



**Tees Valley
Housing**



REPAIRS AND MAINTENANCE

Repairs and Maintenance

A Guide

We want you to be safe and comfortable in your home. We will carry out repairs within agreed response times and, wherever possible, offer an appointment for the work to be done at a time that suits you. When we plan programmed work, we will let you know and involve you whenever we can in the decision-making process.

What are your responsibilities as my landlord?

As your landlord, we will maintain the structure and outside of your home and its associated outbuildings, including the foundations, walls and applied external finishing, floors, roofs and roof coverings, chimneys, vents, external doors and windows, including frames and ironmongery excluding replacement keys, surface and foul water drainage.

We will also maintain the installation in your home for supplies including water, gas and electricity, sanitation, heating appliances and external paths and steps. Your tenants' handbook contains a full list but please contact us if you are unsure.

What are my responsibilities?

Your responsibilities include the internal decoration of the property and keeping it in good decorative order. You are also responsible for the costs of putting right any damage to your home that has not been caused by fair wear and tear. Small items such as repairing the plug and chain in your bath or replacing fuses are also your responsibility. Please contact us if you are unsure.

How do I report a repair?

You can report a repair by:

Phoning **08000 461 600** which is free from a landline or **01642 233780**, which is charged at the local rate from a mobile phone

Calling in to your local housing office

Logging on to our websites at **www.erimushousing.co.uk** or **www.teesvalley.org**

What happens once I report a repair?

You will be asked for the following information:

- Your full name and address
- Your name if you are making the request on behalf of the tenant
- As clear a description as possible of the work required
- When is the best time for us to carry out the work
- Arrangements for gaining access to the property
- Any special circumstances, for example, if you are elderly or disabled.

Will you need to inspect the repair before the tradesperson carries it out?

No, normally we will only inspect it if the problem you report appears to be complex or may take a lot of work to resolve. Wherever possible we will use our employees to identify work we need to carry out. If we do need to inspect the repair we will do this as soon as possible.



What priority will my repair be given?

We aim to carry out all repairs to your home at a time that suits you. This means we do not place repairs into categories. We will agree a time to do the repair with you; however if a repair is considered to be a risk to life or to the property, we may insist on responding sooner.

Is there an emergency repairs service out of office hours?

Our repairs service operates 24 hours a day, seven days a week. There is full cover during normal office hours with reduced cover available outside these times.

Please be aware this reduced cover service is only intended to provide a response where your health and safety is judged to be severely and immediately at risk or serious damage is taking place to our property, e.g. a fast water leak or burst.

If you have an emergency repair out of normal office hours, ring Erimus Housing on **08000 461 600** which is free from a landline or **01642 233780** which is charged at the local rate from a mobile.

What about allowing access?

Please allow anyone who works for us access to your home to inspect it or to carry out work to yours or an adjoining property. We will arrange appointments with you when you report a repair. Please make sure you keep to them so we can carry it out for you. If you are unable to keep an appointment, please let us know so we can rearrange and offer the slot to another tenant.

Our members of staff are trained to show you their identity and tell you their name before entering your home. Repairs employees will contact you on the day of the appointment to confirm the work required and to give an approximate time they will arrive. Please do not let anyone into your home without seeing their identification first. If you are unsure of their identity, please call us on **08000 461 600** or **01642 233780** before allowing them into your home.



Do you have a code of conduct?

Yes. Anyone representing Erimus Housing who attends your home to carry out work must ensure it is carried out with the minimum of disruption to you and with respect for you and your home. A copy of the code of conduct is available at all our area housing offices.

Can I make an appointment?

Yes, we will arrange an appointment with you for all repairs; we can offer a morning or afternoon appointment for a day that suits you when you report the repair. Once an appointment has been made, please let us know if you are unable to keep it and we will rearrange it for you. Contact us on **08000 461 600** or **01642 233780**.

Can I give feedback on the repair?

When the operative arrives at your home, you will be given a short satisfaction survey asking you for views on the repairs service and the standard of work carried out. You can return this to us in the pre-paid envelope provided. We may also contact you by telephone to find out whether you are satisfied with the completed work.

What if I am not satisfied with the work carried out?

If the repair has been completed but you are not satisfied with:

- The workmanship
- The extent of the work
- Incidental damage which may have been caused
- You do not feel the fault has been remedied
- You disagree that the repair is not Erimus Housing's responsibility

please contact us to explain the problem. If the matter is not resolved, you can follow our corporate complaints procedure. You can ask for information on the process at your local housing office or by ringing us.

What about asbestos in the home?

Asbestos was used in building materials until the mid 1980s. As long as it remains undamaged, it is safe. We have policies and procedures for managing asbestos that include surveying buildings to find out where asbestos is present so that we can decide the safest way of dealing with it.

Will I have to pay for any repairs?

You will have to pay the whole cost of any repair or replacement arising from damage caused to the property



(or adjacent properties) deliberately or neglectfully by you, your family, visitors or lodgers. Repair or replacement must be to a standard acceptable to Erimus Housing.

What if I disagree with being charged for repairs?

If you do not agree with being asked to pay for repairs that you are charged for, you should contact us and we will discuss the situation with you.

What if my home needs modernisation or structural repairs?

If your home needs extensive structural repairs, or is included in a modernisation programme, you may be asked to move out of your home on a temporary basis while the work is completed but this will only be in extreme cases. In such cases we will provide a suitable property and arrange removals for you.

Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively, for Erimus Housing log on to **www.erimushousing.co.uk**

For Tees Valley Housing log on to **www.teesvalley.org**



Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر للكلمة المحلية من أي هاتف محمول

Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

Kurdish

تکایه ناکدارمان بکوره نمگەر بۆ تێگه‌یشتی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. نمگەر به پێتی گهوره، زمانێ برێل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوه‌ندیمان پێوه بکه له تەلفۆنی هێڵی زهوییهوه بهیبههرامههر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. نمگەر له تەلفۆنی مۆبایلموه بکری ئهمه بهره پاریمکی تێدهچێ ههر ومک تەلفۆنکردنی ناوخۆ.

Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے پڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



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