

Reporting a Repair

It's very important that you report any repairs as soon as possible so we are aware of any issues and can inspect and repair as soon as possible.

1. How do I report my repair?

You can report your repair by

- Telephoning your local Housing Office and pressing Option 1 to go through to the Centralised Repairs Team.
- Visiting your local Housing Office
- Writing to your local Housing Office
- E-mailing your local Housing Office
- Telephoning the Centralised Repair Team
- Telephoning the out of hours service – for emergency repairs only

Contact details are available:

- In the Getting in touch section
- On the Council website

2. When a repair is reported we:

- Check to see if it has already been reported, or if it is going to be carried out through the Welsh Housing Quality Standard (WHQS) major works programme.
- Check to see if the repair is the responsibility of the tenant or leaseholder (in flats).
- Determine how quickly we should respond.
- When a repair or surveyor appointment is made a text alert is sent to a mobile device to confirm the appointment. A second text is also sent as a reminder the day before the appointment.

We will tell you:

- If we need to inspect the repair and the timescale for the inspection
- What priority will be given to the job
- The job number/reference number
- An appointment date and time, if appropriate
- If the repair is the tenant's maintenance responsibility
- If the repair will be done by the Council's workforce or a Contractor

An appointment system is in operation for most types of repair priorities and inspections.

3. Rechargeable Repairs

You may be recharged for repairs that are completed by the Council which are your responsibility as follows:

- Neglect - preventable damage caused by you for failing to take the appropriate action or through carelessness.
- Property Clearance - During a tenancy or when a tenancy ends for works identified as your responsibility, including clearance of any rubbish and personal belongings that have been left in the attic, garden, garage, out buildings and communal areas.

- Damage - caused by actions of you as the tenant, you as the former tenant, your family, invited guests or a contractor employed by you.
- Accidental Damage – where damage has occurred unexpectedly and without malice.
- Criminal Damage – Where you have reported damage to the property as a result of either criminal or anti-social behaviour.
- Domestic Abuse – Damage to the property where you have reported an incident to the Police, and where the perpetrator remains living at the property or you remain in the relationship and do not take action against that person.
- No Access – for the cost of a failed appointment when prior arrangements have been made to carryout a repair and no access is available at the agreed time.
- Abuse of the Out Of Hours Emergency Service – when it is clear that the repair could have waited until the following working day.
- Tenant Responsibility – if you use the Repairs Service including the Out Of Hours Emergency Service for reporting a repair that is later found to be your responsibility.
- Tenants Alterations – If you undertake unauthorised alterations to the property, which are not to the Council’s required standards and you fail or refuse to undertake the required remedial works.

The following are examples of when you may be recharged but there may be other circumstances when a recharge could apply and you will be advised at the time of reporting the repair.

- Replacement of all door locks including those for garages and sheds, which are not due to fair wear and tear i.e. lost keys.
- Forced entry and associated damage by the Council due to loss of keys, emergency calls by the Police or other emergency services or if the Council has to force entry to undertake an annual service.
- Damaged internal and external glazing including boarding up.
- Broken or damaged sanitary fittings.
- Electrical works where the loss of power supply has been caused by your own appliance such as the cooker.
- Electrical safety checks following your own alterations including light fittings.
- Cost of contractors visit for inspection/repair of gas or electrical fittings due to lack of power supply caused by you not crediting your card/key.
- Blocked sinks, wash hand basins, baths, showers, toilets and gullies caused by inappropriate use or where it is deemed not to be attributed to fair wear and tear.
- Removal and making safe an unauthorised or substandard alteration.
- Make safe or any work carried out to fixtures, fittings or appliances installed by or belonging to you or to alterations you may have carried out during the tenancy.
- Damage caused to another property through your misuse or neglect such as bath overflowing into ground floor flat.
- Refixing radiators following redecoration.

The Council Housing Repairs Policy allows tenants to ask for a review of their recharge if they have good reason to disagree with a decision. This could be because:-

- The reason for the recharge is incorrect
- You think the cost is incorrect

- You think you have special circumstances, which have not been properly assessed or taken into consideration

You will be advised of the review process in writing if a recharge is being pursued.

4. When will my repair be completed?

Our target times are based on:

- Policy and procedures agreed by Council
- The Right to Repair legislation
- Accepted good practice
- Priorities decided by our Surveyors and Centralised Repairs Team

Current priorities are:-

Priority Code	Category	Target Time for completion of repair
01	Emergency - out of hours	2 Hours
02	Emergency - working hours	Same day
03	Appointment	20 Days
05	Appointment	45 Days
08	Appointments following pre-inspection of work	60 days

5. Who will do the work?

- The majority of repairs are undertaken by the Council's Housing Repairs Operations Department
- We use other external contractors for some repairs including specialist work such as:
 - Gas repairs / services
 - Flat Roof works
 - Stair lifts and ceiling hoists
 - Damp proofing
 - Security screening
- All contractors have to abide by the Charter for Trust working arrangements while working in your home. A copy of the Charter can be obtained from your local Area/ Neighbourhood Housing Office and is available on the Council's website.

6. Joint Maintenance Responsibility

Some repairs may have a joint maintenance responsibility with your neighbour and in these cases we will have to consult with them before we can undertake a repair. Examples are:

- Chimneys and roofs
- Gutters and down pipes
- Electrical systems
- Water and drainage systems
- Footpaths and steps used jointly
- Common boundary, fences, walls or gates
- Common accesses

Unless the repair is considered to be an emergency or is dangerous this may result in a delay with the repair being completed, however we will let you know if this is the case.

7. Satisfaction Surveys

You may be contacted after a repair is completed to give your views.

Housing Repair Operations

We undertake telephone satisfaction surveys to approximately 20% of Response repairs and Heating servicing, we also attempt to complete 100% satisfaction surveys when work is post inspected for larger type repairs in order to provide us with a 'snap shot' of tenants' views of the repairs service the same day the repair is completed.

Welsh Housing Quality Standard

We attempt to complete 100% of telephone satisfaction surveys on the completion of Planned programmes of work, if we fail to obtain an answer on the telephone we will send out pre-paid satisfaction questionnaire to obtain feedback on the standard of our service delivery.

8. Gas Leaks

In the event of a gas escape you **MUST telephone the emergency service Wales & West Utilities on 0800 111 999.**

- They will give you certain emergency information, and also advise you that an engineer will call within one hour (generally it is in 30 minutes)
- The engineer will make safe by placing a cap on the outlet side of the gas meter if the leak is after the gas meter and let us know
- If the leak is on the gas meter or before it, they will carry out the work there and then

If you are unable to telephone for any reason then you should:

- Turn off the gas supply at the emergency control valve if possible (the valve is/should be located next to the gas meter, the valve should be off when turned down from vertical to the horizontal position)
- Do not operate any electrical switches or any electrical appliances or operate the door bell or any other door intercom system or electrical security devices
- Ventilate the rooms affected by the smell of gas, if need be all rooms, by opening the windows and front/back doors
- Do not use matches or naked flame
- Do not smoke
- Vacate the property and notify the Area Housing Office. Do not return until an engineer has given you permission to do so

If you require any further information about the repair service please contact your local housing office.