

REPAIRS

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CONSERTOS EM GERAL

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The largest proportion of your rent is spent on our repairs service. It carries out over 50,000 repairs a year to over 15,000 homes. If there's one service that tenants always say is a priority to get right first time, give good customer care and do it to a high standard – it's the repairs service.

We want you to know your rights and responsibilities towards repairs, the level of service you can expect and how to report a repair. We also think it's important for tenants to know how we respond to repair requests and how we prioritise different types of repair.



The repairs service is a 365 day a year, 24 hours a day service. We offer repairs appointments in the mornings (including Saturday), afternoons, early evenings. We make every effort to meet all our agreed appointments, but we will let you know in good time if we are unable to keep it.

The contractors we have working for us can only do so if they can show they can give a high quality and good value for money service. Tenants themselves are involved in helping us select the best contractors to work with and regularly scrutinise the service they give.

How can I request a repair?

- By phone - the quickest and easiest way, to report a repair is by calling **0800 915 6660** – This is available between 8.00am to 6.00pm for all repair requests, and outside these hours for emergencies only.

- In person - at any one of our housing offices or One Stop Centres
- On our website - (for non-emergencies) at www.avhleeds.org.uk

How do we prioritise repair requests?

How quickly we will carry out a repair depends on what the fault

is, the scale of the inconvenience it is causing to you and others in your home, your general health and safety and the risk of further damage to the property being caused. We may upgrade the priority of a repair depending on personal circumstances, for example, if there is risk to your health or welfare, or if you will be especially affected by not having the repair done sooner.



Some examples of the types of repairs and the priority we give them are:

Priority	Examples	Our Target
Emergency (serious damage to the building, a danger to health or risk to the safety of the people living in the property)	<ul style="list-style-type: none"> • Total electrical failure • Total loss of hot water • Burst pipes • Boarding up broken windows • Total heating failure in the winter 	Visit within 3 hours, and carry out an emergency repair within 24 hours.
Priority (repairs which seriously affect your comfort or cause damage to the property)	<ul style="list-style-type: none"> • Plumbing and drainage faults • Roof leaks • Electrical faults to individual lights • Broken floorboards • Partial loss of heating 	Carry out the repair within 3 working days.
General (repairs which will not seriously affect your comfort and convenience)	<ul style="list-style-type: none"> • Repairs to plaster work • External repairs • Re hanging a door • Fixing cupboards or units 	Carry out the repair within 28 working days.
Planned Maintenance (work which doesn't need to be done quickly and can be included in a larger programme with other properties)	<ul style="list-style-type: none"> • New kitchens • New bathrooms • Doors • Windows 	Carry out the repair within 60 working days.

Before the Repair we will:

- tell you how quickly we will complete a repair by giving you a target completion date; and
- post you a confirmation slip for your repair, reminding you of your agreed appointment. This also includes a short questionnaire so you can give your feedback when the repair is finished. Send it back and you will be entered into a quarterly prize draw.

During the Repair our Partnering Contractor will:

- ‘Phone Ahead’ to let you know they are on our their way (this is why we will always ask for you to confirm your telephone number);
- introduce themselves and always show identity cards. (if an ID card isn’t shown to you, please ask to see it, we won’t be offended);
- explain what they have come to do on arrival;
- undertake a risk assessment before they start any work so we know all the potential Health and Safety risks to you, your visitors and the public;

- tell you how long the job will take and how this will affect you;
- keep you informed of the progress of the work especially if the job cannot be completed in one visit;
- provide you with contact details so that if any issues arise you can follow these up easily;
- ensure mobile contact numbers are switched on during working hours;



- clean up and remove any rubbish following a repair;
- remove scaffolding within one week of the completion of the work;
- use clean dustsheets or polythene sheeting to cover furniture and floor coverings and wear over shoes;
- park vans in an appropriate area and not run over grass verges;
- always use materials of a good quality and where possible sourced locally and from sustainable resources; and
- demonstrate they've satisfactorily finished the repair.

After the Repair we will:

- carry out a 'Phone After' survey on 10% of or customers, on completion of the repair to check our customers are getting a good service;
- check the workmanship of repairs by checking at least 1 in 10 of all completed repairs; and
- act on any feedback so we can keep improving the service.



More and more tenants are getting involved in helping to improve and monitor our repairs performance.

Tenants often carry out the 'Phone After' calls to fellow tenants.

Tenants telling other tenants exactly like it is. Tenants were also involved in telling us what an excellent repairs service should deliver and then working with us to select the right contractor that could meet these expectations. Tenants' satisfaction and our performance is reported to our repairs focus group.

In certain cases some repairs, often planned works like new doors, we will ask tenants what choice of door they wish.

Our Partnering Contractor will Not:

- move your belongings without permission unless they are at risk of damage and you have signed a disclaimer;
- remove carpets, floor coverings or laminate floors unless you have signed a disclaimer;
- smoke in your home;
- use your toilet or washing facilities without permission;

- use (or ask to use) your telephone, unless it is an absolute emergency;
- leave tools or materials in your home overnight;
- use your home for lunch or tea breaks;
- use your power or water supply without permission;
- play music in or outside of the property;
- make non urgent personal calls on mobile phones; or
- use foul or offensive language.



To help us give a good service, one that does as many repairs as possible right first time we ask that you:

- don't damage any fittings provided. If fittings are damaged deliberately you will be charged the cost of repairing the damage;
- repair minor cracks to plaster;
- prepare/caulk walls, ceilings, skirtings, architraves etc prior to decorating;
- alter doors to allow for carpets;



- plumb in white goods such as washing machines and dishwashers;
- connect gas and electric cookers;
- repair and maintain your own fixtures and fittings;
- supply and fit bathroom cabinets, towel rails, mirrors, plugs and chains to baths, basins and sinks. Curtain battens, rails and poles, washing lines, shelving, hat and coat hooks, batteries for smoke detectors and light bulbs are also your responsibility; and
- check your smoke detector regularly to make sure the batteries still work.

Carrying Out Your Own Improvements

You can make improvements to your home, such as installing central heating, fitting a bathroom suite or shower, removing walls inside or laying a driveway. However, you must get our permission in writing first.

You need to be a secure tenant and have a clear rent account before any permission will be given. A request form for your own improvements is available on our website, from any local Housing Office or One Stop Centre, or by contacting us on **0800 915 6660**.

Before commencing work you should contact us giving as much detail as possible. If we need to visit you to consider what you are planning, we will:

- visit within 10 working days;
- check that the work would be safe;
- assess the effect on the property and other people;
- tell you about getting planning and building permission if required; and

- tell you within 20 working days of our visit to advise you whether we agree to the work going ahead.

After the work is completed we may visit you within 10 working days to check that everything has been completed satisfactorily. If it isn't, we will ask you to put the work right or to re-instate the property to how it was before.

What should I do in an emergency?

You can report emergency repairs 24 hours a day on **0800 915 6660**.



What if I smell gas?

Contact Transco on **0800 111999** immediately and turn off your supply at the meter.

Put out all cigarettes and do not use naked flames.

Open all windows and doors.

Wait for help.





Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

تایا تو نهم زانیار نامایه بو شیوازیکی تر دمخواریت؟ بو همر شیوازیکی تر، وک پیتی گهره، کاسیت یان سی دی دهنگ، بر ایمل بو نابینا یان وهر گنیر اینت بو زمانیکی تر، تکایه پاموندی بکه به تملیفونی 0113 214 1774.

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کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل (جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

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