

your own policy. We have arranged cheap household insurance, details are available from the Contact Centre on 0800 040 7989.

THE RIGHT TO REPAIR

When you report an emergency repair you will be told when the work will be carried out by the contractor. If the work is not started by that date you should contact us again. We will then set a new date for the work to be completed. If the new date is not met then you may be able to claim compensation. This is a set amount and the Contact Centre will tell you how much you could claim. You cannot claim compensation if you do not allow our contractors in to carry out a repair, or if you do not keep an appointment.

HOUSEHOLD PESTS

We are responsible for the treatment of pest such as rats, mice and cockroaches where more than one property is affected. It is your responsibility to treat infestations, for example moths, ants and carpet beetles.

Repairs and maintenance

HOW TO REPORT A REPAIR BY PHONE

The best and easiest way to report a repair is to telephone the Contact Centre. You should use the 24 hour free phone telephone number which is: REPAIRS HOTLINE 0800 783 7903

YOU WILL NEED TO TELL US:

- Your name and address
- A telephone contact number (this can be a work, home or mobile number)
- The times when someone will be at home to let us in to inspect or fix the problem
- Details about the repair needed and how any damage happened
- Is it something that was fitted by us
- Details of any special requirements that you or a member of your household has which we need to be aware of before we carry out the repair (e.g. any disabilities)
- If you would like an appointment
- If you have already reported the same repair before

Most repairs will be carried out by appointment between 8.00am and 6.00pm Monday to Friday. However some appointments will be available on one evening per week as well as Saturday mornings.

HOW TO REPORT A REPAIR ON-LINE

You can email your repair requests and when doing so please provide the details listed on the front page.

You will receive an email confirming an appointment for you within 48 hours. Outside normal office hours, your request will be dealt with first thing during the next working day.

Email: repairs@originhousing.org.uk

EMERGENCY REPAIRS

An emergency repair is any repair needed where the property or people are at risk. We provide a 24 hour service to cover emergency repairs only.

If your call is made out of normal working hours and is not considered an emergency, your request will be reported to the contractor during normal working hours the following day.

REPAIRS HOTLINE 0800 783 7903 (24 Hrs) - appointments can be made.



If you have agreed to an appointment time, then we expect you to be at home to let the contractor in to carry out the work. If you cannot keep the appointment, please get in touch with the Contact Centre so that we can rearrange the visit and give your appointment time to someone else.

Shortly after logging the repair request, a text message reminder will be sent to the contact telephone number provided. A further message will be sent the day before the appointment is due.

If we are unable to gain access, we will not be able to do the repair until you get in touch with us and arrange a new time.

WE ARE RESPONSIBLE FOR THE FOLLOWING REPAIRS

We will carry out the following repairs as stated in the tenancy agreement and repairs policy.

INTERIOR OF YOUR HOME

We are responsible for internal repairs to the following due to natural wear and tear but not through misuse:

- walls and plasterwork;
- skirting boards;
- floors and ceilings;
- doors, fittings and door frames.

EXTERIOR OF YOUR HOME

- drains, gutters and outside walls;
- roofs and chimneys;
- doors and windows, paths and steps.

SYSTEMS PROVIDING GAS, ELECTRICITY AND WATER IN YOUR HOME

These include:

- water heaters, fitted fires and central heating systems;

- electrical wires, sockets and switches;
- internal pipes, baths, sinks, basins, toilets and showers;
- other appliances, which we own, and put in (such as communal television aerials).

COMMUNAL AREAS AND FACILITIES

These include:

- shared entrances, halls, stairs and passages;
- playgrounds, parking areas and any other outside shared areas;
- lifts, rubbish chutes and entryphone systems;
- painting the inside and outside of shared areas.

YOU ARE RESPONSIBLE FOR THE FOLLOWING REPAIRS

The tenancy agreements state which repairs are tenants' responsibility to carry out. They include:

- internal painting and decorating;
- damage by member of household or visitor;
- replacing lost keys and damaged locks;
- fitting additional door furniture or security locks;
- replacing WC seats;
- blocked sinks, baths and toilets;
- replacing plugs and chains to sinks, baths and basins;
- broken window glass unless a crime number is obtained following police involvement;
- fitting draught excluders;

- replacing electric light bulbs, tubes, starters, plugs and fuses;
- replacing air filters including those in cooker hoods;
- replacing batteries for smoke detectors;
- repairing minor cracks and holes in plaster;
- sweeping flues and chimneys;
- setting heating controls and relighting boilers;
- maintaining private gardens and fences;
- clearing rubbish from private balconies and gardens;
- treating general household pests.

GETTING THE WORK DONE

Most repairs are carried out by our appointed contractors and in some cases, very minor works can be carried out under the Caretaker Plus scheme. All contractors working for us will show you an identity card. Always ask to see this card before letting any contractor or staff member into your home. If they can't show you a card, or you have any other reason to be suspicious, please don't let them in, and telephone the Contact Centre immediately.

IF IN DOUBT - KEEP THEM OUT!

Any contractor doing work for us will treat you and your home with courtesy and respect. They will try to work creating as little mess and disruption as possible. They will clear up when they have finished and remove any rubbish or materials that day.

THE CONTRACTOR WILL TELL YOU:

- what work they have come to do;
- which rooms they will need to work in;
- roughly how long the work will take;
- whether your gas, electricity or water will need to be turned off and for roughly how long.

CAN CONTRACTORS CARRY OUT EXTRA REPAIRS?

The contractor can generally only do the work that has been ordered. In some cases they can do some small repairs. There are strict limits to how much extra work that can be done, but this can include:

- extra repairs that will not take longer than one hour to complete;
- repairs that the contractor already has the materials to complete;
- work that the contractor is skilled to do (we would not expect a plumber to carry out electrical work).

WHAT HAPPENS IF THE JOB ISN'T FINISHED ON THE FIRST VISIT?

We aim to do the repair in one visit, but this is not always possible if different tradespeople are needed to complete the repair, the contractor will arrange this for you. They will agree with you when they will visit and you will be given a contact number in case you need to rearrange any new appointments. If you have given us a contact number, the contractors will have this so they can let you know about any arrangements to finish the work.

If you are unhappy with a repair carried out to your home, please speak to the Contact Centre staff immediately

DAMAGE TO YOUR HOME AND REPAIRS THAT YOU WILL NEED TO PAY FOR

We are not responsible for repairs that are needed following damage that you, your family, friends or visitors cause to your home. We are not responsible for damage caused by a third party for example; damage to ceilings from flooding washing machines. You should have contents insurance to cover these types of accidents. If you would like to know about home contents insurance please ask one of our Contact Centre Advisors for more information.

If a repair is 'rechargeable', you may be asked to get the repair carried out yourself or pay for us to repair the damage. If you decide to carry out the repair yourself, you will be expected to repair the damage at your own cost, to our satisfaction and within a reasonable time frame.

EXAMPLES OF RECHARGEABLE WORK INCLUDE, BUT ARE NOT LIMITED TO:

- blocked sinks;
- blocked toilets;
- broken doors;
- broken windows;
- floods from washing machines;
- lost keys;
- deliberate damage or neglect caused by lifestyle.

If the work is not carried out to our standards, we may fix the repair and charge you for the cost of doing it.

If the damage is caused by vandalism we will make your home safe but will not do any further repairs unless you have a police crime report number.

If the damage is caused by you and you leave the property without fixing the damage, we will charge you for any damage that is not fair wear-and-tear.

In all cases of rechargeable repair, you will receive an invoice for the cost of the repair. In addition to this cost, you will be charged an administration fee and VAT.

You may not have to pay if any of the following apply:

- if the damage was caused by an accident which no reasonable degree of care could have prevented.
- if the repair is due to vandalism or deliberate damage caused by a third party and where the damage has been reported to the police.

If you wish to appeal against the recharge, you should write to the Responsive Repairs Manager, explaining why you think the cost of the repair should not be recharged to you and you will receive a response within 10 working days.

GAS APPLIANCE SERVICING

It is required by law that we must service your gas appliances annually and need your co-operation for access to your home for this important visit. If we do not get access we will need to go to court to obtain a Court Order allowing us into your home. If gas appliances are not serviced you could lose your home.

INSURANCE

It is very important that you have household contents insurance. We cannot claim on our insurance policy for damage to your possessions unless we have been negligent. Damage through flooding from another property, or a blocked drain for example will not be paid by us and should be claimed on