintaining:

- the structure and the exterior of your home, this includes the roof, walls, doors, window frames and floors
- rainwater downspouts, gutters, pipes and drains within the boundary of your home not adopted by the local drainage authority
- baths, toilets sinks and basins
- external painting of the house
- electrical wiring, gas pipes, fitted heaters, radiators, water heaters
- the communal areas and any landlord supplied electrical services such as lighting in car parks where these have not been adopted by the local council.

I am responsible for:

- insuring the contents of my home
- looking after anything that belongs to me
- keeping the property clean and in a good condition
- look after tenant alterations, for which you have been granted permission
- cookers, fridges and any other electrical appliances unless these have been provided by the Association
- blocked waste pipes where the blockage is due to misuse
- replacing light bulbs
- decorating the inside of my home
- carpets and floor coverings unless provided by the Association
- replacing toilet seats
- replacing plugs and chains to bath and sink
- replacing shower curtain
- cleaning mould from surfaces when condensation occurs
- attempting to turn off water supply in the event of an emergency, if safe to do so

- attempting to turn off gas supply at the meter in the event of an emergency, if safe to do so
- painting external fences and sheds
- looking after your garden, cutting the grass and hedges
- replacing rotary washing line or line to washing line
- refuse and recycling bins
- dealing with ants, flies, fleas, cockroaches, wasps, bees and slug infestation
- replacement of additional keys to the property
- losing your keys or becoming locked out
- damage to glazing of doors and windows
- paying for any damage caused by you, your family and all visitors
- promptly reporting to us, the Association, any items of disrepair and allowing them access to repair it
- requesting permission before undertaking improvements or alterations

For further information regarding tenant rights and responsibilities and those of the Association please refer to your tenancy agreement.



How do I report a repair?

Please refer to the Customer Care in section 2 of the handbook which explains how and when you can contact us to report a repair.

When will you do the repair?

Your tenancy agreement states that you must provide access in order to carry out repairs and inspect the condition of your home. It is important that you keep to any repair or servicing appointment that is made with you. If you do not you may be charged for any failed appointment.

In the case of emergencies, where lives or the property is at risk, we may need to break into your home if you are out. For example, where a pipe has burst and water is flooding into someone else's home. If access is required we will follow an agreed process, leave a note at your home giving reasons for emergency entry, what actions were taken, and leave your home secure. We will also leave details on how you can get back into your home.

Reporting a repair in a new property

Although the house builder may be responsible for dealing with any defects in the first year from the date your home was built, you should report any repairs to us and not directly to the builder. This will ensure that we have a complete and up to date record of any defects under the contract, and can follow them up on your behalf.



How long will my repair take?

All repairs that are reported to us will be allocated a priority depending on the nature and severity of the problem.

We have four priority categories of repair and we have published timescales for each

- **Emergency Repairs - make safe or complete within 24 hours**
- **Urgent Repairs - within 7 days**
- **Non Urgent Repairs - within 21 days**
- **Necessary Repairs - within 6 months**

To give you an appreciation of the repair categories, examples have been given in the following sections, this is not an exhaustive list of all possible repairs, and may change.

Some request for repairs will require a visit by the Maintenance Officer. This is to evaluate the extent of the repair required, or if other improvement or alteration works would be more appropriate.

Some examples where an inspection may be needed by a Maintenance Officer are:

- dampness and condensation
- structural defects
- repetitive repairs
- condition of kitchen, bathroom and windows
- extensive repairs to fencing, paths or external walls
- tenant dissatisfaction and complaints
- inspect damage after severe water leak or fire

Emergency Repairs - make safe or complete within 24 hours

When possible repairs will be undertaken to resolve the emergency, or we will undertake temporary repairs “make safe” and then arrangements made to complete the repairs at another time.

Examples of some Emergency repairs are:

Heating System

- Complete failure of heating in cold weather normally between 1st October and 1st May
- Complete failure of heating for tenant or a family member who is elderly, has a disability car or chronic sickness, or has a child under age 5 between 1st May and 1st October
- If repair cannot be undertaken the Association will offer to supply temporary electric heaters
- Complete loss of hot water facilities where the tenant or family member’s health necessitates regular bathing

Plumbing

- Serious water leak
- Gas leak
- Smell of fumes
- Toilet unusable/blocked (if property only has one toilet)
- Leak from water or heating pipe, tank or cistern
- Defective toilet flush (if property only has one toilet)

Electrical

- Complete failure of lighting
- Serious electrical defect
- Unsafe power socket, light switch or electrical fitting
- Fire alarms set off in flats
- Complete failure of communal lighting
- Defective smoke or carbon monoxide detector

Building

- Locks broken - affecting security/safety
- Blocked or leaking foul drain or pipe/overflowing sewer
- Dangerous manhole cover
- Serious leaking roof or other major structural failures
- Roof tile/slate/chimney pot slipped and in a dangerous position
- Dangerous walls and fences due to storm collapse
- Removal of vermin (rats and mice) from inside your home
- The need to secure the home following an incident of harassment, fire, domestic violence, anti-social behaviour, police activity
- Broken glass in doors, windows, involving making safe and board up

This priority also includes Emergency repairs raised outside normal office hours by our On-Call Officer. Again these often involve “making safe” and then arrangements made to allow completion of the repairs during normal working hours. For example:

- turning off/isolating water supply to deal with a water leak
- turning off/isolating water supply to deal with a defective toilet flush
- boarding up windows or doors when glass is broken
- offer to provide temporary heaters when heating systems not working



Urgent Repairs - within 7 days

Examples of some Urgent repairs are:

Heating System

- Complete failure of heating between 1st May and 1st October
- Partial failure of heating system
- Complete loss of hot water facilities

Plumbing

- Blocked basin, sink or bath (could be subject to a charge)
- Repair of defective shower if no bath provision
- Unable to turn water tap
- Minor water leak in the property
- Defective toilet flush if other working toilet available in property
- Leaking overflow from toilet, cistern or tanks
- Dripping taps (requiring new washer)

Electrical

- Partial failure of lighting and electrical power (not as a result of failure of supply)
- Faulty bulb holders
- Broken pull-cords fitting to light or electric shower
- Replacing tubes to strip light fitting
- Repair of external lighting between 1st October and 1st May
- Door entry system defect
- Defective communal Terrestrial or Sky aerials

Building

- Replace fallen ridge tiles
- Loose or detached banisters or handrail to stairs
- Door or window handle needs attention
- Tile repairs to wet areas above bath or shower, causing leak
- Removal of vermin (rats and mice) from roof space
- Removal of wasps or bee nests, rat infestation from the structure or roof space
- Repair to footpath to remove tripping hazard (may require further works)

Necessary Repairs - within 6 months

Examples of some Necessary repairs are:

Electrical

- Repair of doorbell (or remove and fit door knocker)

Building

- Replacing sealed glazing units in windows
- Replacing bath panel
- Minor plastering work or filling cracks
- New meter doors
- Boiler boxing
- Prune or cut down trees
- Repair squeaking floor boards
- Minor repair to fencing
- Request for additional wall tiles
- Repair rotten fascia board
- New flap/cover to boiler

Who will carry out the repair work to my home?

Dependant on the location for general repairs, plumbing and electrical repairs the Association uses our internal workforce or local firms from its approved contractor panel. For specialist repairs, such as lifts and complex heating systems, the contractors may come from further afield.

In accepting work from the Association, we insist that contractors, as do our internal labour force, agree to a code of conduct that promises to carry out the work with as little disruption as is possible to you.

- They are required to introduce themselves to you when they call and if they have not met you before, offer to show you proof of their identity.
- They should explain the purpose of their visit and what work they are to carry out. If they do not show their card, or you are concerned who they may be, ask them to wait outside while you ring the Association's Customer Services Team for confirmation.
- They should be professional and courteous at all times.
- They should have respect for your home and your possessions, and take care not to damage them. If anything needs moving to access the work, they should ask you first.
- They should respect and work around any health problems or other limitations that you or a member of your family may have.
- They should not smoke in your house, or use your telephone, water or electricity without permission
- They should use dust sheets if working inside, and protect furniture and ornaments as necessary to avoid damage.
- Tools and equipment should not be left around such as to be a hazard.
- They should clean up before leaving the property, and move things back to how they found them.

Whilst the Association encourages a one visit approach to repairing our homes, it may not always be practical to complete the repair on the initial visit because replacement parts may need to be ordered. Also, factors outside our control such as severe weather conditions may on occasion affect how quickly the repair can be done. In such instances you have our assurance that we will keep you advised, and press to get the work done as quickly as possible.

Planned maintenance and improvements

As well as repairing our homes, we undertake a programme of planned maintenance ranging from external painting to replacing elements such as windows, kitchens, bathrooms and heating systems. The work is based on the condition and age of the components and available resources.

When we are planning to carry out improvements to your home, we will notify you in advance of the likely timetable in order that you have sufficient time to plan around the event. The actual timing will then be firmed up with your agreement, either by ourselves or by our leading contractor for the work.

In the case of kitchens and bathrooms, we will also consult you on the design and finish of the replaced component, within set criteria and depending on the nature and location of your home and surrounding dwellings, there may be a choice of colour for external doors and windows.

When do I require permission to undertake improvements or alterations?

This section only applies to those tenants where their tenancy agreement allows some tenant alterations with permission from Grŵp Cynefin.

These type or works have been placed into several categories.

Category 1: Those not requiring permission but tenants are welcome to check with us before they proceed

Category 2: Those which will normally be given permission unless, in the opinion of the landlord, there are valid reasons for refusal

Category 3: Those which will not be granted permission under any circumstances

For further advice and guidance please contact us.

Tenant feedback about repairs and improvements

We are committed to improving services wherever possible and to involving tenants in that process.

We kindly request that you complete and return the satisfaction cards you receive following any maintenance work on your home.

Obtaining this feedback will help us monitor and assess our performance and improve the effectiveness of our service by resolving problems at the earliest opportunity.

