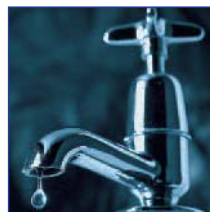




# Repairs

## Repairs

We keep all our properties in good repair and well maintained and it is up to you to look after the home where you live.



### How do I request a repair?

We have our own professional team of trades staff who provide a comprehensive repair and maintenance service.

When reporting a repair always give:

- Your name and address;
- A contact telephone number;
- Let us know if there are any special personal circumstances that may affect your situation for example, if you are disabled, elderly or ill;
- Please give us details of the repair. If you turn to the A Guide to Repairs section of the handbook, this will help you explain the problem to us.

### How do I report an emergency repair?

We provide a 24 hour, 365 day per year emergency repairs service.

To report an emergency repair at any time of the day or night please call **0800 876 6060**.

### What is an emergency repair?

Emergencies are classed as incidents which could cause damage to life and limb or structural damage to the property if they're not repaired immediately. Residents who misuse this service will be charged a call-out fee of £15.

Repairs which are classed as emergencies are:

- Heating and/or hot water loss (calls received between 8 am to 7 pm and at any time of the day or night for elderly and disabled customers);
- Major flooding;
- Total loss of, or major fault with, electricity supply or unsafe electricity fittings;
- Gas leak;
- Total loss of water;
- Blocked mains drains, soil pipe or sole WC;
- Failure of lift/warden alarm/call system;
- Roof leaks resulting in serious internal flooding;
- Plumbing leaks that cannot be contained;
- External doors or windows not closing or locking;
- Breaches of security to external doors or windows;
- Failure of fire alarm system;
- Sole or only accessible WC not flushing (calls received between 8 am to 7 pm);
- Damaged communal floor covering presenting immediate trip hazard;
- Failure of door entry system (where this is the only access for elderly and disabled customers);
- Failure of disability assistance equipment (reported between 8 am and 7 pm);
- Removal of offensive or racist graffiti.

### How do I report a routine repair?

You can report a routine repair in a number of ways:-

- By telephone: **0800 876 6060**
- By email: [contact@MDHA.co.uk](mailto:contact@MDHA.co.uk)
- By fax: 01628 543099
- Minicom (for those with hearing difficulties): 01628 638136
- In person by visiting our offices at Crown Square, Waldeck Road, Maidenhead, SL6 8BY.

### Appointments Times

When you report a routine repair we will agree an appointment time which is convenient for you, for the repair to be carried out. These are the appointment times we offer for repairs:

- AM – 8 am to 1 pm
- PM – 12.30 pm to 5 pm
- School Run – 10 am to 2.30 pm
- All day – 8 am to 5 pm
- Evening – 5 pm to 8 pm\*

\*Evening and Saturday morning appointments are available for suitable repairs and gas safety checks.

### What is a routine repair?

We aim to complete these within 21 calendar days. Below is a list of repairs which are classed as routine:

- Minor plumbing leaks or defects;
- Blocked drains, sinks, basins, bath, toilet;



- Defective cistern or overflow;
- Minor electrical and plumbing faults;
- Roof leaks;
- Failure of entry phone;
- Removal of graffiti;
- Faulty extractor fan/communal TV aerial;
- Damage to stair treads, hand rails or banister;
- General joinery repairs;
- Repairs to doors, floors, windows, external and internal walls, paths and fences bordering roads and footpaths, slates and tiles and defective flooring;
- Repairs to and unblocking of gutters/down pipes;
- Repairs to kitchen fittings and tiling;
- Easing doors and windows;
- Blocked gutters;
- Other minor day-to-day repairs.

Whenever we carry out major repairs or improvements to your home we will:

- Provide ample notice of major repairs and improvements, which affect your home and consult and involve you during every stage of the work;

- Appoint a designated officer as a single point of contact during major works to your home;
- Provide a range of choices in styles and designs when carrying out improvements;
- Measure satisfaction of the standard of our work.

#### **Who does what?**

It is the responsibility of the Housing Association to repair and maintain:

- The structure of the building including foundations, walls, windows, external doors, roofs, rainwater goods, chimney stacks, plaster, floors and stairs;
- Structural fittings and fixtures of the building, including internal doors, kitchen units, sanitary ware, internal joinery, cupboards and fireplaces;
- Service installations including drains, inspection chambers, wastes, water pipes, electrical installations, gas pipes, central heating, communal lights, fire alarms, warden call alarms, door entry phones, lifts, communal television aerials;
- External decorations including re-decorations externally and to communal areas every six years and renewal of defective external joinery;
- External works including paths; clothes posts; fences;
- Communal facilities of flats and sheltered schemes, including paths; drying areas; communal lounges, launderettes, hobbies rooms and bathrooms; paved areas; grassed areas.

### **What repairs and maintenance am I responsible for?**

The resident is responsible for;

- Any repair caused by the neglect, misuse, wilful or accidental damage of the resident, his or her family or their visitors to the property;
- The repair of minor plaster cracks of under 3mm width;
- Internal redecorations;
- The renewal of light bulbs, other than communal lights;
- The replacement of lost keys or a resultant change of locks to doors and windows;
- Maintaining their garden;
- The repair or renewal of timber sheds, outbuildings or greenhouses.

### **Rechargeable repairs**

The cost of a repair may be recharged to you in the event of any of the following:

- If access is not provided at the time of an appointment the Association will claim compensation from the resident for an abortive call. Please make every effort to ensure access is provided on an appointment.
- A charge will be made if a repair is found to be due to vandalism, abuse or your own negligence.
- The cost of damage caused when the Association has to force entry because you fail to give access in an emergency.
- If you lose your keys.
- If the Association carries out any non-contractual repairs.