



REPORTING REPAIRS

CHECKLIST

- Report repairs to your Estate Manager or Sheltered Scheme Manager
- Supply contact details and a time you are available
- Allow IDS and its contractors access to inspect and carry out the repair

You will need to tell us about any repairs that we are responsible for as soon as possible after you notice a problem. We are not responsible for repairs unless we are aware of them and the problem may become worse if it is not dealt with properly.

Report repairs to your Estate Manager or Sheltered Scheme Manager either by telephone or in person. The information within this handbook gives contact details for your estate. Please make sure that you give your name, address and telephone number and when you will be at home. It may be necessary for us to inspect the problem before issuing a repair order. You will be given a copy of the order which will include details of when the work should be completed. You should allow IDS and its contractors access to inspect and carry out the repair.

OUT OF HOURS EMERGENCY REPAIRS

CHECKLIST

- Report directly to our emergency contractor

Emergency 'out of hours' repairs should be reported directly to our emergency contractor. This service only operates out of normal working hours, details of which can be found in the 'How to Contact Us' section of this handbook.

It is often the case that the emergency contractor will only 'make safe' the repair. Follow on works will be then undertaken during normal working hours.

OUT OF HOURS EMERGENCIES FOR SHELTERED HOUSING TENANTS

CHECKLIST

- Report repairs using care line equipment fitted in home

Tenants who live in our sheltered housing schemes can contact the out of hours emergency service by using the care line equipment fitted in their homes.

HOW LONG DOES IT TAKE TO CARRY OUT REPAIRS?

CHECKLIST

- See list in SECTION 3/02 for IDS's response time targets for dealing with repairs

We aim to get all repairs done as quickly as possible. The list below shows targets set for staff and contractors to deal with repairs reported by tenants.

If your repair is not responded to within the target response time, and you have not been told why, please contact your Estate Manager or Sheltered Scheme Manager again.

TARGET RESPONSE TIMES

EMERGENCY REPAIRS	24 hours
URGENT REPAIRS	7 days
NON-URGENT REPAIRS	21 days
PROGRAMMED WORKS	As part of a scheduled programme

EXAMPLES OF REPAIRS BY RESPONSE CATEGORIES

EMERGENCY REPAIRS (INCLUDING OUT OF HOURS SERVICE)

- No hot water
- No central heating
- Glazing (boarding up only)
- Blocked soil/waste stack, toilets
- Leaks to plumbing, including overflow pipes
- Electrical failure (excluding fuses)
- Damaged flat entrance door, frame or lock
- Lifts
- Play equipment
- Door entrance systems, including making safe external doors

URGENT REPAIRS

- Glazing, if window was boarded up
- Repairs to internal doors
- Wall and floor tiles
- Taps
- Doors and drawers to units
- Items that were made safe as an emergency repair

NON-URGENT REPAIRS

- Replacement of damaged baths, wash basins, WC pans
- Replacement of damaged sink top, base or wall units and work tops

PROGRAMMED WORKS

Programmed works include regular maintenance works or part of a programme of replacements. These may be the cleaning of drains, service of showers etc and programmes to replace central heating systems, boilers, kitchens, bathrooms for example.

EMERGENCY REPAIRS

CHECKLIST

- Get to know where main fuses and water stopcocks are in your flat

In case of an emergency, you will find relevant telephone numbers in the 'How to Contact Us' section of this handbook.

It is worth knowing where the main fuses and water stopcocks are in your flat before there is an emergency. Your Estate Manager or Sheltered Scheme Manager will be pleased to give you any advice you may need.

If you have a burst pipe, turn off the stop valve and open the taps to reduce the amount of water in the system. If the water has flooded through a light fitting do not turn the light on until it has been checked.

RESPONSIBILITY FOR REPAIRS

OUR DUTIES

We are responsible for repairing the structure and outside of the property as well as shared parts of the building in which you live.

We are also responsible for the maintenance of services such as water and electricity and any equipment we supplied for room and water heating, for example, central heating and immersion heaters. You must provide us with access to carry our repairs in your flat. Where a tenant fails to provide access they may be charged for a call out.

TENANT REPAIRS

You are responsible for the little jobs such as changing fuses, clearing blocked sinks and protecting against frost in cold weather.

DAMAGE CAUSED BY TENANTS

- As a tenant, you are responsible for repairing any damage caused by you, your family and guests.

As the tenant, you are responsible for repairing any damage caused by you, your family and guests. We might hold you responsible for the cost of rectifying the following damage unless there are reasonable grounds to show otherwise:

- Damage caused by overflowing sinks, baths and washing machines;
- Blocked drains and damaged waste pipes caused by cooking oil/fat, disposable nappies, plastic bags etc;
- Broken glass and damage caused by forced entry or domestic accidents;
- Damage to sinks, basins or toilet pans;
- Damage caused by condensation, for example from blocked air vents and drying of clothing in your property;
- Damage caused by a member of your family or a visitor by an act of vandalism or negligence.

RESPONSIBILITY FOR REPAIRS CONTINUED

INTERNAL DECORATION

- It is your responsibility to decorate the inside of your home

It is your responsibility to decorate the inside of your home. We will decorate the outside and shared parts as part of our regular programmed works. If you are disabled or elderly and there is no-one to help you, please contact your Estate Manager, Sheltered Scheme Manager or the Welfare Staff at head office and we may be able to find someone to help, although we cannot guarantee this.

GARDENING

If you have a private garden, you are responsible for looking after it. We will look after the common garden areas but tenants who enjoy gardening and would like to help are always welcome to. If you want to do this please contact your Estate Manager or Sheltered Scheme Manager.

FROST PROTECTION

Serious damage can be done to pipes, cisterns, sinks and basins by water expanding when it freezes in cold weather. The result will only be seen when the water thaws again and flooding occurs. At the start of a cold spell, take these precautions:

- Keep your home as warm as possible;
- Know where to find the main water stop valve and how to turn it off. (If you think this does not work properly, ask us to check and repair it.)

CONDENSATION

- Condensation can be caused by water vapour and steam from cooking, hot baths or from drying clothes

Dampness is often caused by condensation. This happens when moist air reaches a cold surface and forms droplets of water. Condensation can be caused by water vapour and steam from cooking, hot baths or from drying clothes. To reduce the amount of condensation in the air try to:

- Avoid drying clothes indoors and vent all tumble dryers to the outside;
- Have enough ventilation when cooking making good use of ventilation systems where present;
- Close kitchen and bathroom doors when these rooms are being used;
- Keep a constant background heat in your home during the winter months. This may be cheaper than trying to heat the home from cold in the evenings. As stated in your tenancy agreement, IDS does not permit you to use paraffin or liquid gas fires – apart from the fire risk, they also give off a lot of water vapour.

RESPONSIBILITY FOR REPAIRS CONTINUED

YOUR RIGHT TO COMPENSATION

You have the right to compensation, under certain conditions, in respect of:

- Our failure to repair within the specified period;
- A loss of service;
- Improvements undertaken by tenants to their property.

Written permission must be obtained for the improvement along with confirmation that the improvement is eligible for compensation, which will be paid when you leave the property.

Full details on your right to compensation can be obtained from our head office, your Estate Manager or Sheltered Scheme Manager.

IMPROVING YOUR HOME

MAKING IMPROVEMENTS YOURSELF

- You can improve your home if you have written permission from us.

You can improve your home if you have written permission from us. This includes altering or adding to the property including replacing fittings. We cannot refuse to give you permission to make improvements without a good reason. If for any reason you do not get a reply to your letter, you must assume that you do not have permission to carry out the improvement. The list below includes some of the reasons we might refuse permission for an improvement although there may be others:

- For the safety of the property and properties connected to it.
- The improvement may mean extra cost to us now or in the future.
- The improvement reduces the value of the property.
- Statutory or building regulations or other obligations would be broken.
- The improvement makes the property less suitable for future tenants.
- The improvement is not in keeping with the character of the building.

IMPROVING YOUR HOME CONTINUED

ADAPTATIONS FOR THE DISABLED

- Contact your local Social Services Occupational Therapist or Doctor.

If you need to have your home adapted because you have a disability you should contact your local Social Services Occupational Therapist or Doctor and ask them to tell us about the adaptations you need.

Our Housing Welfare & Support Officer can assist you with this if necessary. We will make the adaptation if the Occupational Therapist recommends it and the work can be funded.

Consideration may also be given to transferring you if adapting your present home is not possible or practical.