

Repair Guide for Tenants





How to report a repair



Online: Report a repair via My Account on our Croydon website:
<https://my.croydon.gov.uk/user/login>

Tel: Telephone our contact centre: **0208 726 6101**
Our contact centre is open 24 hours a day, 365 days a year for reporting all repairs.

Email: Send an email: croydonrepairs@axiseurope.com

Post: Repairs and Maintenance,
Floor 3, Zone D,
Bernard Weatherill House,
8 Mint Walk,
Croydon CR0 1EA

Visiting: Access Croydon at:
Bernard Weatherill House,
8 Mint Walk,
Croydon CR0 1EA



Do not report emergency repairs online.
Please call our contact centre on 020 8726 6101





Gas leaks

For gas leaks — phone Transco **0800111999** immediately and then phone the repairs service.

If you smell gas in your home you should immediately turn off the source of the gas (if you know where this is and you are able to do so). You should open the windows and you should not smoke, light a fire or operate mobile phones or electrical switches in the property.

If possible you should leave the property straight away.

Water leaks

For water leaks outside the boundary of your property, report to your water provider. Details of your water provider can be found on your water rates bill. Numbers for the main water providers are below:

Thames Water: 0800 714614

Southern Water: 0845 2780845

SES Water: 01737 772000

Emergency repairs (outside of working hours)

If you have an emergency repair outside of working hours, including weekends and bank holidays, call the repairs service on **020 8726 6101** where your call will be answered by our 24/7 contact centre.

If they consider the repair to be an emergency that cannot wait until the next working day they will attend but will usually only make the property safe.





Our service pledge to you

We are committed to:

- providing the best possible service to our customers
- delivering a helpful and speedy response to your enquiries and requests
- applying our rules and policies fairly and consistently
- being courteous and efficient in helping our customers
- offering you a convenient appointment for the repair to be carried out (this only applies to certain contractors)
- investigating any complaint you may have about the service.

Our staff will:

- give their name
- correctly record or update your name, address and contact details
- raise your repair request correctly first time
- confirm the job number if requested.





Our contractors will:

- show you their identification before entering your home
- be polite, dress properly and not smoke or play music in your home without your permission
- ask your permission to use their mobile phone in your home to make or receive personal calls (unless the call is an emergency)
- take care of your property and possessions, protecting them from damage, dust and paint at all times
- keep your home secure at all times
- make sure materials and tools do not cause danger to you or any of your visitors
- clear rubbish from inside your home by the end of the working day
- use your electricity and gas supplies only with your permission
- make sure essential services are connected at the end of the day and when the repair is completed
- keep appointments they have made, or advise you if they are unable to attend
- tell you about delays in carrying out your repair and keep you updated if the repair cannot be completed on the first visit
- inform you about any damage to your decorations or carpets as a result of the repair.





What we ask of you:

You will help us provide a good service by:

- telling us straight away when you need a repair
- providing access to your home to enable the work to be carried out
- remaining in your home (or asking a responsible person over 18 years of age to do so for you) whilst the contractor is working in your property
- moving any furniture or carpets to allow workmen access to areas such as floorboards or pipe work. If you are not able to do this yourself, please tell us at the same time that you report the repair so we can provide further advice
- moving any delicate or valuable belongings to ensure that they are not damaged or broken whilst work is being carried out
- telephone the contact centre to re-arrange your appointment if you are not going to be available on the appointment day or time
- letting us know straight away if things go wrong.

Reporting communal repairs

- if you live in a block and see a communal repair it is your responsibility to report this
- communal repairs can be reported in the same way as normal repairs, see page 2 for how to report a repair
- when you are reporting a communal repair, providing us with as much information as you can about where the repair is located will help us get the repair fixed right first time
- we will also ask for your contact details as we may need to call you if we need more information or if we are having problems locating the repair
- appointments do not apply to communal repairs.





Repairs that are our responsibility:

As your landlord we have a legal responsibility for keeping in good repair the structure and exterior of your property and any installations provided for heating, sanitation and supply of services.

These include

- roof, walls, floors and ceilings
- drains, gutters and downpipes
- external doors, frames, door hinges and front gates
- windows, frames, window cills, catches and sash cords
- boarding up to make safe following a crime (we will only re-glaze if you can provide a crime reference number)
- baths, basins, sinks, toilets, cistern and waste pipes
- electrical wiring including sockets, switches and main fuses
- gas pipes and water pipes including sprinklers where fitted
- central heating installations, water heaters and storage heaters
- maintaining carbon monoxide detectors where these have been fitted by the council
- sink tops and work surfaces
- chimneys, stacks and flues
- access pathways to the front door of houses, and from the front door to the back door
- communal pathways
- garages, pram and storage sheds
- boundary walls and fences bordering a public area
- communal entrances, halls, lifts, rubbish chutes and other communal parts including their electrical lighting and glazing
- external decoration and decoration of communal parts.





Internal repairs that are your responsibility

- **clearing blocked internal waste pipes and traps**
- replacing light bulbs, electrical fuses and plug tops as necessary
- **replacing strip lighting and light bulbs in sealed bathroom units ***
- Maintaining & replacing **internal doors, door handles, hinges, locks and brackets**
- **repairing and replacing internal door frames and skirting boards**
- **repairing and replacing individual kitchen cupboards**
- repairing any cracked or broken glass to both the interior and exterior of the property (if you are unable to provide a crime reference number)
- **minor repairs to floors**, including floor tiles, floorboards and other floor coverings+
- **minor repairs to plaster+**
- **repairs to minor cracks to ceilings+**
- replacing waste plugs and chains for sinks, basins and baths
- curtain fittings and rails, and any shelving or clothes airers
- **replacing toilet seats**
- insulation jackets to hot water cylinders or tanks
- **tiling to walls in kitchens and bathrooms** or tiles to hearths and fire surrounds
- maintaining any gas and/or electrical appliances that you have fitted
- regularly checking and **replacing any battery operated smoke detectors** fitted in the property.

Repairs covered under the concessionary repairs scheme are shown in **bold**. More details about the concessionary repairs scheme can be found on page 10.

+minor repairs are those that are possible to carry out without the need for special tools or expensive materials and/or equipment.

* If you are replacing a fluorescent tube, remember to dispose of this responsibly. You can do this at your local recycling centre.





External repairs that are your responsibility

If your property has a private garden you are responsible for:

- grass cutting and hedge cutting
- **repairing and replacing fences between private gardens**
(we will repair or replace fences that adjoin roads, public footpaths, alleyways or communal gardens)
- **repairing and replacing paths in private gardens**
- **replacing washing lines**
- **all repairs to free standing sheds in private gardens**
- cutting back or lopping any trees within the boundaries of the property.

Repairs covered under the concessionary repairs scheme are shown in **bold**. More details about the concessionary repairs scheme can be found on pages 10 and 11.

Reglazing

You are responsible for replacing any cracked or broken glass to the interior of your property and for the full cost of repairing or replacing external glazing arising through carelessness or deliberate damage or where you cannot provide a crime reference number.

If the damage has been caused by a break in or vandalism you must:

- report this to the police and obtain a crime reference number
- provide us with full details of the incident and the crime reference number.

Gifted Items

If any items in your property have been gifted as part of your tenancy e.g laminate flooring or a garden shed, you would have signed a gifted items form when you signed up for your tenancy to confirm that you are aware these are non standard items and you are responsible for the repairs and maintenance of these yourself and any repairs will not be carried out by the council.





Concessionary repairs scheme

The concessionary repairs scheme is offered to residents who may be unable to carry out repairs that would normally be their own responsibility and these would be carried out by the council instead.

The scheme is available to residents who live in a sheltered or special sheltered housing property or are aged 70 years or more

Repairs that are covered under the scheme include:

- maintaining and replacing internal doors, door handles, hinges, locks and brackets
 - repairing and replacing internal door frames and skirting boards
 - repairing and replacing individual kitchen cupboards or cupboard doors
 - clearing blocked internal waste pipes and traps
 - tiling to walls in kitchens or bathrooms
 - replacing toilet seats
 - **minor repairs** to floors
 - **minor repairs** to plaster
 - repairs to **minor** cracks to ceilings
 - replacing any battery operated smoke detectors fitted in the property
 - repairing and replacing fences between private gardens (if replaced will be with chestnut pale fencing only)
 - repairing and replacing paths in private gardens
 - replacing washing lines
 - all repairs to free standing sheds in private gardens
- * **minor repairs are those that are possible to carry out without the need for special tools or expensive materials and/or equipment.**





This scheme is also available to residents who are registered disabled, but to use this scheme you must first provide us with current evidence of your eligibility which must be dated within the last 6 months. This evidence must be for the resident who holds the tenancy agreement for the property.

Acceptable forms of evidence:

- blue badge (disabled parking permit)
- letter from the Department of Work and Pensions (DWP) confirming your Disability Living Allowance or Personal Independence Payment allowance
- another form of evidence from DWP that shows you are receiving Disability Living Allowance or a Personal Independence Payment.

Letters showing income support entitlement, copies of bank statements or letters from GP's are not acceptable forms of evidence.

If the tenancy holder is registered disabled, and there is another able bodied adult living in the property e.g. spouse or adult children, who could carry out repairs then you will not be entitled to apply for the scheme.

If you would like to join our concessionary repair scheme, you can download and complete the form on the council web site. This needs to be returned with one form of evidence (as above) for approval before a concessionary repair can be carried out.

<https://www.croydon.gov.uk/housing/counciltenants/repairscp/concessionaryrepairs>

If you do not have access to the internet you can request an application form by calling us on: 020 8760 5768 extn. 63571





Appointments

Appointments for repairs are Monday to Friday with either a morning or afternoon slot. You will be able to tell us which day or time is most convenient for you and we will, where possible accommodate this.

Time slots:

Morning slot - 8am to 1pm

Afternoon slot - 12pm to 5pm

Appointment slots are for attendance only, the actual repair may take longer than this to complete.

Appointment slots do not apply to emergency repairs or jobs that are considered urgent - these will be attended to within 2 and 24 hours.

If any measuring is required or the repair is not straight forward we may need to visit before we can carry out the actual repair.

Keeping you informed

If your repair is arranged by Axis Europe and you have provided us with a mobile number, you will receive a series of text messages to:

- confirm your appointment date / slot
- remind you the day before the appointment
- let you know the contractors are on their way

(you will not receive a text for emergency or urgent repairs).

When your repair has been completed you will be sent a short text message survey asking you to confirm you are satisfied with the work carried out.

Changes to appointments

If you are unable to keep an appointment please telephone and let us know as soon as possible.

Giving us as much notice as possible if you need to change the appointment will allow us to offer the appointment to another tenant.





Repair priorities

We have set targets for the maximum time you should have to wait for a repair to be completed.

Emergency repairs (during working hours)

Target response time: within 2 hours

These are repairs that must be carried out immediately e.g. severe flooding that cannot be contained, no water supply throughout the property or suspected carbon monoxide leak. We will make the property and its occupants safe but the actual repair may be carried out at a later date.

Urgent repairs

Target response time: within 24 hours

These are repairs that must be carried out quickly to remove danger or health and safety risk. We will make the property and its occupants safe but the actual repair may be carried out at a later date e.g. damaged external door or uneven pathway causing a trip hazard.

Less urgent repairs

Target response time: 3 working days

Small less urgent repairs needed to make sure that your home is safe and to put right anything that seriously interferes with your comfort. e.g. damaged stair riser or broken kitchen light switch.

Non urgent repairs

Target response time: 15 working days

Small simple repairs which are needed to prevent serious inconvenience to you and keep the property in a reasonable condition e.g. Dripping tap, kitchen worktop loose or damaged.

Semi planned repairs

Target response time: 60 working days

These are mostly larger non urgent repairs necessary to keep the property in a reasonable condition. e.g. replace external door or replace whole roof.





What happens if things go wrong?

Right to repair and qualifying repairs

You have the right to have certain urgent repairs carried out within a specified time. The scheme applies to selected qualifying repairs that cost less than £250, examples are given in the table opposite.

When you ask for work to be carried out, we will check if it is a qualifying repair and let you know. If the work is not completed in the timescale, you should call our contact centre and we may arrange for a second contractor to carry out the work. If the work is still not completed in the timescale, you can claim compensation of £10 plus £2 for every days delay before the job is completed, up to a maximum of £50.

Ask the contact centre for more details about Right to Repair.

Compensation for loss of heating and hot water

If we cannot repair your boiler on the first visit we will leave you with temporary heaters. If you experience a failure of your central heating and hot water system for more than five consecutive days after the fault has been reported, you will be able to claim compensation from the contractor at a daily rate of £6 until the fault is fixed.

Insurance

We are not responsible for insuring your belongings or possessions or covering your liabilities in respect of your property. You are responsible for insuring the contents of your home for any loss or damage due to theft, fire, flood or accident, this also includes damage to your decorations. You will also be liable if you damage a neighbour's property or belongings e.g. by causing a flood. We advise all our tenants to take out their own home contents insurance and we offer an affordable, flexible insurance scheme that can be paid weekly with your rent.

Details are available from your income officer or from the Council web site:
<https://www.croydon.gov.uk/housing/counciltenants/insurance>





DESCRIPTION OF REPAIR	DAYS
Electrics	
Total loss of electric power	1
Unsafe power or lighting socket, electrical fitting	1
Partial loss of electric power	3
Water supply	
Total loss of water supply	1
Partial loss of water supply	3
Heating & hot water	
Blocked flue to open fire or boiler	1
Total or partial loss of gas supply	1
Total or partial loss of space or water heating between 1st October and 30th April	1
Total or partial loss of space or water heating between 1st May and 30th September	3
Other	
Blocked or leaking foul drain, soil stack or toilet pan (where there is no other working toilet in the property)	1
Toilet not flushing (where there is no other working toilet in the property)	1
Leak from water or heating pipe, tank or cistern	1
Insecure external window, door or lock	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Loose or detached banister or hand rail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working (only if there is no window)	7





Annual gas servicing

As your landlord we have a legal responsibility to ensure that council owned domestic gas appliances are serviced regularly and checked annually to maintain safe operation and efficiency.

We will make an appointment with you once a year to ensure that all gas appliances we have installed are working safely.

We will also carry out a simple visual check to your own gas cookers and gas fires.

It is a condition of your tenancy that you allow us access to your home to carry out this work and we will contact you in advance to make this appointment.

This service is free and will take up to an hour. If you need to contact us to change your appointment, please ring us on 020 8726 6101 and speak to the gas servicing team.

If we cannot gain access after repeated attempts, we may take action to force entry to your home to carry out the service. This is for the safety of you and your neighbours.

Why do gas appliances need servicing?

If gas appliances are not working properly you may be at risk from carbon monoxide (CO) poisoning. Carbon monoxide kills but you can't see it, taste it or smell it. It can be given off by appliances which burn gas, oil, coal or wood that are faulty, or if the room is not properly ventilated or the chimney/flue is blocked.

Symptoms of CO poisoning include headaches, dizziness, tiredness and feeling sick. If someone in your household suffers from these symptoms whilst they are at home, but feels fine elsewhere, they may be suffering from CO poisoning.

If you think you are suffering from CO poisoning, you should open the windows and get out into the fresh air immediately. If the symptoms are serious go straight to your doctor or a casualty department.

More information regarding CO can be found in the leaflet 'Gas servicing and carbon monoxide'.





Tenants home improvements

As the tenant of a council property you have the right to carry out some types of home improvement at your own expense, but you must get written agreement from the Council before you start work.

If you are a secure tenant you **will need** our approval in writing before you start any work. Depending on the improvements you wish to carry out you may also need to seek planning permission and/or building regulations approval before you start any work.

Examples of improvements you will need permission for:

- structural alterations such as removal or addition of an internal wall
- laying laminate or hard wood flooring
- replacing kitchen units, unit doors or bathroom suites
- Any work connected to the provision of services to the property; gas, water, electricity or drainage, this includes installing additional radiators, changing light switches or installation of a shower
- The erection of a radio or television aerial or satellite dish
- Any changes to external decoration or fencing including removal of any established hedge
- Construction of a vehicle hard standing, caravan parking or erecting a car port
- Erecting a garage, conservatory, greenhouse or shed
- Construction of garden features such as ponds, patio or decking.

More information on improvement works to your property can be found at <https://www.croydon.gov.uk/housing/counciltenantsrepairs/tenants-home-improvements>





Loft space

You are not allowed to use the loft space of your property for any purpose including to store items. This space must be kept clear and accessible at all times.

Vacating your property

Empty council properties are often targeted by squatters and more recently have had their central heating systems and other equipment stolen from them. This results in the council being unable to offer the property to another person in housing need as we have to replace the items and reinstate the property to a lettable standard, usually at considerable cost.

Under clause 18 of your conditions of tenancy, you are liable for any damage caused in or around your property until the keys have been returned to us and you have received confirmation that your tenancy has ended.

If you are ending your tenancy and leaving a council property for the last time you should take care to ensure that you lock all doors and windows securely.

The council will take action, should it be found that you, as the former tenant have neglected to secure the property when moving out.

Rechargeable works

Repairs that are your responsibility should be arranged by you using a competent trades person. You are responsible for carrying out any work necessary as a result of damage caused by you, members of your household or visitors. If we carry out repairs that are caused by deliberate damage or not by fair wear or tear, you may be recharged for the work. You may want to check to see if you can claim on your household insurance for these repairs.

Repairs may also be recharged if you leave a property and we have to carry out work to bring the property back up to a lettable standard, this includes having to dispose of any rubbish that has been left in the property by you after you have moved out.

Once you have advised us you are ending your tenancy we may call to inspect your property with you and agree any work that will have to be carried out that you may be recharged for.





Customer feedback

Your feedback is important as it allows us to identify how we are performing as a service and where we may need to make improvements. There are a number of ways you can provide your feedback to us including satisfaction surveys, residents involvement groups and learning from complaints.

After your repair has been completed

If you have given us your mobile number you will be sent a short text survey to ask if your repair has been completed to your satisfaction.

Customer Satisfaction

We might phone, email or send you a postal survey to find out how satisfied you were with the way in which your repair was dealt with from when you reported it to when the work was completed.

If you would like to see how we are performing, visit the Council's web site <https://www.croydon.gov.uk/housing/counciltenants/repairs/scp/resident-satisfaction>

Meetings and focus groups

We might invite you to join meetings and focus groups where we will talk through changes to the way in which the repairs service is delivered and ask for your input and suggestions on this.

Customer compliments and complaints

If you would like to let us know when you have received good service or have a problem with any parts of the repairs service, please contact us using one of the methods shown on page 2 of this booklet.

For complaints we will try our best to resolve your issue but if you are not satisfied with the response you can make a formal complaint using the council's complaint procedure.

You can do this by:

- visiting our website www.croydon.gov.uk and follow the links online
- telephoning our customer contact centre on 020 8726 6101
- Contact the council in writing, at the address on page 2 of this booklet.



This leaflet tells you about what you can expect from the repairs service and how to contact us to report repairs.
If you would like this leaflet in your own language, please tick the box and bring to Access Croydon.

Gujarati

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આ ચોપાનિયું તમે રિપેર્સ સર્વિસ પાસે શું આશા રાખી શકો છો અને રિપેર્સની જાણ કરવા અમારો સંપર્ક કેવી રીતે કરવો તે વિશે તમને કહે છે.
જો તમને આ ચોપાનિયું તમારી પોતાની ભાષામાં જોઈતું હોય તો કૃપા કરીને ખાનામાં ખરાની નિશાની કરો અને એક્સેસ ક્રોઇડોનમાં (Access Croydon) લાવો.

Hindi

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यह पत्रक आपको इस बारे में बताता है कि आप मरम्मत सेवाओं से क्या उम्मीद कर सकते हैं तथा मरम्मत की सूचना देने के लिए हमसे कैसे संपर्क करें।
यदि आप यह पत्रक आपकी अपनी भाषा में चाहते हैं तो कृपया बॉक्स में टिक करें और एक्सेस क्रॉयडन (Access Croydon) पर लाएं।

Tamil

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இந்த சிறு வெளியீடு நீங்கள் பழுதுபார்த்தல் சேவையில் என்ன எதிர்பார்க்கலாம் என்பது பற்றியும் பழுது குறித்து தகவலளிக்க எங்களை எப்படி தொடர்புக் கொள்வது என்பது பற்றியும் தகவலளிக்கிறது.
நீங்கள் உங்கள் தாய்மொழியில் இந்த சிறு வெளியீட்டை பெற விரும்பினால், தயவு செய்து இந்த பெட்டியை டிக் செய்து அக்சன் க்ராய்டனுக்கு (Access Croydon) கொண்டு வாருங்கள்.

Turkish

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Bu kitapçık size onarım hizmetinden neler bekleyebileceğinizi ve onarım ile ilgili bildirimde bulunmak için bizimle nasıl irtibata geçebileceğinizi göstermektedir.
Bu kitapçığın kendi dilinizde olmasını istiyorsanız lütfen kutucuğu işaretleyiniz ve Access Croydon'a getiriniz.

Polish

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Ta ulotka zawiera informacje o tym, czego możesz oczekiwać od serwisu napraw i jak się z nami skontaktować, aby zgłosić naprawę.
Jeśli chcesz otrzymać ulotkę w swoim własnym języku, zaznacz to pole i przynieś do Access Croydon.