

REPORTING A REPAIR

Call us on **0800 3581401** - this is a freephone number, and is available 24 hours a day. Outside of office hours (9am - 5pm), please report **emergencies only** on this number. See below for types of emergency repairs.

For non-emergency repairs, you can also write to us at Blain House, Bridge Lane, Penrith, Cumbria CA11 8QU. Please describe the repair needed as clearly as possible, and give us some access details, including a contact telephone number if you can. Or you can e-mail us, giving the same details as above, on **enquiry@edenha.org.uk**. You can also report a repair in person, by calling in at reception during office hours, or to any of our Officers visiting your estate or locality.

All repair requests will be acknowledged by post, and you will receive a form asking you to make your comments on the work done. Please return these forms in the pre-paid envelopes provided, as your comments help us to monitor the service provided by both ourselves, and our contractors.

EMERGENCY REPAIRS

Emergency repairs are defined by the Association as the following:

- *Any fault which could lead to death or injury of occupants, visitors or public*
- *Any fault which could seriously endanger the health of occupants, visitors or public*
- *Any fault which could cause extensive damage to our property or your belongings*
- *Any fault which could cause serious inconvenience to you and/or your household or other residents*

Examples of emergency repairs:

- *Collapsed floors or ceilings*
- *Blocked WC (when only one in the property)*
- *Total loss of heating (winter months)*
- *Total loss of electric power (not caused by utility services)*
- *Renewal of lock when door cannot be secured*
- *Burst pipes or tanks (but not weeping/leaking pipes or dripping taps)*
- *Blocked drains where effluent is overflowing within the property*

Emergency works will normally be restricted to the immediate rectification of the fault ('make safe'), or protection of the residents and/or the dwelling, unless the defect can most efficiently be rectified at that time. The current response time for emergency repairs is attendance within 2 hours of you telephoning us, 24 hours a day.

Outside office hours, you will be able to telephone emergency repair requests directly to our standby service, which will respond appropriately as stated above. Any further work will be ordered and carried out within the appropriate timescales.

You may be recharged when an emergency repair request is made which is clearly not an emergency.

PRIORITY OF REPAIRS

You will appreciate that some repairs are more urgent than others, and for that reason we operate a priority rating system. You will be informed of the priority rating given to your repair when it is reported, and in the receipt we send to you.

Repair requests other than emergencies will be prioritised as either Urgent or Routine, or be programmed as future planned repairs. Current response times,

and examples of repair categories are set out below. **When prioritising repairs, account will be taken of the vulnerability of the household and in appropriate circumstances a higher priority may be given.**

A pre-inspection of the repair may be carried out by a Property Officer, in cases where the extent and nature of the work is large, complex, or it is not clear from your request. We aim to have all such pre-inspections undertaken within 7 calendar days. The priority given to the repair will then incorporate the time taken to carry out the inspection. On receipt of an order, the contractor is expected to complete the order within the response time stated, unless a revised period is agreed with you if it becomes apparent that the work cannot be completed with the period.

CATEGORY OF REPAIR	RESPONSE TIME	EXAMPLE
Urgent	Completion within 7 calendar days	Heavily leaking overflow, leaking WC, faulty locks (where property can be secured)
Routine	Completion within 21 calendar days	Glazing, leaking taps, repairs to doors and windows
Planned	Completion within agreed period, not more than 52 weeks	Fencing, ramps

We will review these targets from time to time, in the light of performance and views expressed by you and other tenants.

A proportion of completed repairs will be inspected to ensure the work has been carried out within the time and to a satisfactory standard.

THE RIGHT TO REPAIR

If you have reported an urgent repair to us and the repair is not carried out within the target time stated on the repair receipt sent to you, you can request the use of a second contractor to carry out the repair.

For further details on this, please see Section 2.

RECHARGEABLE REPAIRS

We are not responsible for repairs which are your responsibility. In addition, we are not responsible for repairs when the damage is caused by you, any member of your household or any visitor to your home.

If you request us to do a repair which is either your responsibility or has been caused by wilful damage or negligence, you will be informed of this at the time of reporting. You can organise for any such work to be done yourself, although this must be to our standards. Advice on this can be obtained from our offices.

If you wish us to carry out the work, you will be given a fixed price to pay (based on contractor charges plus VAT and administration). A list of current charges for the most common rechargeable repairs is available from our offices. Once the work has been completed, an invoice will be sent to you and you must arrange full payment or payment by instalments.

Remember that when you leave your home, someone else will move in. You are responsible for ensuring that all your personal belongings, furniture and any rubbish are removed before you leave. If you fail to leave the property and all the Association's fixtures and fittings clean and in a good and lettable condition, you will be recharged the costs of decorating, cleaning, clearance and any works done to rectify damage. Don't forget to clear outhouses, sheds and loft spaces as well.

If any damage is caused by vandalism or burglary, you should always get an incident number from the Police. We will not recharge you if you can provide us with this number.

PEST CONTROL

We are not responsible for pest control in or around your home. You can find various firms in the Yellow Pages who will come and treat the pests, for a charge. You may also contact your local Environmental Health department for advice.

WHO IS RESPONSIBLE?

EDEN HOUSING ASSOCIATION	YOU
Non-adopted drains, rainwater gutters, pipework and gullies	
External fabric of dwellings, including roofs, walls, doors and windows	Cracked/broken glass to doors and windows caused by negligence, misuse or wilful damage
Chimneys, chimney stacks and flues	Surface defects and minor cracks in plasterwork
Garages within the curtilage	Items such as furniture, electrical appliances or garden sheds accepted as part of a mutual exchange
Footpaths, steps, ramps and handrails within the curtilage where they form the principal means of access to property	Footpaths, steps, ramps and handrails within the curtilage where they do not form the principal means of access
Boundary walls, fences and gates, and party fences	Where a party fence bounds property not owned by the Association, we will usually only contribute 50% of the cost
External painting	All internal decoration
Sanitary ware and fittings	Plugs and chains for sinks, wash basins and baths. Toilet chains and pulls
Solid fuel bunker where solid fuel is principal means of heating and outhouses	Damage to fire bars, ash pans, fire stool and frets, enclosed solid fuel fire glass and grates caused by negligence, misuse or wilful damage or incorrect use of fuel
Trees and large shrubs within curtilage of dwelling	Maintenance of gardens in a tidy and weed free condition, and to maintain the good visual amenities of the neighbourhood

WHO IS RESPONSIBLE?

EDEN HOUSING ASSOCIATION	YOU
Installations for the supply of water, electricity and gas (where available) and sanitation	Light bulbs, fluorescent tubes and starters, and provision of electric plugs for your own equipment, including fuses
Electrical fittings and wiring	Telephone, television and radio aerials, satellite dishes and cable installations, including associated wiring and fittings, unless provided by us
Fitted water and space heating appliances including open fires	Your own electrical, gas and water fittings
Kitchen units and sinks where provided or adopted by us	Regular testing of battery operated smoke alarms and replacing batteries
Internal joinery items, fixtures and fittings provided or adopted by us	Infestation by insects or vermin
Showers where provided or adopted by us	Regular cleaning of shower heads to prevent build up of residue

In addition, you are responsible for any work necessary because of the fault, neglect or misuse by you or your household, or where equipment or alterations were fitted or carried out by you (or under your discretion).

You are responsible for reporting repairs as soon as they become apparent. You are also responsible to be present for any internal repair appointment in order to give the contractor access, or to make suitable arrangements with the

contractor for access, or give at least one working days notice to the contractor to make an alternative appointment.

You must also make reasonable steps to prevent frost damage (see Section 3).

ANNUAL SERVICING

The Association has a legal responsibility to carry out a gas safety check in your home every twelve months. It is a criminal offence if we fail to carry this check out. This important check is carried out to make sure that the appliances we provide in your home are working correctly and are safe.

When your gas fire or boiler needs checking, our CORGI registered contractors will contact you and arrange to visit and carry out this work, which is free. If you are not at home, they will leave a card asking you to contact them to make a further appointment. It is very important that you telephone immediately, even if you think a gas safety check has recently been completed.

Most tenants co-operate with us and the gas safety check is carried out quickly and efficiently. However, there are a small number who do not allow us access into their homes to carry out this work. If you do not respond to our requests to carry out the annual gas safety check, we will have no option but to apply to the courts to grant us access to carry out the check. This will be an unnecessary convenience for both you and the

Association, and you may have to pay the court costs. We also carry out annual safety checks to solid fuel and oil fired appliances. As above, if you do not respond to our requests for access, we will have no option but to apply to the courts.

Your safety is our main priority, please respond promptly to any calling cards or letters from us, our servicing contractors or our solicitors.

Note: dependent on the type of solid fuel being burnt, you may have to carry out additional flue cleaning. Eden Housing Association will not be responsible for any costs following failure to do this.

SAFETY IN THE HOME

Fire precautions

- *Check your battery operated smoke alarms once a month, and replace the battery if necessary*
- *Have a fire plan - know how to escape safely*
- *Don't drink alcohol and fry - never leave chip pans unattended*
- *Put out all cigarettes safely - don't throw them into bins*
- *In the event of fire -*
GET OUT, CALL THE FIRE BRIGADE AND STAY OUT

If you smell gas

- *Open doors and windows*
- *Turn the gas off at the meter*
- *Don't smoke or use naked flames*
- *Don't use electrical switches*
- *Call TRANSCO on **0800 111999***
- *Call us as soon as you can afterwards*
- **DO NOT BLOCK UP OR CLOSE VENTS**

Electrical Safety

- *Unplug appliances when you are not using them*
- *Do not overload sockets – only use one appliance at a time in each socket*
- *Make sure you use the correct size fuse in plugs*
- *If electrics are affected by water leakage **DO NOT TOUCH** and turn electricity supply at the consumer unit main switch and contact us immediately*

Who's at the door?

All Association staff and contractors carry photo-identity cards. For your own safety and security, ALWAYS ask to see ID cards before allowing anyone into your home, and check them carefully. Association staff should always show their ID without being asked.

NO ID - NO ENTRY