



Repairs

A guide for tenants



This leaflet explains who is responsible for repairs to your home. It also provides detailed information about our repair service and some tips on how to stay safe in your home.

Reporting a repair

To report a repair, please call us on:

0345 002 4495

Or email us at homes@rmguk.com

If you need to change an appointment, please let us know as soon as possible so that we can rearrange the appointment for you.

Step 1

Who's responsible?

Find out if the repair is a landlord or tenant responsibility from the checklist which gives more information about who is responsible.

Step 2

Report the repair

Report the repair to us by phone or email.

Step 3

Repair order issued

Our Customer Service Centre will raise a repair order number and will assign a repair priority, which indicates the level of urgency for the repair. You will be advised of an appointment time (or alternatively the contractor will contact you directly)

Step 4

Repair by contractor

A contractor will visit you at the allocated time to undertake the repair or in some instances, advise that a further visit may be required.

Step 5

Completion Survey

After the job is completed, you may be contacted to undertake a repairs completion survey.



How you can help us

As a resident, under the terms of your tenancy you are obliged to give us access in order to undertake regular services and repairs to your property. You are also responsible for keeping your home in a reasonable condition.

This includes:

- 🏠 The upkeep of your home such as carrying out some small repairs (e.g. replacing plugs and chains for sinks and basins)
- 🏠 Keeping your property clean, tidy and reasonably decorated
- 🏠 Clearing out all unwanted belongings (including from lofts or gardens)



- 🏠 Taking positive action to avoid damage (for example, regular airing of the property to avoid condensation caused by cooking or heating).

Please remember that someone else will be moving into your home when you leave.

What you can expect from us

We aim to carry out repairs quickly and efficiently, and to provide you with a quality repairs service at all times. You can expect our staff or suppliers working on our behalf to meet our service standards as listed below.

Our service standards

- 🏠 To carry out work to a good standard that gives value for money.
- 🏠 To be quick and reliable.
- 🏠 To keep you informed.
- 🏠 To be considerate of the fact that we are working in your home.
- 🏠 To be clear about what you can expect from us.

If you feel we have not met these standards, please contact our Customer Service Centre.

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Who is responsible for repairs to your home?

As the managing agent, we have a responsibility to carry out certain repairs to your property.

There are also repairs that you will have to carry out yourself. So before you report a repair to us, please use the checklist to find out whose responsibility it is.

Repair	Description	Us	You
Baths	Repair/Replacement	✓	
Waste Pipes	Waste pipe blockages <i>*You must demonstrate that they have made all reasonable efforts to unblock waste pipes. This would include the use of a plunger or domestically available drain cleaning products.</i>		✓
Brickwork	Garden walls (may then be replaced with alternative boundary marking)	✓	
Carpentry	Except any locks	✓	
Chains and Plugs	On basins, baths and sinks		✓
Chimneys		✓	
Communal Areas		✓	
Central heating	Including: Storage Heaters Fitted Electric Fires	✓	
Decoration (External)	External decoration if required	✓	
Decoration (Internal)	Making good to decoration after repairs may not be carried out by us. It depends on the damage caused,		✓

Your home

Repair	Description	Us	You
Domestic Appliances	If they belong to you		✓
	If they have been provided by us	✓	
	If 'gifted' to you then it is not our responsibility		✓
Doors (External)	Including door step	✓	
Doors (Internal)	Including door frame and hinges <i>*excluding door handles</i>	✓	
Door furniture (External)	Including: Bells Knockers Letterboxes Door Numbers Door Handles		✓
Door furniture (Internal)	Including: Door Handles Locks Latches		✓
Drains	You must demonstrate that you have made all reasonable efforts to unblock waste pipes. <i>*This would include the use of a plunger or domestically available drain cleaning products</i>		✓
Electrical	Damage to sockets or switches that leaves exposed wiring.	✓	
Entry doors	Communal external (usually repaired periodically)	✓	
	Timber (prior to painting)		

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Repair	Description	Us	You
Front door lock	Except: Communal locks All locks including multipoint locking systems must be repaired by you, if necessary by appointing a private locksmith		✓
Fences	Fences will be repaired but only where it presents a health & safety risk. Where there is no option but to replace a fence to mitigate a health and safety risk, this may be a chain link fencing only and will not be replaced as 'like for like.'	✓	
Fire grates and Surrounds	Where a gas fire is removed completely, the opening will be blocked and ventilated as required.	✓	
Fixtures and Fittings	Including: Coat hooks Curtains Curtain Rails		✓
Floorboards		✓	
Floor covering	Kitchen WC and Bathroom only	✓	
Garages	Garage door locks must be repaired by you, if necessary by appointing a private locksmith.	✓	
Garden Maintenance	If you have sole use of the garden.		✓
Gas	Boilers and central heating systems	✓	

Your home

Repair	Description	Us	You
Glazing	Communal glazing	✓	
	Internal glazing		✓
Hand basins	Repair/Replacement. Accidental damage remains the resident's responsibility	✓	
	Waste pipe blockages		✓
Hot Water Cylinder Jackets		✓	
Infestation	<p>Including: Pigeons Rats Insects etc.</p> <p><i>*Please contact your local council pest control team. Where the Council is unable to assist, then you should contact a private pest control company. If the problem persists contact us for further guidance.</i></p>		✓
Immersion Heaters		✓	
Keys	We will not replace locks or provide keys		✓
Kitchen units		✓	
Laminate Flooring	Except when the damage is caused by other repairs that we have carried out		✓

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Repair	Description	Us	You
Lifts		✓	
Light fittings	Except replacing light bulbs	✓	
Locks	Except: Communal Locks Repairs to Non Communal locks should be carried out by you, if necessary by employing a locksmith privately		✓
Paths		✓	
Plastering/ Plasterboard	Except minor cracks. <i>*Minor cracks and making good are part of internal decoration to be undertaken by you. We will only repair where the plaster repairs are extensive and the plaster is deemed to be at the end of its useful life.</i>	✓	

Your home

Repair	Description	Us	You
Plumbing Repairs & Leaks	Leaks to domestic appliances e.g. Washing Machines will only be repaired if they were originally provided by us. You should confirm that they have checked that their appliances are not causing the leak prior to us sending a plumber to investigate. If it becomes apparent that it is the appliance that has caused the leak, then we may recover costs.	✓	
Porches	Except broken glazing. Re-glazing will not be attended to unless there is a Health & Safety risk present. If a risk is present, the window will be boarded up only.	✓	
Re-lighting Pilot Light on Gas Boiler	Includes re-setting any heating controls or programmers.		✓
Roofs and Gutters		✓	
Sanitary Fixtures & Fittings	Except WC seats	✓	
Sink units	Except waste pipe blockages. <i>*You must demonstrate that you have made all reasonable efforts to unblock waste pipes. This would include the use of a plunger or domestically available drain cleaning products.</i>	✓	
Skirting boards		✓	
Stairs		✓	
Switches and Sockets	Where damage has led to exposed wiring	✓	

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Repair	Description	Us	You
Tap washers	Fitting and replacement		✓
Telephone Points			✓
TV aerials and Sockets	Unless communal		✓
Washing Lines	Unless communal		✓
WC repairs	WC blockages <i>*You must demonstrate that you have made all reasonable efforts to unblock the toilet. This would include the use of a plunger or domestically available products.</i>	✓	
Windows	Except window locks	✓	
Waste Blockages	Including: Basin Bath Kitchen Sink <i>*Please note we reserve the right to recharge the costs if the blockage is considered to be caused through neglect by the tenant, a member of the family or another person on the premises.</i>		✓
Worktops		✓	

Please note. This does not list every possible repair.

In certain circumstances, responsibility for a repair will differ from those listed above. Please consult your tenancy agreement regarding any specific responsibilities.

Repairs in depth

Inspecting a repair

Sometimes repairs will need to be inspected before and/or after they are complete. Where this is the case, the Property Manager will make arrangements to carry out an inspection.

Inspecting a repair before we place an order (pre-inspection)

If we need to inspect a repair before the work is given to a contractor, we will arrange a visit to your home.

If it turns out that the repair is your responsibility, we will tell you. We aim visit your home every 3 months and will check that any repairs have been completed.

Repairs that are large or complex may form part of a programme of works that cannot be carried out straight away. We will let you know when this type of work is likely to take place.

All visiting members of staff and suppliers working on our behalf



carry ID. You should ask to see this before letting anyone in to your home. Phone our Customer Service Centre if you need to check that a caller is genuine.

Checking the quality of your repair (post-inspection)

We aim to inspect a percentage of all completed repairs to ensure that our suppliers are carrying out work to a high standard and giving us value for money. We may ask to come and inspect the repair after it is completed.

If your repair is chosen, we will contact you to arrange a convenient time to inspect the work. If the contractor has not

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completed the work to an acceptable standard, we will instruct the contractor to put it right at your earliest convenience.

If you are dissatisfied with a repair that has been completed in your home, you should contact our Customer Service Centre immediately. We will arrange an inspection of the work.

















How long will your repair take?

Minor repairs are usually unplanned and are often called 'day-to-day repairs'. When you contact us to report a minor repair, the officer who takes the details will inform you how long the work should take. Our target times for repairs fall into the following categories:

Emergency repairs

Repairs identified as an emergency are those required to avoid immediate danger to one's health and safety; a risk to the residents' or others' safety or property; serious damage to the residents' home or adjacent buildings. Emergency repairs should be completed within 24 hours.

The following items are classified as emergency repairs:

-  Fire – Including making safe structural damage or failure
-  Gas leaks and escape of fumes
-  Floods
-  Total loss of electric power
-  Unsafe electrical fittings
-  No lights to staircases
-  Total loss of power to all sockets
-  Total loss of power to kitchen sockets only
-  Total loss of heating*
-  Burst pipes
-  Major water leaks where the leak cannot be contained
-  No cold water supply to property
-  Securing entrance doors or windows
-  Blocked WC where it is the only one in the property
-  Blocked drain causing waste water to surge into basin, bath, sink or WC (Health & Safety)
-  Forced entry and lock changes (If crime reference number is supplied or for vulnerable tenants)

Offensive or racist graffiti

**please note that where requested by you, temporary heating will be supplied within the 24 hour period. If replacement parts need to be sourced, ordered and fitted however the repair may take a further seven days.*

Routine repairs

Defects that can be deferred without serious discomfort, inconvenience or nuisance to the resident or third party, without long-term deterioration of the building. These repairs should be completed within 20 working days.

Replacement of major items

These are repairs which are not routine. These works are normally completed to an agreed work programme.

Repair Timescales

Emergency Repairs

Within 24 hours





Routine Repairs

Within 5 or 20 working days and by appointment. You will be advised of the timescale depending on the type of repair reported.

Regular safety checks and inspections

We will visit you in your home every 3 months to ensure you are looking after the property and that it is well maintained.

We will check the following items during our visits.

-  Health & safety issues – such as testing smoke detectors
-  General repairs and maintenance
-  Occupation by the assigned tenant
-  Any other fire safety equipment.



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Infestation and pest control

If you find cockroaches, rats, mice or any other pest in your home, please contact your local council. They may charge you for the pest control services they provide.

Rubbish

If you need to dispose of any bulky items such as furniture, cookers and mattresses, contact your local council.

Statutory requirements

Planned maintenance includes maintenance activities that we have to carry out by law – usually on a yearly basis.

Asbestos

If materials containing asbestos have been identified in your home, we are required to make regular inspections, based on the risk assessment, to ensure it remains in a safe condition.

This process is for your benefit to protect you from the risk of inhaling loose asbestos fibres.

Electrical checks

We carry out safety checks on installations according to British Standards and building regulations guidelines. This ensures we remain in line with standards as they improve. We will contact you to arrange access when your home is due for inspection.

Safeguarding

If you are a victim of crime, you should contact the Police in an emergency on 999. For non-urgent issues, you can contact the Police on 101. If you have a concern about any children or vulnerable adults, you should contact the Police or the Local Council in which you live.

For further information about safeguarding, please do not hesitate to contact us.

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Fire regulations

Where there is a hard-wired smoke alarm in your home we will check this as part of the annual gas safety check.





Your home may have self-closing doors designed to contain smoke and fire in a room so that you can safely escape the property. They have spring closers or special hinges that cause the door to close in the event of fire. You should ensure that these doors are closing correctly and always close them when you go to bed at night.

If they are not closing on their own, please report this to our Customer Service Centre.




Repairs satisfaction survey

When you report a repair you will receive a repair receipt. This includes a brief description of the repair, the appointment date and the contractor's details.

When the repair is complete, we may contact you by telephone to learn what you think about:

-  The quality of the work
-  How we responded to your call about the repair
-  The behaviour of the contractor while working in your home
-  The time taken for the repair to be completed.

If you tell us you are not satisfied with your repair, we will:

-  Speak to you on the phone or write to you about the repair
-  Get the contractor to call back when necessary
-  Carry out an inspection

The information you provide will be used to monitor the performance of our repairs service. We value your views and will use them to shape our service.

Gas servicing

The law requires that all landlords carry out safety checks on gas appliances every 12 months. It also states that if a person knowingly uses an unsafe gas appliance or carries out any work on a gas appliance without the required qualifications, then an offence has been committed.

If your home has a gas appliance, we will appoint a Gas Safe registered engineer to visit you every year. They will carry out a safety check on your gas installation(s) and fully service all the gas appliances owned by us. No charge will be made for this work. We will write to tell you when the engineers are working in your area.

The engineer will leave you with a copy of the Landlord's Gas Safety Certificate (LGSR). This will inform you that your gas installation and appliances have been tested. If any appliances are found to be unsafe, we will arrange for the necessary repairs to be carried out. If a repair cannot be carried out, we will arrange for a replacement to be installed.

Gas

If you smell gas in your home:

1. Turn off your gas supply at the meter.
2. Open all doors and windows to get rid of the gas
3. Do not turn any electrical appliances or light switches on or off
4. Do not use door bells
5. Do not light a match or cigarette lighter
6. Check to see if an appliance has been left on, but is unlit.
7. If so, do not turn your gas back on or try to re-light until the smell of gas has cleared.

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If the leak cannot be stopped by turning off appliances, phone the National Gas Emergency Service immediately on 0800 111 999 or 0800 371 787. This service is free.

The Gas Emergency Service will attend as soon as possible to make sure your appliances are safe to use. They will advise you if the problem requires your gas to be shut off until a repair can be carried out. For more information, refer to our Gas Safety leaflet.



Important

You are required by law to allow access for a Gas Safe registered engineer, appointed by us, to carry out work at a reasonable time and with reasonable notice. We take our legal responsibility very seriously and your co-operation in this important matter is essential.

If we do not get access after reasonable attempts have been made, we will not hesitate to take legal steps to gain entry and check your gas appliances.

This could result in the loss of your home and will result in the cost of all legal proceedings being recharged to you.

Complaints

If you have a complaint about a repair you should follow our complaints procedure, which is available from our Customer Service Centre.

