



standards & feedback

Repair work:

Standards you can expect

Available in large print, Braille and on CD

Ordering a repair

You can order a repair how and when best suits you

- **You can ring** us to order a repair on **03000 123 123** between 8am and 5.30pm weekdays. The line is open 24 hours for emergencies only.
- **You can order repairs online** at any time, on any day. Pick from the on-screen appointments on offer at www.northwardshousing.co.uk
- **You can order repairs by text** on **07860 003 150**. Please ensure you send the first line of your address and your postcode, and enter no more than 160 characters.

Appointments to suit

You can make an appointment to get a repair done at a time that's convenient to you

When you order a repair we'll offer you an appointment for that job, and give you other times to choose from if necessary. You can choose one of these time slots:

8am – 10.30am
10am – 12.30pm
noon – 2.30pm
2pm – 5pm
5pm – 7pm Wed only
Saturday 8-12

This means you don't need to wait in all day. But you must make sure someone waits at home for the entire appointment time.

We will send you a letter confirming the appointment unless it's within the next two days.

You can check progress on repairs already ordered at www.northwardshousing.co.uk. Just follow the links.

Repairs that don't get an appointment

You can get an appointment for most repairs, except . . .

Emergencies – We'll be there within three hours so we just tell

you to stay at home and wait for us.

Six week repairs – we won't immediately offer you an appointment because these jobs involve replacing large items rather than repairing them.

How long should the repair take?

We give your repair one of six deadlines. They are:

Emergencies

We'll be there within three hours. There must be a very urgent threat to your health, safety or security – like a water burst, power failure, wide-open door or window space, dangerous heating systems or electrical faults. Some jobs are classed as emergencies only if an older person, young baby or disabled person lives in your home.

If you have neither heating nor hot water this is treated as an emergency only in winter months.

Urgent repairs

There are two categories of urgent repairs depending on the how serious the problem is:

One working day

Examples:

front door damaged in a break-in, leaking or blocked pipe, lighting or power fault, broken boiler or drain problem.

Three working days

Examples:

damaged tap or shower, broken window, faulty gas fire or electric heater, broken light, loose plug sockets or switches, loose hand rail, replacement taps.



Gas leaks

If you smell gas call Transco free on 0800 111 999

DO: ● turn off the gas supply at the meter ● open doors and windows

DON'T: ● Smoke ● Use naked flames ● Turn electric switches on or off

Routine repairs

There are three categories of routine repairs depending on how serious the problem is:

Five working days

Examples:

toilet cistern ball valve, toilet seat, cover or handle, broken bath panel, fixing a kitchen unit door or drawer, gates, loose and dripping taps, splash back tiles, locks and latches, door and window frames and handles, smoke detectors, floor boards and skirting, wobbly sinks and cisterns, plaster cracks.

Three weeks

Examples:

leaking or blocked gutter, damaged roof slates, fitting a new kitchen cupboard, bleeding and securing radiators, patching floor tiles.

Six weeks

Examples:

fitting a new dampproof course, new external door or new window frame, any fencing we have agreed to do, a roof that needs overhauling, or a heating system that needs taking out and

replacing. A repair usually gets this deadline after we've been to check a problem and found that we need to replace a large item rather than just repair it.

Saturday and Sunday don't count as 'working days'.

Doing the repair

Once you've ordered your repair...

If we need to inspect the problem first, we'll tell you what needs doing and when it will be done.

On the date of the appointment we'll send a fully trained worker at the time promised. They will show you their identification and will be polite and helpful.

The worker will do the repair or inspection, as described on the confirmation letter, and will leave the job clean and tidy. If they can't do all the work needed on that visit, they will explain why and immediately arrange another appointment with you.

If you tell the worker about another, similar, minor repair, eg easing an internal door or fitting a window catch, they will

be able to do this for you at the same time.

After the repair

You can help us improve our service by telling us how we've done. We will send you a form asking how satisfied you are with the work, together with a freepost envelope for your reply. If you tell us you're not happy with the work, we will contact you and investigate. If there is still a problem, we will put it right.

If you are still unhappy you can use our complaints procedure.

Have we said no to your repair?

We always repair rather than replace if possible, to keep down costs

We may not do a repair straight away. For example, it wouldn't make sense for us to repair a kitchen unit if we were planning to put in new kitchens on your estate in the next few months. We don't replace a working item just for minor cosmetic reasons,

eg. discoloured plastic baths, surface cracks in basin or toilet.

Repairs you must pay for

Sometimes we charge you for a repair

You don't pay for work to repair fair wear and tear, or if the damage was caused by a crime you've reported to the police. But we do charge for deliberate damage or neglect. Typical jobs we would check are: broken door or door frame; lost keys and replacement lock; new window glass; broken window frame; broken kitchen unit, toilet, bath or basin.

Repairs you must do yourself

There are some smaller jobs you must repair yourself:

- faulty fittings not put in by either the City Council or Northwards Housing such as cookers, fridges, showers, window blinds, window locks
- broken tidy-dry

- hairline cracks in plaster
- broken or missing edging on a kitchen unit
- broken or missing smoke detector

But we will repair the following for pensioners or disabled tenants:

- broken or missing edging on a kitchen unit
- broken or missing smoke detector
- broken clothes post
- broken or missing plugs and chains for a basin or sink.

Asbestos safety

Important information on managing asbestos

Asbestos was built into most homes in the past for insulation and fire proofing, and may be present in yours.

Although current evidence says asbestos in houses is not likely to be a significant hazard to occupiers, breathing the dust can cause fatal illnesses.

Asbestos in good condition is not a health risk and it does not have to be removed.

DAMAGED asbestos, producing dust IS A HAZARD.

Northwards Housing has a procedure to deal with situations where asbestos is believed to have been identified. If you think you have found an item that may contain asbestos, let us know immediately. We will investigate and let you know the outcome in writing.

Parts of your home that may contain asbestos include ceilings with textured coating, some very old bath panels, inside boiler cupboards, and soffits – the boards under the eaves of the roof. You should not sand, drill or scrape these surfaces.

If you find a damaged item in your home that you think might contain asbestos, do not disturb it, brush it up or try to remove it. Let us know and we will deal with it safely.

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

ان كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوقين وبالحر و ف الطباعة الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。
这文件也有盲文版、大字体版和 CD 光盘各索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر پښت خوښه ته رجومه ي. نه م به لگه نامه به وه رگريت، تکايه په يوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه به هه ر وه ها به شينوازي نوسراوي کوزران، به چاپي گه زره و يان له سه ر سي دي هه په.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123