



Your council working for you

Tenants' handbook Booklet 5

repairs to your home

January 2011



South Kesteven District Council
STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS



Repairs

Sometimes things in your home will be broken or wear out. To make sure that your property is looked after to a good standard, we both have a responsibility to carry out repairs.

If you need a repair to your property, first check whether the repair is something we will do for you, or if you need to do it yourself.

You should report repairs that we will repair as soon as possible to us to prevent further damage to your home.

We aim to fix your home to an acceptable standard in a reasonable period of time.



How to report a repair

There are a number of ways you can report a repair:

By phone – Call our repairs phone line on 01476 406170
Emergency contact number - 01476 590044 out of hours

Via our website

www.southkesteven.gov.uk

By email

repairs@southkesteven.gov.uk

In person at your local council offices:

Grantham – St Peter’s Hill
Stamford – 1 Maiden Lane
The Deepings – 89 High Street,
Market Deeping
Bourne – Town Hall, North Street

See Booklet 11 for details of office opening times.

By letter – Write to Property and Facilities-Repairs, South Kesteven District Council, St Peter’s Hill, Grantham, Lincolnshire, NG31 6PZ.

We will ask for:

- Your name and address
- Your phone number

- Times when someone will be at home – we will not enter the property unless someone is there.

We will also need as much information as possible regarding the repair, such as:

- Which items need repairing or replacing?
- What is the location of the problem?
- Where is it – which room (inside) or whereabouts (outside)?
- What is the problem – is it loose, stiff, leaking or broken?
- What is causing the problem?
- How did it happen?
- Have you been able to prevent it from getting worse?
- Is the problem from one of your own appliances?
- If it is an electrical problem, have you checked the fuses and trip switch?
- Can you describe the item?
- What is it made of?
- How big is the problem? – for example, whole or part of the room or one wall

- Is it causing any other problems or damage?

How we deal with your repair request

- When you report a repair to us, we will make an appointment with you for the repair to be mended
- We will aim to undertake the repair at our first visit. If this cannot be done another appointment will be made and wherever possible the same repair person will return to complete the job.

When making an appointment we will always consider your individual needs and personal circumstances. Additional assistance will be given if required.

Repairs are treated in the following ways:

- Emergency repairs will be dealt with within 24 hours depending on the situation
- Non urgent repairs – an appointment will be made with you.

We monitor our performance – how quickly we fix your repair, by the time it takes in days from

when you first tell us about the repair, until it is completed. For our latest performance ask the person taking your call.

If we cannot identify the repair over the phone, we will arrange for someone to visit you to assess the job. They will either repair it there and then or make an appointment with you to repair it at another time.

All repairs are considered for health and safety implications.

During winter(31st October - 1st May), a heating or hot water supply breakdown should be dealt within one working day. During summer, (2nd May - 30th October), it will be dealt within three working days.

What we expect you to do

Once an appointment has been made we expect you to:

- Be in when we call. Let us know if you need to cancel the appointment and make another
- Remove personal items, furnishings, to allow access to the repair before we arrive.

Appointments are not usually needed for non-urgent external

repairs such as brickwork and guttering. Any locked gates need to be left open for access. If you don't allow us to enter the property and as a result the unattended repair work causes damage to your home or another property, you will be charged the cost of repairing the damage.

Emergency repairs (outside normal working hours)

Our emergency repair service deals with repairs outside normal working hours, for example:

- total failure of electrical power and lights to just your home having checked your neighbours are not affected
- serious water leaks (not waste

or gutter pipes)

- insecure properties
- blocked toilet, where the property has only one toilet.

The emergency repairs service team only deals with jobs that cannot safely be left until normal working hours. They may only make safe or undertake temporary repairs, in which case permanent repairs will be completed as soon as possible during normal working hours.

Emergency repairs in normal working hours

Typical jobs include:

- Some electrical repairs



- no heating or hot water during winter
- toilet blocked where the property has only one toilet
- insecure properties.

Gas leaks

If you smell gas inside or outside your home you should immediately phone Transco on 0800 111 999 at any time, day or night.

Gas boilers and fires

For the repair of all gas boilers and fires supplied by us, please contact us on 01476 406170 during normal working hours and select the 'gas repairs' option, or call 01476 590044 out of hours.

Gas safety checks

Faulty gas appliances can give off poisonous carbon monoxide fumes that cannot be seen or smelt but **can kill**. We have a legal duty to make sure that all our appliances are checked every year by qualified gas servicing engineers.

Our contractors will get in touch with you to arrange an appointment for these checks to be done. If the appointment is inconvenient, please call the number provided to rearrange it.

You must allow our contractors into your home to undertake gas safety checks. It is a condition of your tenancy, and if you do not,



we will start legal proceedings to gain entry to your home.

Security – letting people into your home

All our employees carry identity cards that include a photograph. People who work on our behalf will have identity cards. You are advised to ask to see their identity card before allowing them into your home. If you have any doubts do not let the caller in – make sure they are genuine by contacting us on 01476 406170 or 01476 590044 out of office hours.

Tenants' Right to Repair

Certain emergency or urgent repairs qualify for compensation under our Right to Repair Scheme.

If a repair has not been carried out within the agreed timescale, please let us know. We will arrange another appointment date. If repair is still not completed, and neither of these failures has been due to you not allowing us to enter your home, you will be eligible for compensation of £10 plus a further £2 per day up to a maximum of £50.

Vandalism and neglect

We are not responsible for any repair or replacement resulting from an act of vandalism or neglect by you. If damage by vandals has been reported to the police, we will normally only accept responsibility for the repairs if we have been given the police crime number.

If you do not want to report vandalism or any other crime directly to the police, call Crimestoppers on freephone 0800 555111 or our Neighbourhood Services team on 01476 406080.

Taking care of your home

The following information includes easy measures which you can take to improve the comfort and safety in your home for you and your family.

Fire Safety

All of our properties should be fitted with smoke alarms. Please contact us if you do not have a smoke alarm, or are unsure of how to check it is working.

You can reduce the risk of fire by:

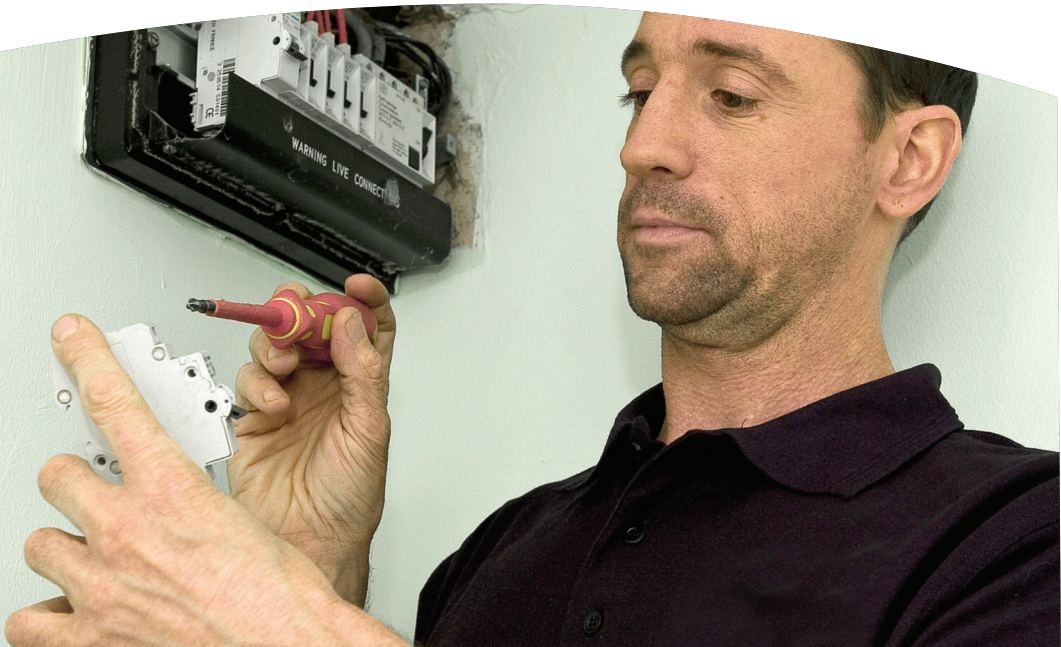
- Never leaving cigarettes burning

- Never leaving a chip pan unattended
- Regularly checking electrical fittings and flexes for signs of wear and tear
- Not leaving anything lying around that children could use to start a fire.

Water Supply

Serious damage can happen if water freezes in pipes or cisterns and causes pipes to burst. To prevent this from happening you can take the following precautions:

- Check that all water pipes and tanks in the loft or outside are lagged



- Keep your home as warm as possible
- Turn off the water stop tap if you go away during the winter and drain the water from the system. Your stop tap is usually located underneath your kitchen sink.

Condensation

Condensation happens when moist air comes into contact with a cool surface making it wet and creating the conditions where mould may grow. To reduce the likelihood of condensation you can:

- Keep your home warm most of the time
- Improve ventilation by opening windows slightly and not covering air bricks
- Dry clothes outside if possible
- Keep lids on saucepans when cooking
- Keep kitchen and bathroom doors shut when cooking, washing and bathing
- Wipe down window ledges to prevent rot in the sills
- Using an extractor fan.

Who should carry out repairs?

Whose responsibility is it?	South Kesteven District Council	Tenant
OUTSIDE YOUR HOME.		
Foundations and structure.	●	
Roofs.		
Roof structure, chimney, fascia, soffit and barge boards.	●	
Guttering and rain water pipes.	●	
External walls.		
External walls and rendering.	●	
Windows.		
Window frames, external sills.	●	
Glazing.	●	
Window catches and handles.	●	
Window vents.	●	
Doors.		
Outside doors and frames.	●	
Repair faulty outside door locks and hinges.	●	
Door entry systems.	●	
Door numbers and letter plates.*	●	
Replacement or additional door keys.		●
Replacement or additional door entry keys.		●
Suited locks - must be fitted by us (there may be a charge)	●	
Pipes and drains.		
Soil and vent pipes.	●	
Drains, gully surrounds and gully grids.	●	

*Please note we will only repair fixtures and fittings that have been fitted by the council

† We will repair if due to personal circumstances the tenant requires assistance.

Whose responsibility is it?	South Kesteven District Council	Tenant
Gardens and boundaries.		
Communal gardens.	●	
Gardens, cut lawns, trim hedges, shrubs and trees.		●
Gates, including ironmongery.*	●	
Paths, steps and other means of access if owned by South Kesteven District Council.	●	
Patios and decking areas		●
Washing lines and posts. †		●
Communal washing lines and posts.	●	
Dustbins and household rubbish.		●
Garages and outbuildings.		
Garages and outbuildings if owned by South Kesteven District Council.	●	
Gaining entry.		
Gaining entry after loss of keys, (can be rechargeable)		●
Change of locks †		●
Fencing.		
Fencing replaced or repaired only where we have assessed this as a health and safety risk.		●
Communal areas.		
Communal areas, such as lifts, entrance halls, stairs, passageways.	●	

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Whose responsibility is it?	South Kesteven District Council	Tenant
TV / radio aerials.		
Television and radio aerials (unless part of a service you receive)		●
External painting.		
External painting to walls, fascias and shared areas.	●	
INSIDE YOUR HOME.		
Doors.		
Internal doors and door handles.*	●	
Walls and ceilings.		
Plaster work of walls and ceilings and air vents	●	
Floors.		
Floor coverings, including carpets and vinyls.		●
Concrete and timber floors, thermoplastic floor tiles.	●	
Staircase.		
Staircase, handrails, spindles.	●	
Bathroom.		
Bath panels *	●	
Airing cupboard door frames and shelving.	●	
Internal pipe boxings *	●	
Wall tiling *	●	
Kitchen.		
Wall tiling *	●	

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Whose responsibility is it?	South Kesteven District Council	Tenant
Kitchen cupboards. *	●	
Cupboard drawers. *	●	
Cupboard door catches, handles and drawer handles. *	●	
Worktops. *	●	
Electrical.		
Electrical wiring, sockets and light fittings.	●	
Wired in smoke alarms.	●	
Battery operated smoke alarms †		●
Electrical consumer unit (fuse box)	●	
Electric storage heaters *	●	
Electric meter and supply of electricity (Tenant and Utility Company)		●
Immersion heater.	●	
Disconnection and reconnection of cookers.		●
Extractor fans *	●	
Lightbulbs and florescent tubes †		●
Plumbing.		
Water service pipes, overflow pipes and water tanks.	●	
Maintenance of supply pipes and waste for washing machines.	●	
Plumbing in for washing machines (water supply and waste)		●
Taps and stop taps *	●	
Shower trays *	●	
Electric shower units *	●	
Toilet flushing systems.	●	
Toilet seats †		●
Plugs and chains. †		●
Baths, wash hand basins and toilets *	●	

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Whose responsibility is it?	South Kesteven District Council	Tenant
Seals around the bath and sink units.	●	
Bleeding of radiators. †		●
Kitchen sinks *	●	
Gas.		
Gas pipe work.	●	
Supply of gas and gas meter (tenant and Utility Company)		●
Gas fires *	●	
Radiators, valve, time clocks and thermostats.	●	
Disconnection and reconnection of cookers.		●
Gas central heating systems.	●	
General.		
Cleaning and decorating.		●
Home security.		
Extra door and window locks *	●	
Security chains and spy holes *	●	
Home insulation.		
Cavity wall insulation *	●	
Draught proofing to external doors *	●	
Hot water cylinder jackets.	●	
Deliberate Damage.		
Any deliberate damage is the responsibility of the tenant this includes family, visitors and pets, and is rechargeable.		●
Infestations.		
Any infestation to the property, including fleas, rats, bees, wasps, mice etc.		●

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Alternative formats and languages

To ensure all residents of South Kesteven have access to our information material, our information is available in the following languages and formats:

Large print, Braille, audio tape, audio CD or computer disc

This information can be made available in large print, Braille, on audio tape, audio CD or computer disc. If you, or someone you know, might benefit from this service, please contact us.

繁體中文 / Cantonese

本資料有繁體中文版，若你本人或你認識的甚麼人會受益於此版本，敬請聯絡我們。

Česky / Czech

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohl využít tohoto servisu, obraťte se prosím na nás.

Magyar / Hungarian

Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer igényt tart erre a szolgáltatásra, kérem, keressen fel minket.

Latviski / Latvian

Šo informāciju var iegūt arī latviešu valodā. Ja Jums vai kādai no Jūsu paziņai šādi pakalpojumi nāktu par labu, lūdzu kontaktējiet mūs.

Lietuviškai / Lithuanian

Šią informaciją galite gauti lietuvių kalba. Prašome kreiptis į mus, jei jums arba jūsų pažįstamiems ši paslauga galėtų būti naudinga.

Polski / Polish

Informacja ta może być dostępna w języku polskim. Jeżeli Państwo albo ktoś kogo Państwo znają, może z tej usługi skorzystać, proszę nas kontaktować.

Português / Portuguese

Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contacte-nos.

Русский / Russian

Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые считаете такую услугу необходимой, пожалуйста, свяжитесь с нами.



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