



# Repair Guide for Tenants

February 2018

**delivering promises, improving lives**

# Repair Guide for Tenants

## Contents

1.	Aims and Objectives .....	1
2.	Reporting a Repair .....	2
3.	Repair Obligations.....	2
4.	Access Arrangements	
5.	Complaints .....	3
	Appendix 1 Repairing Obligations.....	4

# 1. Aims and Objectives

We aim to provide a first class repair and maintenance service. To do this we will:

- ensure that repairs are completed in a prompt, efficient, flexible and value for money approach;
- deliver repairs to a high standard that you are satisfied with;
- provide a friendly and consistent approach to repairs and maintenance;
- aim to complete all repairs right first time with minimum disruption;
- conduct all repairs work in a way that is safe for you, our employees and contractors;
- ensure all external contractors working on our behalf deliver repairs in line with legislation and within company policies, procedures and service standards;
- treat everyone fairly in line with the Equality Act 2010;
- use data from our systems to highlight any specific needs you may have enabling, where possible, to adapt service delivery to meet those needs;
- clearly define our and your repairs responsibilities; and
- provide an emergency repairs service 24 hours a day, every day.

Prior to carrying out your repair, we will:

- send a text message to you detailing the tradesperson's first name and telephone number when your repair has been despatched to one of our tradespeople;
- phone you to further diagnose the repair required; and
- arrange a convenient date and time to attend.

While carrying out your repair we will:

- introduce ourselves and show photo identification before entering your home;
- be polite and wear our corporate uniform and the protective equipment;
- explain what work is going to be carried out and inform you of any disruption that might be caused;
- take care that your belongings are protected from damage and dust;
- keep use of your electricity to a minimum where possible;
- keep mess and rubbish to a minimum, making sure it is all removed at the end of the working day or when the job has been completed;
- re-connect your electricity, water and gas supply at the end of each day wherever possible and check these supplies are working correctly; and
- ask if you require any further repairs whilst in attendance and complete where possible.

## 2. Reporting a Repair

Before reporting a repair please refer to our website, [www.wdh.co.uk](http://www.wdh.co.uk) to view all tenant self-help repair films. The most common reported repairs have detailed examples on how to 'fix the problem'.

The fastest way to report a repair is using the WDH App which is available through Google Play and Apple's App Store.

Our tenants and leaseholders can also report a repair in the following ways.

- Online through your [tenant online account](#). Simply log in and follow the instructions.
- Phone OneCALL on 0345 8 507 507, 24 hours a day, every day.
- Visit one of our service access points.

Once your repair has been logged the repair is passed to the most appropriate tradesperson who will call you for a precise diagnosis and to arrange a convenient time to carry the work.

Where applicable you will be kept informed of the progress of the repair by text messages for significant stages of the repair.

If your repair is an emergency, we will try to attend and at least make safe within four hours. We aim to complete other routine (non-emergency) repairs in an average of five days (please note in periods of bad weather conditions these averages may change).

We will continually work with tenants in a number of ways to continually improve the repair service including, tenant focus groups, service review groups and tenant inspections, in line with published regulatory standards.

## 3. Repair Obligations

As a landlord, there are lots of repairs in the homes we own that we are responsible for. It is important that our tenants also know what kinds of repairs they will have to do themselves.

We are responsible for all repairs to the property structure, gas, plumbing, electrics and also any paving, paths and fences if they aren't safe. Our tenants decorate their own homes and replace fittings, like battery smoke alarms, light bulbs and internal doors.

Where you request a non-standard repair, this work can be carried out but you will be informed that the works are rechargeable. Non-standard repairs relating to gas and electricity will be carried out by us and recharged, to satisfy health and safety requirements and current legislation.

Table 1 at Appendix 1 gives details of who is responsible for which repair.

## 4. Access Arrangements

Our tradespeople will contact you to arrange access, but if they are unable to make contact they will leave a voicemail message or text message so you are aware that someone has attempted to make access arrangements relating to your repair order. Our tradespeople will attempt to contact you to arrange access on three occasions but if we receive no correspondence from you, we will contact you through:

- a no access card being posted to your property;
- a no access letter being send to your property; and
- an automated text message.

On receipt of a no access correspondence, you will have seven calendar days to contact us regarding your repair order otherwise the repair order will be closed from our system.

Our aim is to attend and complete your repair at a convenient date and time for yourself. Normal operating hours for the repairs service are 8 am to 4.30 pm Monday to Thursday and 8 am to 2.30 pm Friday. Where no access is available during this period, arrangements can be made to complete your request outside of these normal operating hours.

## 5. Complaints

We want you to be happy with the services you receive. However, sometimes you may feel you want to complain about our service or something you feel we have done or failed to do. You can complain in a variety of ways such as:

- online using our [complaints form](#);
- by emailing [onecall@wdh.co.uk](mailto:onecall@wdh.co.uk);
- by letter; to any of our [service access points](#);
- by calling OneCALL on 0345 8 507 507; or
- in person at any of our service access points.

Or alternatively further information can be found on our [website](#).

## Appendix 1 Repairing Obligations

Repair Request	WDH Responsible	Tenant Responsible
<b>Communal Areas</b>		
Dustbins and the removal of household rubbish		✓
Shared areas such as lifts, stairs rubbish chutes and communal TV aerials	✓	
Replacement or extra key fobs for communal door entry systems		✓
Door entry systems for shared areas	✓	
Driveways provided by us	✓	
<b>Roof</b>		
Chimney and stacks	✓	
Roof structure and coverings	✓	
Guttering, rainwater pipes and clips	✓	
Fascia's and soffits.	✓	
<b>Walls and Canopies</b>		
External walls and rendering	✓	
Foundations	✓	
Concrete canopies over doors or windows	✓	
Rendering to property	✓	
<b>Windows and Doors</b>		
Window frames, external cills, ironmongery if damage is fair wear and tear	✓	
Glazing where caused by criminal damage and reported to the Police.	✓	
Glazing damaged internally.		✓
Repairing of faulty window or door locks.	✓	
Security chains and spy holes		✓
External doors, frames, other boards and threshold strips	✓	
External doors if damage was caused by fair wear and tear	✓	
External door locks and ironmongery if damage is fair wear and tear	✓	
Provision of additional door or window locks		✓
New or replacement keys		✓
Locked out of a property		✓

<b>Repair Request</b>	<b>WDH Responsible</b>	<b>Tenant Responsible</b>
<b>Pipes and Drains</b>		
Soil and vent pipes and clips	✓	
Clearing blocked gulley grids		✓
Blocked gulley		✓
Blocked drains – if affecting one property only	✓	
Blocked drains – affecting more than one property	OneCALL to refer to Yorkshire Water	
Inspection chambers	✓	
<b>Gardens and Boundaries</b>		
Work carried out to gardens, flooded gardens.		✓
Garden walls if built by us	✓	
Front fencing and gates (unless off street parking)	✓	
Dividing and rear fencing and gates.		✓
Pathways and steps which provide main access to the front and back door of the property	✓	
Washing lines and posts (except in communal areas or part of an independent living scheme)		✓
Replacement or repairs to sheds provided by WDH on new build sites	✓	
<b>Garages and Outbuildings</b>		
Garages or outbuildings if provided by us	✓	
Locked out of a garage		✓
Providing additional keys to garages		✓
<b>Internal Property Repairs</b>		
Internal timber, UPVC or tile window sill (unless affected by rot or woodworm)		✓
Skirting boards, picture rails, battens (unless affected by rot or woodworm)		✓

Repair Request	WDH Responsible	Tenant Responsible
<b>Doors</b>		
Ironmongery, and internal doors (unless affected by rot or woodworm)		✓
<b>Walls</b>		
Structural walls inside a property	✓	
Major plaster repairs	✓	
Minor repairs to plasterwork for example small holes and cracks		✓
Wall tiles to match existing as closely as possible where damage due to fair wear and tear	✓	
<b>Floors</b>		
Concrete floors (not including floor tiles)	✓	
Vinyl fitted by us as part of improvement work		✓
Floor boards and joists but not including laminate flooring	✓	
<b>Fireplaces</b>		
Fireplace and surround if fitted by us	✓	
<b>Staircase</b>		
Staircase, banister and handrails	✓	
<b>Bathroom</b>		
Bath panels (unless damaged by us whilst carrying out repairs) replacement may not match existing suite		✓
Slatted shelving to airing cupboard	✓	
Internal pipe work boxing unless damaged by us whilst carrying out repairs		✓
<b>Kitchen</b>		
Kitchen cupboards, drawers, door catches, hinges and handles where damage is not fair wear and tear		✓
Worktops where damage is not fair wear and tear. Replacement will not necessarily match existing		✓
<b>Electrical Items</b>		
Electrical wiring sockets and light fittings where fitted by us	✓	
Hard-wired smoke or carbon monoxide alarms	✓	
Plugs		✓
Electrical consumer units (fuse box)	✓	



<b>Repair Request</b>	<b>WDH Responsible</b>	<b>Tenant Responsible</b>
Electric storage heaters – if installed by us	✓	
Electric fires – if installed by us	✓	
Immersion heaters – if installed by us	✓	
Cookers – if installed by us	✓	
Extractor fans – if installed by us	✓	
Electric shower unit if fitted by us	✓	
<b>Plumbing</b>		
Water service pipes (from boundary to stop tap / SureStop) overflow pipes and water tanks	✓	
Blocked toilet, sinks, bath and hand basin waste pipes where the tenant has previously tried to clear the blockage	✓	
Taps, stop taps, SureStops and wheel valves	✓	
Sink units and wash hand basins where damage is not fair wear and tear		✓
Toilet flushing mechanism	✓	
Toilet seats – we will supply one on start of tenancy only		✓
Bath or shower trays where supplied by us	✓	
Sink and bath plugs and chains		✓
Bath seals and two rows of splash back tiles	✓	
Kitchen sink seals and two rows of splash back tiles	✓	
Boxing in of new or existing pipe work if damaged caused by us	✓	
<b>Gas</b>		
Gas pipe work inside the property	✓	
Supply of gas and gas meters		✓
Annual gas servicing of appliances	✓	
Gas fires – if supplied by us	✓	
Bleeding radiators	✓	
Topping up the heating system water pressure	✓	
Radiants for gas fires – if supplied by us	✓	
Gas water heaters	✓	
Radiator valves, time clocks and thermostats	✓	
Gas boilers	✓	

<b>Repair Request</b>	<b>WDH Responsible</b>	<b>Tenant Responsible</b>
<b>Other Heating Sources</b>		
Ground and air source heat pumps	✓	
Heat exchange units	✓	
District heating	✓	
Solar panels	✓	
<b>Adaptations</b>		
Adaptations – fitted to a property by us	✓	
Cookers – if installed by us in an adapted kitchen	✓	
Shower tray or seat if fitted by us	✓	
Adapted toilet seats if fitted by us	✓	
<b>Home Security</b>		
Additional window and door locks		✓
<b>Home Energy Efficiency</b>		
Hot water cylinder jackets (first provided by us)		✓
Low energy light bulbs		✓
Loft insulation	✓	
<b>Pest Control</b>		
Fleas		✓
Bed Bugs	✓	
Ants / Flying Ants		✓
Spiders		✓
Beetles / Moths		✓
Flies / Maggots		✓
Woodlice / Silverfish		✓
Slugs		✓
Birds		✓
Squirrels – internal only	✓	
Moles – communal areas only	✓	
Mice – internal only	✓	
Mice – external		✓
Rats – internal and external to property	✓	
Bees	✓	
Wasps	✓	