



A guide to repairs

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How to report a repair

If you are a SW9 Community Housing resident or homeowner, you may need to contact us from time to time about repairs and maintenance to your property or the surrounding area.

Our repairs team is dedicated to providing you with the best possible repairs service.

How do I report a repair?

If you need to report a repair, please go to our website, phone us, or visit our office.

When you report a repair, please:

- give us your name, address and contact details;
- describe the repair you need in as much detail as possible;
- give the dates and times when someone will be at home to let our contractors in.

When you report a repair to us, we will:

- check whether the work you need is covered by your Tenancy Agreement;
- give you an appointment slot.

We offer morning or afternoon appointments. If you need to change your appointment, please give us one working day's notice.

How long will my repair take?

The length of time your repair takes depends on what needs to be done. We put each repair into a category.



Emergency repairs
(24 hours)

Emergency repairs are situations where there is a risk to someone's health or safety, a home is not secure, or there is damage that is rapidly getting worse.

If your repair is an emergency, please phone us straight away on **0207 326 3700**.

We aim to make the problem safe within 24 hours.

If our contractor can't fix the problem straight away, they will carry out a temporary repair to make it safe.



Urgent repairs
(7 days)

Urgent repairs are situations where there is **not** an immediate risk to health or safety, or to the structure of the building, but there would be if the problem were not resolved.

We aim to complete urgent repairs within seven days.



Routine repairs (within 28 days)

Routine repairs are for things that are unlikely to cause serious health and safety problems or serious damage if they are not fixed straight away.

For example, repairs to walls (cracks), gutters, doors and windows.

We aim to complete routine repairs within 28 days.



Planned repair works (90 days)

Planned repairs are bigger pieces of work that take longer to arrange. For example, repairs where we need to use specialist contractors, carry out surveys, or do more investigation.

These repairs would include work to paths, flat roofs, plastic windows and major problems with water supply and drainage.

We will give you an individual completion date for this type of repair, but we aim to complete planned repairs within 90 days.

Which repairs am I responsible for?

As a SW9 Community Housing tenant, we expect you to take responsibility for putting right accidental or deliberate damage to your home.

	You are responsible	We are responsible
Internal decoration	✓	
Minor repairs, including small plaster cracks, wall and floor tiles, door handles, locks, hinges, letterboxes, toilet seats, bath panels, basin and bath plugs and chains, and tap washers.	✓	
Adding extra security, for example fitting mortice locks.	✓	
Replacing broken windows, except where we were responsible for the breakage or you have a police crime number	✓	
Glazing repairs to internal doors and cupboards	✓	
Maintaining gardens	✓	
Clearing blocked sinks, toilets and baths where the blockage is in the property or was caused by your own misuse or lack of care	✓	
Replacing light bulbs, fluorescent tubes, electrical plugs, fuses and batteries in smoke alarms and carbon monoxide detectors	✓	
Replacing keys and locks when you lose the keys or members of your household are locked out	✓	

	You are responsible	We are responsible
Fitting waste and supply pipes for washing machines and dishwashers and vents for tumble driers (except where we have fitted the items)	✓	
Repairing any damage that you, a member of your household or a visitor caused	✓	
Repairing fixtures, fittings and equipment not provided by us	✓	
Keeping the structure of your home in a good state of repair		✓
Repairing the roof, walls, windows, doors and doorframes, floors, ceilings and plasterwork, skirting boards, drains and gutters		✓
Maintaining installations for the water, gas and electricity supply to your home		✓
Maintaining heating systems		✓
Maintaining walls and fences at the boundary of the property (but not dividing walls), as well as pathways, steps and other means of access to the property		✓
Maintaining and decorating common halls and stairways		✓
Making good any plaster work or damaged decorations that have resulted from our error		✓
Treating infestations of mice and some insects		✓

What should I expect from your contractors?


Our contractors work to a code of conduct that is a promise to:

- carry identification and present it to you on request;
- be tidily dressed;
- be polite at all times;
- treat you and your home with courtesy and respect;
- not smoke, make excessive noise (e.g. radios or music) or use bad language;
- not use your telephone or other facilities (e.g. electricity or toilet) without your permission;
- be friendly, considerate and helpful;
- try to fit in with your daily routines (where possible);
- behave in a proper and professional manner at all times;
- inform the contracts manager immediately if you express any dissatisfaction or concern about the work;
- keep all tools and machinery within a reasonable working area to avoid danger from unattended items;
- not borrow your tools or equipment;
- tell you what work has been carried out and/or still needs to be done;
- make sure that the property is left clean and tidy at the end of each day;
- use dustsheets in all affected areas and access routes and vacuum up any work-related dirt or rubbish;
- clean dustsheets regularly;
- move any items of furniture, floor coverings, etc. to complete works and replace them afterwards.

Contact us

 by phone on **0207 326 3700**

 online at **www.sw9.org.uk**

 in person at our office:
**6 Stockwell Park Walk,
London, SW9 0FG**

