

# Repairs to your home

The aim of the repair service is to carry out your repairs quickly and efficiently, within agreed response times. Private contractors, who are registered on our Approved Contractors list, carry out repair and maintenance work. All work is supervised and monitored by the Property Services Department.

## Responsibility for repairs

ASRA's responsibility is:

- ▶ The structure and exterior of the building
- ▶ The installations provided by us, for space heating, water heating and sanitation, and supply of water, gas and electricity.

Your responsibility is:

- ▶ Anything that belongs to you
- ▶ Tap washers, clearing blocked sink, replacement of glass to windows & doors minor fixtures and fittings, e.g. curtain rails, and sink plugs, w.c. seats, internal decorations
- ▶ Repairs due to misuse neglect or damage by you, your family or your visitors.
- ▶ Maintaining your garden and rear fences
- ▶ Replacement of keys, new door locks and additional locks, door latches inside your home and latches/locks fitted to internal and cupboard doors.
- ▶ Condensation/ mould growth created by improper use.
- ▶ Minor pest infestation



## Code of conduct for contractors

Contractors are expected to:

- ▶ Introduce themselves and provide information
- ▶ Be courteous and respectful, using no bad language
- ▶ Not smoke
- ▶ Protect tenant's possessions from dust
- ▶ Clear rubbish from property at the end of each day and from site at the end of the job.

## Repairs in your home

You must ensure that the area to be repaired is cleared of any personal possessions including furniture, electronic equipment or any carpets. Contractors will not normally remove this, Eg. If kitchen units are being replaced, the tenant needs to ensure all kitchen items are removed, drawers and cabinets are emptied and stored temporarily in other rooms.

## How to report your repairs

When you need a repair, contact the Property Services Department at ASRA Head Office. You can contact them by letter, telephone, email or by visiting the office. It is helpful if you can give as many details as possible.

## Flooding

You can either turn off the water supply to an appliance to your flat or to the whole house. If there are other flats in the house that you live in, try and avoid turning off their water supply as well.

It is always advisable to find out where stopcocks are located.

If you have central heating, please turn off the gas or any electrical controls as well. In all cases report the problem immediately to the Property Services Department

## Gas leaks

If you smell gas, take immediate action:

- ▶ Contact the Gas Board -24 hour free service
- ▶ Turn off all gas appliances
- ▶ Turn off your gas supply at your gas cooker
- ▶ Open windows
- ▶ Put out any naked flames or cigarettes
- ▶ Do not use any electrical appliances
- ▶ Do not switch any lights on or off
- ▶ Inform the Property Services Department.

Your local gas number is in the telephone directory under Gas.

## Fire

What to do in the case of fire:

- ▶ Call the fire service immediately on 999
- ▶ Alert others in the property and neighbours
- ▶ Close all windows and doors to prevent the spread of heat and smoke
- ▶ Leave the building and warn others to leave
- ▶ Do not use water to douse a fire where it involves an electrical supply, fat, oil or spirit
- ▶ If possible switch off gas and electrical supplies.

You must inform your Housing Officer as soon as possible after any fire has occurred in your home.

## External Decoration

In line with your tenancy agreement, we are responsible for the outside painting and maintenance of your home. We aim to redecorate the outside of each property approximately every seven years. The Property Services Section will inform you when your property is to be painted. They will carry out a survey and arrange for contractors to carry out the work.

### Can I organise work myself

If you are a secure or assured tenant you can carry out certain repairs yourself and get a refund from us, but only if we did not respond quickly when you asked us to organise the works. This only applies to certain repairs and if you have followed a particular process. You should get the information about the Right to Repair from a Citizen's Advice Bureau, a Law Centre or Housing Advice Centre. If you believe we have not carried out a repair as quickly as we say we will, either write to or call the Property Services Section, and we will look into the reason for the delay.

### Can I make improvements to my house?

If you are a secure or assured tenant you may be able to. You should write to your Housing Officer about any improvements you wish to make. Your idea will be discussed with the Property Services Department and then you will be told of our decision. We will not refuse unreasonably, and if we do refuse we will explain why. But, you must not do any work without getting permission first.

