

Looking after your home

TENANT MAINTENANCE RESPONSIBILITIES

WHAT ARE YOU RESPONSIBLE FOR?

The Council has a duty to keep your home in a good state of repair. This includes repairs to essential services such as your heating, lighting and plumbing. You also have a responsibility to report repairs to the Council's Centralised Repair Team, your local Housing Office or at one of the Council's Customer First offices. If you are not sure about a repair they will let you know whose responsibility it is.

The repairs shown below are considered **YOUR** responsibility as part of the every day upkeep of your home. You do not require written permission to carry out these repairs but should follow any guidance indicated. If in doubt, please contact us.

1. REPLACING PLUGS AND CHAINS TO BATH, BASIN AND SINK.
2. REPLACING THE FUSES AND PLUGS TO ALL YOUR ELECTRICAL APPLIANCES.
3. REPLACING ALL ELECTRIC LIGHT BULBS INSIDE YOUR HOME, EXCLUDING KITCHENS, BATHROOMS AND EXTERNAL SECURITY LIGHTING.
4. SUPPLYING AND FIXING CURTAIN RAILS, HAT OR COAT RAILS AND HOOKS. Take care before fixing any items to walls and ceilings. Check for artex, plumbing and electrics. If in doubt seek advice.
5. ALL INTERNAL DECORATION, INCLUDING FILLING HAIRLINE CRACKS IN PLASTER. Check it is safe to rub down surfaces before redecorating. If there is an artex finish or if in any doubt seek advice.
6. PLUMBING IN OF AUTOMATIC WASHING MACHINE, DISHWASHER OR VENTILATION FOR TUMBLE DRYER.
7. EASING AND TRIMMING INTERNAL DOORS.
8. COPIES OF KEYS FOR FRONT AND BACK DOORS.
9. REPLACING TOILET SEATS AND COVERS.
10. REPLACING ROTARY DRYERS AND WASHING LINES.
11. REPAIRS TO ANY IMPROVEMENTS OR ALTERATIONS YOU HAVE MADE TO YOUR HOME. CENTRAL HEATING SYSTEMS INSTALLED BY THE TENANT AND APPROVED BY THE COUNCIL WILL BE INCLUDED IN THE ANNUAL SERVICE CONTRACT.
12. CLEANING SHOWERHEADS.
13. ALL GARDEN MAINTENANCE INCLUDING BOUNDARY HEDGES AND TREES.

14. KEEPING CLEAR ALL INTERNAL AND EXTERNAL WASTE PIPES, INCLUDING SINKS, WASH HAND BASINS AND SHOWERS AND NOT ALLOW THE WC TO BECOME BLOCKED. KEEP EXTERNAL GULLIES FROM LEAVES AND OTHER MATERIALS TO PREVENT BLOCKAGES AND FLOODING.

The above jobs will not be carried out by the Council's response repairs team. However where a repair is misreported and inadvertently the Council undertake such work these are rechargeable to you.

However tenants who are elderly or have a disability will be eligible for certain works through the Handy Person Scheme for which there is a charge. For further details please contact your local Housing Office.

In all other cases tenants will be required to source the job themselves.

This approach is taken to distinguish between those repairs which the Council are responsible for, those which are rechargeable to the tenant and those which are the responsibility of the tenant.

HANDY PERSON SCHEME

Are you a council tenant aged 60 or over or registered disabled?

Do you have odd jobs that need doing and can't do them yourself?

Then the Handy Person Scheme could help.

Our Handy Person Scheme is excellent value for money and carried out by a member of the Council's maintenance team equipped with their own tools.

Although the Council is responsible for maintaining the structure of your home and undertaking repairs, we realise that there will be odd jobs that need doing which are your responsibility and this is where our Handy Person Scheme can help.

Who is the scheme for?

If you're a council tenant aged 60 and over or registered disabled and require extra assistance with tasks in your home to help you to carry on living there safely and independently.

What sort of work can be done?

Typical handy person jobs could be small jobs such as:

- Trimming of internal doors (following fitting of carpets)
- Fixing down and trimming of floor coverings
- Fitting curtain tracks or poles
- Curtain hanging
- Window cleaning
- Fixing shelving
- Replacing light bulbs e.g. fluorescent tubes
- Hanging pictures & mirrors
- Fitting door locks & bolts to sheds
- Fitting bathroom accessories
- Assembling flat pack furniture
- Clearing blockages

Are there any jobs that can't be carried out by this service?

The scheme will not carry out any works that would form part of our normal maintenance service provided by the Council. Such works would need to be reported to our Centralised Repairs Team as the costs are covered within your rent.

How much does it cost?

There is a fixed price of £20 per hour plus V.A.T which must be paid before the work can start. This charge will be reviewed annually. You can make a payment in cash only by going to any Council Cash Office, Customer First Office or making a debit/credit card payment via the telephone.

A lot can be achieved in 1 hour, so you could have a number of jobs done on the same appointment providing it does not exceed the hour, e.g. 2 curtain rails/poles put up, or fixing all those bathroom accessories such as cabinet, toilet roll holder, mirror and towel rail.

With the exception of nails, screws and mastic (which are free), all materials will need to be purchased and ready for the handy person when they call. If the materials are not available then the work cannot start, but you may still be charged.

When the work is finished all rubbish and material packaging will be removed and disposed of within the cost.

The handy person will be appropriately trained and employed directly by the Council, so you can avoid getting work done by bogus callers or becoming the victim of a trading scam.

Hours of work

This service is only available during normal working hours. It is **not** available during out of hours as part of our emergency service.

Normal working hours are:

8.00 am to 4.00 pm Monday to Thursday and
8.00 am to 3.30 pm Friday

When you call to request this service we will offer you the next available appointment but cannot guarantee that this will be the same day.