



Tenants' Repairs **SERVICE STANDARDS**



How to report a
repair and what
to expect from us



Housing Services
www.kingston.gov.uk





Introduction

This booklet tells you how to report a repair and about the service that you can expect from us.

It tells you what repairs the Council are responsible for and how long you can expect to wait before a repair is done. It also sets out what repairs you are responsible for, and your responsibilities in reporting repairs and helping us to make sure they can be done. Finally it tells you what to do if things go wrong, or if you want to tell us that they went well.

If you are a leaseholder please refer to the leaseholders handbook for details on your rights and responsibilities.



How do I ask for a repair to be done?

If you need a repair to be done then the quickest way to report it is to call the **Customer Contact Centre on 020 8547 5003**. Other ways you can report a repair are:

- By going to the Council's website, www.kingston.gov.uk and following the links to the housing pages.
- By email to HousingContactCentre@rbk.kingston.gov.uk
- To your estate manager at your local housing office or, if you live in sheltered housing, to your scheme manager.

If you ask for a repair to be done we will:

- Give you an appointment for the morning or afternoon when we can carry out the repair. **(Where the repair is an emergency (24 hrs) our contractors may call at any time so you must make sure someone is at home at all times).**
- Let you know if for any reason we cannot keep the appointment.
- In all cases tell you how quickly the repair will be carried out for example in 24 hours, 3 days, 7 days or 15 days.
- Give you a repair reference number.
- Wherever possible get the repair completed at the first visit.
- Send you a satisfaction survey for you to complete.

If you ask for a repair to be done you must:

- Make sure you, or someone from your household, is going to be at home so that you can let our contractors in to do the repair.
- Let us know if you cannot keep the appointment so it can be rescheduled.
- Make sure someone is at home at all times where the repair is an emergency (24 hours) as our contractors may call at any time.
- If there is potential damage to your property or a neighbouring property, do everything you can to stop this happening, for example putting a container to catch dripping water, or turning off the stop cock.
- Give us lots of information about the problem so we can fix it first time.
- Where possible give us a phone number so we can contact you.

What repairs are the Council responsible for?

The Council is responsible for maintaining the fabric and structure of your home and any communal areas.

We will repair:

Structure

- The structure of the property for example walls, roofs, joists and beams.

Security

- Window frames, window catches and safety devices.
- External doors and door frames.
- Treatment of damp, rot and woodworm.

Window glazing

- Glazing to communal areas (although this may take the form of boarding up or the use of alternative materials).
- Glazing to your home where the repair was caused by a defective frame or was a result of a crime (in this case we need a crime reference number and a police report).

Water supply

- Water and electricity supplies to your home and, where there is an existing gas supply, maintaining it.
- All council owned pipes and waste pipes.

We will repair:

Sanitary appliances

- Baths, basins, sinks, toilets, cisterns, kitchen cupboards and work surfaces.

Gas appliances

- Gas fittings and appliances such as central heating, water heaters, boilers and fitted fires.

Electrical installations

- Electrical wiring including sockets and switches provided by the Council.

Other internal and external fittings

- Plaster work to walls and ceilings.
- Drains, gutters, down pipes, chimneys and flues.
- Communal areas such as pathways, estate roads, hallways, communal stairs and lighting, balconies and rubbish chutes.
- Lifts and fire equipment.
- Door entry equipment.
- Communal television aerials.
- Warden Call systems.
- Fencing and gates to communal parts or gardens, only where failure to carry out the repair will have a serious affect on health and safety, for example rear boundaries to main roads or railways.
- External decorations and decorations to communal parts.

Where the Council is providing services over and above the minimum standard required, it reserves the right not to repair or to remove any fixture, fitting or service whether in your home or in a communal area, where it is beyond economic repair.

This may include:

- not repairing entry phone systems
- not replacing a gas fire where you have adequate alternative forms of heating
- not carrying out kitchen repairs where not doing so will still mean that you have adequate cupboards and work surfaces.

What repairs are you responsible for?

You are responsible for some repairs within your home and for those where you have caused damage. You must also allow us to carry out repairs and servicing in your home. This is set out in your tenancy agreement.

You must carry out these repairs:

Security

- Replacing lost keys to your home and gaining access to your home if you lose your keys, along with any lock changes and repairs to the door after forced entry.

Window glazing

- Reglazing any windows in your home resulting from accidental damage, misuse or negligence by you or any of your household, guests or pets.

You must carry out these repairs:

Water supply

- The maintenance of any water pipe work and fittings installed by you, for example washing machine fittings or showers.

Sanitary appliances

- Clearing blockages to baths, basins and sinks.
Any damage caused by you to any fixture, fitting, wall etc within the property, for example holes in internal doors, broken wash hand basins, toilet cistern lids or baths.

Other internal and external fittings

- Minor repairs such as bath plugs and chains, pull cords, changing light bulbs and fluorescent tubes, and replacing toilet seats.
- Repairing any fixtures and fittings installed by you or a previous tenant.
- Internal decorations, including any minor cracks to plasterwork, adjusting doors to fit over newly installed floor coverings and the fitting of curtain rails.
- Fencing, other than where there is a health and safety risk, gates and gate latches, washing lines and clothes posts in your garden.
- The sweeping of chimneys and flues.
- Keep gardens tidy making sure that trees and shrubs do not grow to a size that may affect your neighbours or have an impact on the structure of your home or neighbouring homes, communal housing land or highways.

You must:

- Allow the Council and its contractors access to your home when required so that we can carry out repairs, including (where required), access to carry out a repair to a neighbouring property. In cases where we need to gain access in an emergency we may need to force access to your home to carry out the repair.
- Allow the Council and its contractors access to your home to carry out annual gas safety checks and any tests to electrical wiring and installations. Where we are not given access to carry out the annual gas service we will, where necessary, take legal action to enforce access or force entry and charge you the costs of doing so.
- Take steps to ensure that any pipe work in your property does not freeze and make sure any appliances, for example washing machines, are properly connected.
- Notify us when a repair is needed.
- Get our written permission before carrying out any improvements to your home, for example fitting a new kitchen or bathroom.

Important

- **You must not carry out works to the electricity supply, wiring or fittings - this must be done by a qualified contractor.**
- **You must not carry out works to your home's gas supply - this must be done by a qualified contractor.**

How long does a repair take?

We make an appointment for the works to be carried out to your home. We have targets within which we aim to complete different types of repairs and we always try to achieve these. Examples of target times are set out below. In most cases we keep to these targets, but will be flexible in some cases if you have particular special needs.

24 Hours (emergency orders)

In many cases emergency orders will mean making your home safe immediately and returning at a later date to carry out permanent repairs. This is particularly the case outside of normal working hours, at night or over the weekend.

Examples of the kind of repairs that will be completed within 24 hours are:

- Total loss of water or electrical supply.
- Total or partial loss of gas supply.
- Serious flooding or leaks.
- Blocked WC, soil stacks and sewers.
- Making safe collapsed ceilings and floors.
- Insecure windows and doors.
- Unsafe electrical fitting.
- Blocked flue to an open fire or boiler.
- Between 1 October and 31 March total or partial loss of heating and hot water. Where this cannot be done because there is a need to obtain parts, to provide an alternative source of heating.
- Lift breakdowns.
- Major health and safety repairs to communal parts.

3 Days

Examples of repairs targeted to be completed in 3 days are:

- Taps which cannot be turned.
- Partial loss of water supply.
- Dripping overflows.
- Sticking doors and windows
- Repairs to kitchen cupboards.
- Loose or detached hand rails or banisters.
- Partial loss of electrical power.
- Between 1 April and 30 September loss of heating and hot water.

7 Days

Examples of repairs targeted to be completed in 7 days are:

- Minor roof leaks.
- Leaking gutters.
- Extractor fans.
- Entryphone systems

15 Days

Most repairs to communal areas where there is not an overriding health and safety consideration are targeted to be carried out in 15 days.

What can I expect from the Council's contractors?

Kingston Council's contractors represent the Council and are therefore expected to observe the same standards of conduct as council staff.

They will:

- Introduce themselves and show a formal identification badge. **Please make sure all callers have an identification badge before you let them in. If you are not sure, do not let them in until you have contacted the Customer Contact Centre on 20 8547 5003.**
- Be wearing the appropriate uniform.
- Explain why they are there and what the works will mean to you.
- Behave in a polite and professional manner at all times.
- Refrain from smoking, playing music or using foul or abusive language.
- Make sure that your home is properly protected from dust, paint and so on.
- Make sure all materials and equipment used on site are kept safe and with a minimum of inconvenience to you.
- Make sure that wherever possible supplies of gas, electricity and water are fully restored at the end of each day, or where this is not possible ensure that there is an adequate temporary supply.
- Tidy up at the end of the job or end of the day.

What should I do if things go wrong?

We make every effort to ensure that we fix the repair first time. However we know that sometimes this may not happen and this page tells you what to do should things go wrong.

If a repair is not properly completed, or you are in any other way unhappy with the service you have received, the first thing you should do is **call the Customer Contact Centre on 020 8547 5003** and they will try to sort out your problem immediately.

If you do not want to do this or are not satisfied with the results, then you can write to:

Customer Contact Centre
Guildhall 2
High Street
Kingston upon Thames
Surrey
KT1 1EU

We aim to send you a reply in 10 days.

We also like to know when things go well. If you are pleased with the service you have received, please tell us.

If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call our helpline on 020 8547 5000 or ask someone to call on your behalf.

چنانچہ قادر نیستید این نامہ را بہ دلیل ناتوانی یا مشکل زبان بخوانید ما میتوانیم بہ شما کمک کنیم۔ لطفا خود یا شخص دیگری با شماره کمک شہرداری کینگسٹون تماس بگیرید۔
020 8547 5000 ۰۲۰۸۵۴۷۵۰۷۵ تلفن

당신이 신체적인 불편함 혹은 언어 문제로 인해 이 서류를 읽지 못할 경우, 저희들이 돕겠습니다. 킹스톤 의회 상담전화 (Kingston Council Helpline) 020 8547 5000 로 직접 전화하시거나 혹은 다른 사람에게 전화를 부탁하십시오.

نه گهر توانای خویندنهومی نهه نوسراوهدت نیه له بهر په کهکوتهی/ بی توانای یاخود له بهر زمان تینه گه یشتن . نهوا نینه نه توانین یارمه تیت
بدین . تکایه په یوه ندی بکه به هیلی یارمه تی شارووانی کینگسٹونوه (Kingston Council) به ژماره ته له فونۍ 020 8547 5000
یان به که سی بلن که به ناوی توه په یوه ندی بکات .

إن لم تكن قادراً على قراءة هذا النص بسبب اللغة أو أي عائق آخر، اتصل بنا فنحن نستطيع مساعدتك. الرجاء الاتصال بخط مجلس كنجستون للمساعدة (Kingston Council Helpline) على الرقم 020 8547 5000 أو اطلب من أي شخص آخر الاتصال بنا نيابة عنك.

ਜੇਕਰ ਤੁਸੀਂ ਅਪਾਹਜਤਾ ਜਾਂ ਭਾਸ਼ਾ ਦੇ ਕਾਰਣ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹਨ ਵਿੱਚ ਅਸਮਰਥ ਹੋ, ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ 020 8547 5000 'ਤੇ ਕਿੰਗਸਟਨ ਕੌਂਸਲ ਦੀ ਹੈਲਪਲਾਈਨ 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਆਪਣੇ ਵੱਲੋਂ ਕਿਸੇ ਨੂੰ ਕਾਲ ਕਰਨ ਲਈ ਕਹੋ।

Caso você não consiga ler este documento devido a deficiência ou idioma, nós podemos ajudar. Por favor, ligue para o canal de atendimento Kingston Council no telefone 020 8547 5000, ou solicite a alguém para ligar por você.

உங்களால் இந்த கடிதத்தை படிக்க இயலவில்லை என்றால்
தயவு கூர்ந்து கிங்ஸ்டன் உதவி மையத்தை நீங்களோ அல்லது
உங்களை சார்ந்த எவராவது தொடர்பு கொள்ளவும்.
தொடர்பு கொள்ள வேண்டிய எண் 020 8547 5000

اگر آپ معذوری یا زبان کے سبب اس دستاویز کو پڑھنے سے قاصر ہیں تو ہم آپ کی مدد کر سکتے ہیں۔ براہ مہربانی 020 8547 5000 پر کنگسٹن کونسل ہیلپ لائن کو فون کریں یا کسی سے درخواست کریں کہ وہ آپ کی جانب سے فون کرے۔

What to do if you have a gas leak, total electric failure or major water leak in your council home

Gas - if you smell gas


- Open the doors and windows to get rid of the gas.
- Check to see if the gas has been left on unlit or if a pilot light has gone out. If so, please turn the appliance off.
- If this is not the case, there is probably a gas escape. Turn the gas supply off at the meter and phone the **TRANSCO Gas Emergency Service immediately on 0800 111 999**.
- Don't turn any electrical switches on or off (this includes door bells). But you can use the telephone to call the gas emergency service TRANSCO on the above number.
- Don't smoke, use matches or naked flames.

Electric - if total failure

- Check whether other properties are affected. If so call your electricity supplier.
- If not check the main fuse box.
- Check whether the trip switch has been activated.
- **If you are unable to identify the problem phone the Customer Contact Centre on 020 8547 5003.**

Water - if a major leak

- Turn off the stop cock; this is usually located under the sink (but could be in the bathroom, hall or under the stairs).
- **Phone the Customer Contact Centre on 020 8547 5003.**
- We will need to know where the leak is.
- Could it affect the electrical system? If so, turn off the electrical installation at the main fuse box.



Tenancy and Repairs

020 8547 5003

Out of hours
emergencies

020 8547 5003

email: HousingContactCentre@rbk.kingston.gov.uk

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