

About... our repairs service

## Who are we?

Friendship Care and Housing help people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in. Our repairs service helps you keep your home in good condition. This leaflet tells you all about our repairs service.

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить информацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زامانكى ئۇ پان ھەر شىۋىزىكى ئۇ ، تىكايە پەيۋەندىيىمان بىۋە بىكە

बिने सौ ठेर बाबा नां दूध सरी बिरपा करवे साठे नास सपुख करे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তথ্যের জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

كسى دىگر زبان يا شكل كى ليىے برائے مهربانى ہم سے راپطه كيجيے

Repairs Hotline: 0800 279 2101

e-mail: [repairs@fch.org.uk](mailto:repairs@fch.org.uk)

[www.fch.org.uk](http://www.fch.org.uk)

**Loughborough Office**

63a Leicester Road, Loughborough LE11 2AG

Minicom: 01509 239807

**Birmingham Office**

17 Braithwaite Road, Birmingham B11 1LB

Minicom: 0121 753 1565



About... our repairs service

Friendship Care and Housing offer a repairs service to all tenants to make sure you live in a decent home that is safe and secure. This leaflet tells you all about the different types of repairs that we can do and the repairs that are your responsibility.

## Emergency Repairs

### Attendance within 24 hours

If there is an immediate risk to safety, security or health, emergency staff will make your home safe. We will then arrange a time during normal working hours to complete the repair, if necessary. You must allow our staff or contractors into your home immediately to do emergency repairs or maintenance.

## Plumbing

- ▲ Severe leaks that are causing damage to the building and cannot be contained.
- ▲ Total failure of heating or hot water if someone living in your home is over 60 or under five, or is sick or disabled, and there isn't an immersion heater or fire.
- ▲ A foul drain or toilet flooding, overflowing or becoming blocked.

## Electrical

- ▲ Total failure of electricity (not including power cuts).
- ▲ Total failure of lighting in areas you share with other homes.

## Smoke detectors

If your home has a smoke alarm, you should test it once a week to be sure that the alarm is working and you know what it sounds like.

When you press the test button it simulates the effect of smoke during a real fire. You do not need to test the alarm with smoke. Press down the test button until the alarm sounds. It will stop shortly after you release the button.

If the battery is running low and needs to be replaced, the alarm will bleep every minute for at least 30 days.

## Adaptations

If you have difficulties getting around your home for normal activities, such as having a bath or climbing stairs, we may be able to help, contact us to discuss your needs.

## If you are not satisfied with our service

We work hard to make sure our Repairs Service is reliable and effective. However, please tell us if you are not satisfied. Our 'Complaints' leaflet has full details of our complaints procedure.

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house by keeping doors shut when you are washing, cooking or having a bath or shower.

Many of our homes have extractor fans in the bathrooms and kitchens which monitor the level of moisture in the air. They are designed to reduce condensation, and turn on when the air is damp and turn off when the humidity drops. It is important to leave the mains switch on.

Keep the windows next to your extractor fan closed when it is running. This stops the damp air being sucked back in.

### *Heating*

Keep your heating on low for longer periods in all rooms rather than just keeping one room very warm or heating your home for short periods.

### *Mould growth*

Do what you can to stop condensation. Regularly wash mould off with bleach or fungicidal liquid – and make sure you read the label first.

When redecorating, use fungicidal paint and washable wallpaper.

Move cupboards and wardrobes away from the walls and, where possible, make ventilation holes at the top and bottom. Do not fill them with clothes in a way that will prevent air circulating.

Mop up puddles on window sills every day.

### *Building*

- ▲ Seriously leaking roof.
- ▲ Missing or dangerous manhole covers.
- ▲ Dangerous structures, including walls.

### *Doors and windows*

- ▲ Boarding up a broken outside window or door.
- ▲ Faulty locks or damaged outside doors if there is a risk to your security.

### *Examples that are not emergencies*

- ▲ Lost keys. Make sure you keep a spare key to your home in a safe place, perhaps with a neighbour, friend or relative.
- ▲ A faulty appliance that belongs to you or electrical problems caused by a faulty appliance.
- ▲ Power cuts.

### **Urgent repairs**

#### **Attendance within seven calendar days**

We will visit quickly if you have reported repairs that are likely to cause further damage or difficulties, or if there is a

major inconvenience that does not cause an immediate risk to safety, security or health.

## *Plumbing*

- ▲ Total failure of heating or hot water, unless someone living in your home is over 60 or under five, or is sick or disabled (see emergencies).
- ▲ Minor leaks from radiators, waste and water pipes that can be contained or isolated, taps which cannot be turned off, overflows leaking.
- ▲ Toilet does not flush.

## *Electrical, building and security*

- ▲ Partial loss of electrical power or lighting (not the bulbs or lamps).
- ▲ Door-entry phone system does not work.
- ▲ Leaking roof.
- ▲ Loose or detached banister or handrail.
- ▲ Jammed entrance doors, if you have another outside door you can use.

## **Routine repairs**

### **Attendance within 31 Calendar Days**

For less serious repairs where a short delay will not cause major damage or inconvenience, and we have no plans to do the work as part of our home improvement programme.

## **Looking after your home**

It pays to look after your home. Sometimes we are asked to do repairs (for example, treating damp) when the problem is more easily solved by some simple changes (for example, better ventilation). The following information is to guide you:

### *Condensation*

Condensation appears when moist air comes into contact with a cold surface.

The air is cooled to the point where it can no longer absorb the moisture.

This leads to mould growth.

- ▲ Reduce moisture.
- ▲ Dry laundry outside whenever possible.
- ▲ Don't let saucepans or the kettle boil for a long time.
- ▲ Cover boiling pans with a lid.
- ▲ Vent tumble dryers to the outside.
- ▲ Avoid using bottled gas or paraffin heaters.

### *Ventilation*

Keep a small window or trickle ventilator open most of the time.

Stop moisture spreading through the

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## General

- ▲ Pest control, unless the problem is caused by poor maintenance by us, or is in areas you share with other homes. (Our Contacts and useful numbers' leaflet has details of your local environmental health service.)
- ▲ Wooden sheds.
- ▲ Damage due to neglect, misuse or carelessness by you, your family or visitors.

## Reporting a repair

### To report a repair...

- ▲ Call FREEPHONE 0800 279 2101.
- ▲ e-mail us at [repairs@fch.org.uk](mailto:repairs@fch.org.uk)
- ▲ Call into one of our local offices (addresses on the back of this leaflet).
- ▲ Talk to any member of our staff.
- ▲ Fill in the online form at [www.fch.org.uk](http://www.fch.org.uk)

## Making an appointment

When you contact us, we will ask you some questions to help us arrange your repair as efficiently as we can. Where possible, we will agree a convenient appointment with you.

If you need a repair to your home, and it is not listed above, please call our Freephone Repairs Hotline on 0800 279 2101 between 8am and 5pm, Monday to Friday (not Bank Holidays), for advice.

If you have an emergency outside office hours telephone 0800 279 2101.

## Plumbing

- ▲ Repairs to dripping or leaking taps.

## Electrical, building and security

- ▲ Faulty electrical sockets, if others are available for use.
- ▲ Repairs to doors and windows where there is no security risk including reglazing previously boarded up ones.
- ▲ Repairs to down pipes and guttering, to garages or out buildings.
- ▲ Faulty television aerials that you share with other homes.

## Things we will repair

- ▲ The structure, main services and outside of your home.
- ▲ The roof, drains, gutters, outside pipes, flues and chimneys.
- ▲ Outside walls and doors, outside window sills and frames.
- ▲ Basins, sinks, baths, toilets, water and waste pipes.
- ▲ Kitchen and bathroom fixtures.
- ▲ Electrical wiring, including sockets and switches.

- ▲ Gas pipes, water heaters, fireplaces, fitted fires and central heating.
- ▲ Plasterwork, walls, floors, doors and windows.
- ▲ Paths, steps, drives, garages and stores if we have provided them.

We will decorate the outside of your home. We will maintain shared areas in flats and maisonettes, including lighting. We will repair or replace the things listed above if they need it due to fair wear and tear. You must repair damage caused by you, your family or visitors. If we have to repair it, we will charge you the full cost.

## Things you must repair

You are responsible for a lot of the day-to-day maintenance in your home. We will charge you the full cost of any repairs listed below that we have to carry out for you.

### *Bathroom and kitchen*

- ▲ Sink, bath or wash-basin plugs and chains, blocked waste pipes inside your home.
- ▲ Toilet seats, unless you are over 65 or disabled.
- ▲ Plumbing for your own washing machine or dishwasher, if suitable connections are already there.
- ▲ Cabinets, towel rails, toilet-roll holders and mirrors.

### *Security*

- ▲ Getting into your home when you have lost the keys.

- ▲ Damage caused by forced entry, unless you have a police incident number.
- ▲ Replacement keys (you must pay for them when you collect from us).
- ▲ Locks, safety catches and other security devices you have installed.

### *Decorating*

- ▲ Decorating the rooms in your home.
- ▲ Curtain rails, curtains and carpets, shelving and coat rails.
- ▲ Adapting doors to fit carpets.
- ▲ Filling small cracks or gaps in the plaster.

### *Appliances and fittings*

- ▲ Electrical plugs (not sockets), fuses, light bulbs and doorbells.
- ▲ Relighting pilot lights, setting heating controls and bleeding radiators.
- ▲ Washing lines (but not posts).
- ▲ Television aerials, except ones you share with other homes.
- ▲ Replacing dustbins.
- ▲ Your own fixtures, fittings and appliances.

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