



Fact Sheet

Housing repairs

You can report a repair 24 hours a day, 365 days a year, including Bank Holidays. We need as much information about the repair as possible. When we visit you to carry out the repair there must be someone in the property who is at least 16 years of age.

Ring **0808 126 3123** or, if you prefer to use your mobile, **01302 735191**.

If you are hard of hearing or speech impaired and have access to the typetalk phone you can ring us by dialing 18001 before the freephone or landline repairs number. This will put you through to the RNID typetalk service who will arrange for us to talk to you via their service.

We also have access to translation services using Big Word. If you want to report a repair, ring our repairs contact centre. All you need to tell us is your phone number and your preferred language. We'll then arrange for an interpreter from Big Word to ring you back, we can then talk to you through the interpreter.

Our Service Standards

When we carry out repairs to your home we will:

- Offer you an appointment
- If you are vulnerable we will, where appropriate, tailor the service to meet your individual needs
- Let you know if we need to pre-inspect your repair
- Leave a card if you are not at home when the operative calls
- Send an appropriately qualified operative at the time promised. The operative will do the repair and leave the job clean and tidy. If they are unable to do all the work needed during the visit, they will explain why and arrange another appointment with you.
- If you tell the operative about another, minor, repair whilst they are in your home (e.g., fitting a window catch) they may be able to do this for you at the same time, or alternatively they will report the repair on your behalf.

Our appointment slots

We provide appointments for the completion of repairs and pre and post inspections, currently offering the following slots:

- Morning appointment 8 am to 12 noon
- Afternoon appointment 12.30 pm to 4 pm
- Evening appointment 4 pm to 6 pm
- Saturday morning appointments 8 am to 12 am
- All day appointments slots for repair works of a larger nature

We also offer a School Run appointment, between 9.30 am and 2.30 pm, for tenants who have to take children to school.

Our timescales for completing repairs

When you report a repair we will assess the problem and prioritise the repair. You will be offered an appointment within the following timescales, depending on the nature of the repair and your circumstances. We will:

- Attend to emergency repairs that constitute a real risk of injury or death or lead to major damage of the property within 2 hour and make safe or where possible complete the repair. No appointments are offered for this priority of repair
- Complete other emergency repairs within 24 hours of reporting the repair
- Complete urgent repairs within 5 working day, excluding Saturday/Sunday and Bank Holidays
- Complete non-urgent repairs within 15 working days, excluding Saturday/Sunday and Bank Holidays
- Complete batched repairs within 3 months.

Emergency Repairs attended within 2 hours to make safe or, if possible, repair currently include repairs such as:

- Smoke or sparks from an electrical fitting

Emergency Repairs completed within 24 hours of the report of the repair as per Right to Repair, currently include:

- Total loss of electric power (not related to issues with the utility provider)
- Partial loss of electric power (where this is more than one fitment)
- Unsafe power or lighting socket or electrical fitting;
- Total loss of water supply
- Total loss of gas supply
- Partial loss of gas supply (where there is no other form of heating)
- Insecure external window, door or lock

Urgent Repairs completed within 5 working days, excluding the day the repair is reported, Saturday, Sunday and Bank Holidays currently include:

- Partial loss of water supply
- Blocked sink, bath or hand basin waste pipes
- Blocked or leaking foul drain, soil stack, or toilet pan (where there is no other working toilet in the dwelling)
- Toilet not flushing (where there is no other working toilet)
- Leak from water or heating pipe, tank or cistern
- Tap which cannot be turned
- Loose or detached banister or hand-rail
- Rotten timber flooring or stair tread
- Leaking roofs
- Door entry phone not working
- Mechanical extractor fan in internal kitchen or bathroom not working (excluding installations)
- Restore heating or hot water (completed within 3 working days during summer months and 1 working day during winter)

Non urgent repairs completed within 15 working days, excluding the day the repair is reported, Saturday and Sunday and Bank Holidays, currently include:

- Plastering repairs (that impact on the quality of life of the tenant)
- Renewal of doors
- Renewal of windows
- Renewal of wash hand basins

Batched repairs are completed within 3 months and are those repairs which are deemed to be of no threat or risk to person or property and which have minimal impact on the quality of living. They are batched together to provide economies of scale. Customers are advised beforehand of when we will attend. These repairs include:

- Path Renewals
- Rebuilding of brick walls
- Pointing to brick work
- Damp proofing
- Guttering repairs
- Roof repairs
- Kitchen renewals

Right to repair

Some repairs are covered by 'Right to Repair' legislation. Only certain types of repairs, called qualifying repairs are covered and there are different timescales allowed for different repairs. If a qualifying repair cannot be completed within an agreed timescale the tenant has the right to request our management team to instruct a second contractor to complete the work. Where the second contractor also fails to complete the work within the agreed time St. Leger Homes will pay compensation to the tenant. In some circumstances we will complete repairs quicker than expected under the Right to Repair Scheme.

Qualifying repairs

Repair period to complete	(working days)
Total loss of electrical power	1
Partial loss of electrical power	3
Unsafe power	1
Total loss of water supply	1
Partial loss of water supply	3
Blocked flue to open fire or	1
Total or partial loss of space or water heating between 31 October and 1 May	1
Total or partial loss of space or water heating between 1 May and 1 November	3
Blocked or leaking foul drain or soil stack	1
Toilet not flushing (if no other working toilet)	1
Blocked sink bath or basin	3
Tap which cannot be turned off	3
Leaking from water or heating	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3

Details of the Right To Repair legislation are available in a government leaflet called 'A better deal for tenants, your new Right to Repair'. Copies are available by visiting or phoning our local offices.

Out of hours emergency repairs

Access for emergency repairs out of normal working hours is available using either our free phone or landline numbers. Only those repairs categorised as emergencies, and which cannot wait until the next working day, will be carried out, out of office hours, unless vulnerability applies.

Where we feel that a tenant has exaggerated the extent of their repair to ensure an emergency call out or to be given priority over other tenants, or is not present at the property when we attend on emergency call out, we will write to the tenant advising that should the same thing happen again we will charge for the cost of the abortive visit or call out.

Vulnerable persons

We have a responsibility for vulnerable children and adults in the wider community and where appropriate will take into account the individual needs of our vulnerable customers when prioritising their repairs, as set out in our vulnerable persons' policy.

We will ensure that utilities and appliances are kept available where required for vulnerable customers where repairs or major works are taking place.

Our aim is to consider each case on its own merit as there can be no set criteria to define vulnerability and no standard response. To assist in identifying issues of vulnerability we hold customer profile information.

Your responsibilities

- Tell us as quickly as possible when a repair is needed
- Ensure there is an adult in the property when the operative attends, if not, we will not be able to carry out the repair
- Move or protect furniture or floor coverings before work starts (operatives may help if time permits but do not have to do so and they accept no responsibility for any damage caused)
- Take responsibility for appliances you have installed, unless we have agreed to do so
- Repairing any damage caused by you or members of your household or visitors to your home. We will charge you if we have to carry out the repair
- Keep communal areas free from obstructions
- Use only solid fuel bought from an approved coal merchant. Do not use Petrocoke.
- Tell us as soon as possible if you have an appointment that you cannot keep so that we can rearrange it for you
- Dealing with condensation – see the separate fact sheet for further advice
- Trying to clear blocked baths, basins, sinks, toilets and gully grates and traps – we will charge you for clearing blockages caused by items such as toys, oil/fat, hair, tea leaves, general food/waste, nappies, toilet fresheners, baby wipes or medical products

We are responsible for most repairs to your home, but there are some types of repair which are your responsibility. Repairs you need to carry out yourself, unless vulnerabilities apply, currently include:

- Renewal of washing lines and re-stringing rotary driers (except in sheltered schemes)
- Renewal of door bells and batteries that have been fitted by St. Leger Homes of Doncaster
- Repairing TV aerial sockets, unless they are part of a communal system
- Replacing lost keys or gaining access if locked out
- Replacing light bulbs, fluorescent tube(s), starter(s) and lamp holder skirt(s) (the part that holds your lamp shades on, pull cord(s) and toggle(s))
- Resetting of trip switch(es) on the consumer unit(s)/fuse board
- Carrying out internal decoration

- Repair minor damage to plaster, e.g. nail holes or small cracks up to 5mm wide
- Replacing lost keys, gaining access and replacing locks if you get locked out
- Adjusting internal doors where new carpets have been fitted and supplying door stops
- Resetting trip switches
- Replacing plugs and chains on baths, basins and sinks
- Replacing toilet seats
- Trying to clear blocked sinks, baths, basins and toilets
- Clearing leaves, litter and so on from gulley traps
- Replacing glass, unless the damage was not your fault
- Putting up curtain rails, coat hooks and so on
- Replacing ash pans and operating tools

For further information contact

Write to: St. Leger Homes of Doncaster Ltd
 St. Leger Court
 White Rose Way
 Doncaster
 DN4 5ND

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 Fax: 01302 862720
 Email: info@stlegerhomes.co.uk



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1 Türkçe

3 فارسی

5 國語

7 كوردی

2 Русский

4 Polski

6 العربية

8 اوردو

