



Wythenshawe
Community Housing Group



Your Guide to Repairs

Introduction

At Wythenshawe Community Housing Group we put our customers at the heart of our business. Our customer care standards help to make sure we offer a high-quality service and listen to your feedback.

Looking after your home is very important. By keeping it clean and making sure it doesn't get damaged, it will be a safe and secure place to live.

Sometimes though, accidents happen or things break or just stop working. That is when you need to know how to put things right.

This leaflet tells you the type of repairs that we do and how fast we'll do them. It also explains the repairs that you are responsible for either undertaking yourself, or arranging for a competent person to do them for you.



When we visit you at home we will:

- On arrival, when we come to do a repair, tell you what we are going to do. When we have finished we will tell you what we've done and check you are satisfied with the work before we leave.
- Always knock on the door, taking into account any special instructions that you tell us know about when you order the repair, for example, giving you more time to answer the door.
- Always show photographic identification prior to entering your home.
- Always leave a 'Sorry I missed you' card with our contact details, if you are not at home.
- If requested by you, use a security code password when we try to access your home.
- Notify you in advance if we are unable to keep an appointment and re-arrange it at your convenience.

When carrying out repairs in your home we will:

- Either carry them out as an emergency, or offer an appointment to suit you.
- Offer you a choice on how you would like to receive repair confirmation either by letter, text or email.
- Send a reminder text or email the day before your appointment. We will ring you if we are going to be early or late for the appointment if we have your mobile phone number or email address.
- Attempt to get the job right first time and if further works or parts are required agree with you whilst in your home a new appointment time to complete the work.
- Respect your home, minimise any inconvenience and clean up after the work is finished.

We will measure these standards by direct customer feedback. After your repair you may be called by an external company working on behalf of the Group to provide your feedback.



Right first time

We aim to complete our repairs on the first visit. However not all repairs can be completed at the first call. Some repairs may need a visit from the surveyor or follow on work for replacements rather than repairs.

You can report a repair in three ways:

1) By *phoning* **0300 111 0000** (*local rate from a mobile*) or **0800 633 5500** (*free from a landline*) between 8am and 6pm weekdays. You can call the same number outside those hours for emergencies only.

2) Over the internet using our *online repairs service*

Willow Park Tenants –

www.willow-park.co.uk/need-repair

Parkway Green Tenants –

www.parkwaygreen.co.uk/repairs-online

You can order repairs online at any time, on any day. Pick from the choice of on-screen appointments on offer and we will phone you back the same day to confirm your appointment.

If you use this service outside of working hours we will phone you back the next working day.

3) *In person at our local offices.*

Visit our local offices;

Wythenshawe House

8 Poundswick Lane,
Wythenshawe, M22 9TA

Parkway Green House

460 Palatine Road,
Northenden, M22 4DJ

Our offices are open 9am to 5pm
Monday to Friday.

Our offices are accessible to disabled people; there are no barriers for wheelchair users for instance. We have reserved parking, an induction loop for deaf people, clear signs and lifts to higher floors.

How long will my repair take?

Emergency

We will attend all emergencies within twenty four hours; you will be given a two hour appointment slot that suits you. There must be an immediate threat to your health, safety or security – like a major water burst.

Some jobs are emergencies only if a vulnerable person like a very young, elderly or disabled person lives in your home.

If you report a repair and it is an emergency please make sure you stay in at the time of your appointment to ensure that we can gain access to resolve the problem.

Appointable responsive repairs

For all other responsive repairs you will be offered an appointment when you ring.

We aim to offer appointments for most repairs to be completed within a week. The maximum time you will have to wait for an appointment is three weeks.

We will always try to give you an appointment that suits you best, even if that's on a Saturday.

Planned repairs

For some external or larger repairs that have been surveyed we do not offer you an appointment immediately, but we will contact you to offer you an appointment before the work is carried out, the deadline for completing this work is six weeks after you report the repair.

Normally this type of work will involve larger repair jobs such as plastering; however multiple smaller jobs may also be scheduled together as one planned repair, to enable us to complete these jobs more efficiently.

Repairs usually get this deadline after we've sent out a surveyor to inspect a repair that you have reported.



What appointments are available?

At WCHG we work hard to make sure that we carry out repairs at a time that suits you.

So you can choose appointments for Monday to Friday in two or four hour slots each day covering periods from the early morning to early evening.

We also have appointments available on a Saturday for those tenants who work during the week or even if you just prefer a Saturday appointment.

Monday – Friday appointments are offered between the hours of 8:00am and 6:00pm.

Saturday appointments are between 8:00am and 3:00pm, (last appointment 2pm start).

If you report your repair over the phone or in person we will arrange an appointment with you when you report your repair.

We will send you a text confirming the appointment, or we will send you a letter if you require one unless it is within two days.

All we ask of you is that you be there for your repair. If you won't be there, tell us in advance and we'll re-book a better time for you.

Please remember - your rent pays for the repairs service. Help us to keep costs down by keeping appointments or letting us know if you are going to be out.

Missed appointments (without prior arrangement) waste time and resources and a recharge may be applied to the customer at a fixed rate.

Don't forget when someone calls always ask for ID. All our staff carry identification cards with a photo identification badge. If you are in any doubt do not let the person in, close the door and ring us on **0300 111 0000** or **0800 633 5500**

After the repair

Our promise:

- Customers are given the opportunity to record their satisfaction with the repair, whilst the operative is on site
- If you tell us you are not happy with the work, we will investigate. If there is still a problem we will put it right.

Have we said no to your repair?

We will always seek to offer the most cost effective solution to issues within your home and we may not always replace items straight away if they can be repaired. We will often look at replacing items under our programmed works.

For example, it wouldn't make sense for us to carry out external painting to individual properties if we are planning to do an external painting scheme in the next few months.

We don't replace working items just because they are not fashionable.



Annual gas servicing

As part of the management of our homes, WCHG needs to ensure that tenants are living in a safe property, especially for homes with gas central heating or other gas appliances.

Gas servicing is the inspection of your gas appliances, and must be carried out once every 12 months. At present we are carrying out these services on a 10 monthly cycle.

For those properties without gas, we will carry out a property safety check to ensure items such as smoke alarms function correctly and general safety check of the home. Under the gas regulations, we are legally bound to check that your gas appliances are working safely. If this does not happen we are liable for prosecution.

Gas servicing is part of your tenancy agreement. Not allowing us to carry out this service is a breach of tenancy, for which you can be taken to court and ultimately evicted. We will notify you in writing of your gas servicing appointment three weeks before it is due. You can request a change to this appointment. We can offer you daytime, evening or weekend servicing appointments.

We will test the smoke alarms and ask you to sign an electronic version of your new gas certificate at the time of the servicing. After the service we will post a copy of your new gas certificate to your property.

We will install and maintain carbon monoxide detectors where required.

Gas Safe registered, competent gas fitters, employed by WCHG, will carry out the gas servicing.

The Group annually carries out 10% internal audit post inspections by the Gas Team Leader and 5% external audit inspections via a 3rd party company. The Mechanical and Electrical Manager also carries out a further 10% desk top inspections of documentation.

If you have any further questions on gas servicing, then please call our gas servicing team on **0300 111 0000** or **0800 633 5500**.

If you can smell gas or suspect you have a gas leak, call National Gas Emergency Services free on **0800 111 999**. Do not use any electrical appliance or naked flames.

Bogus callers

Wythenshawe Community Housing Group staff and operatives **always carry identification.**

Please ask for this when we call to your home. If in doubt, do not let the person in, close the door and ring us on **0300 111 0000** or **0800 633 5500** to check. Genuine callers don't mind waiting.

WCHG has a password scheme if you need to use it. Please let us know if you want us to log a password against your address, staff and operatives will use this when we call.

Water board officials never need to come into your home to test water pressure or repair leaks - even in emergencies. If they ever do need to get in they must send you a letter first making an appointment. Gas and electricity meter readers want you to check their identity before you let them in.

Keep the phone numbers of your suppliers handy. If in doubt, ring up and check. Genuine callers don't mind this in the least. Shut the door while you're checking. You could always join their password scheme so the meter reader gives you an arranged password when they call.

Rechargeable repairs

You don't pay for work to repair fair wear and tear, or if the damage was caused by a crime that you've reported to the police. But we do charge for deliberate damage or neglect, which we refer to as rechargeable repairs. This is in accordance with your tenancy agreement.

If you pay upfront then you will be charged at cost for your repair otherwise there is a 10 per cent admin charge on top of the repair cost.

We will tell you the cost of the repair before the repair is carried out except in extreme emergencies.

A typical job we would check for deliberate damage would be a broken door or window.

What repair jobs must you do yourself?

Responsibility for the maintenance of the Group's homes is shared between the tenant and the Group. Tenants are expected to keep the property in good decorative order and undertake the following minor repairs:

- Easing to internal doors to fit carpets
- Clearing blocked sinks, basins and shower wastes
- Replacing electric fuses, light bulbs, tap washers, sink and bath plugs, (unless communal)
- Relighting boilers
- Filling plaster cracks & internal decoration
- Toilet Seats, repairs & replacements
- Plumbing in washing machines and repairs to own equipment
- Repairing damage caused by themselves or their visitors
- Repair any fittings or appliances not provided by the Group
- TV aerials or satellite dishes (unless communal) and any damage to property or neighbouring property caused by their installation
- Clothes posts and lines (unless communal)
- Curtain rails & battens
- Garden areas including tenants own fencing.



Handyperson Scheme

Extra services are available to tenants at a reasonable cost which they must usually pay for in advance, for those little DIY/technical jobs that you can't do yourself like connecting new gas cookers, washing machines or fixing a curtain track. We can give you a price for the individual jobs or we can give you a price for a handy person for an hour.

Step 1: Contact us on **0300 111 0000** or **0800 633 5500** and request a handy person appointment.

Step 2: We will advise on the cost and timescales for the job you have requested. This may involve a surveyor attending your property to work out the cost.

Step 3: Agree payment method. You can pay over the telephone with your debit card, or if you prefer come into one of the offices and pay by cash or cheque.

We can also set up a sub account for you to pay into, as much or as little as you wish, once you have enough in the account for the job you require contact us and we can book this repair for you and give you a date when we will attend.

When the job is complete we will ask you to sign a satisfaction note to make sure that you are happy with the work.



Pests in and around your property

If you have unwanted pests in or around your home, things like fleas, cockroaches and mice, we know how much misery they can cause. Not only that, they can cause damage and be a threat to your health and safety.

You may be entitled to some pest removal services free of charge, call us on **0300 111 0000** or **0800 633 5500** for more details.

Tips for keeping your home in good shape

Doing small repairs and looking after your home as you go along will help to prevent problems that could need big repairs later. Some things to do and take care of are:

- Wipe down any windows with condensation on them each day. If there is mould, you can get rid of it using products from the supermarket
- Lime scale can be removed from baths, sinks, shower heads and taps with products from your local DIY store
- You can stop your kitchen sink waste pipe blocking up by flushing washing soda and hot water down the sink
- Replace washers in any dripping taps
- Keep outside gullies clear of leaves and other debris so that water drains away easily
- Make sure you know where the mains water stop tap is and how to turn it off
- Make sure to know how to turn off your electricity and gas supply in an emergency
- Oil hinges and locks from time to time.

In the autumn you should check the things below and let us know if there are any problems. If there are we can fix them before they get worse.

- Are all your heating controls set correctly?
- Can you turn your water stop tap easily?
- Are there any tiles or slates missing or broken on your roof?
- Are there any leaks or blockages from gutters and down pipes?

Condensation

Condensation can cause mould on walls and furniture and make timber window frames rot. Condensation can encourage the growth of mould and mites and can increase the risk of respiratory illness.

What is condensation?

There is always some moisture in the air, even if you cannot see it. Cold air holds less moisture than warm air. So when warm air touches a cold surface, like a window or a wall, the moisture droplets condense to form a liquid. This is condensation. You can see it when you breathe out on a cold day or when the mirror mists over when you have a bath.

Condensation occurs mainly during cold weather, whether it is raining or dry, and it does not leave a 'tidemark'. Places where you are most likely to find condensation include corners, on or near windows and in or behind wardrobes and cupboards.

For more information on condensation please see our condensation information guide:



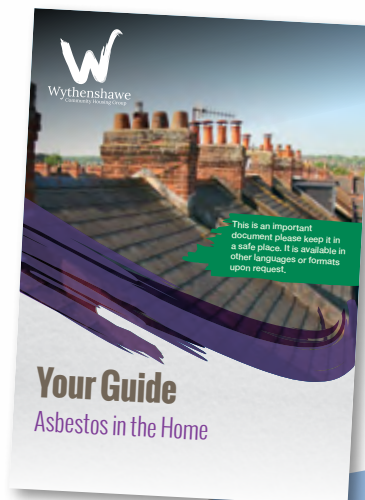
Asbestos

Asbestos is only a risk to health if fibres are released into the air and breathed in. It is now illegal to put asbestos into new buildings or renovations, but it was widely used in the past and much of it is still in place. As long as it is in good condition and is left undisturbed and undamaged, there is little risk.

Before carrying out any DIY to your home, other than cleaning and painting, you should contact us to gain permission and get advice about any known or suspected areas of asbestos in your home.

If you suspect any material in your home possibly contains asbestos then you must contact us straight away and ensure you do not handle or damage the material in any way until you hear from us about what you should do.

For more information on asbestos please see our leaflet:

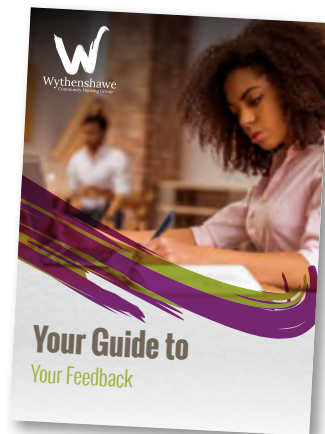


Compliments and complaints

We aim to provide excellent services which meet your expectations. If you think we have achieved this, please let us know. We will use your feedback to make sure we continue to provide a good service.

If you are unhappy with our services, please tell a member of staff, either by visiting a WCHG office or by calling **0300 111 0000** or **0800 633 5500**. They will try to resolve your complaint there and then. If you are not happy with our response, you can make a formal complaint.

For more information on compliments and complaints please see our leaflet:

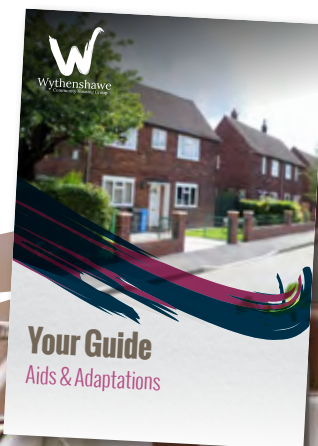


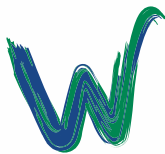
Aids and adaptations

If you, or a member of your household, has a disability that makes living in your home difficult, it may be possible for Wythenshawe Community Housing Group and our partner Manchester Service for Independent Living (MSIL) to adapt your home to meet your needs.

For an aid or adaptation first you will need a referral, for a referral please contact WCHG on **0300 111 0000** or **0800 633 5500** and ask for a referral to have an adaptation.

For more information on aids and adaptations please see our leaflet:





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