



# Repairs Handbook



# Introduction

## Welcome to your repairs handbook.

Keeping your home a safe and enjoyable place to live is important to us.

This handy guide sets out the service you can expect to receive from Osborne Property Services and Sun Realm, our repairs and maintenance partners. It also tells you how we can support you with repairs that are your responsibility.

We understand that repairs and maintenance can sometimes be disruptive. Our partners' skilled tradespeople will always try to carry out repairs at a time to suit you. We value the security of your home and ensure that all our contractors carry identification, which they must show before entering your home.

Dacorum Borough Council's 'total asset management' partnership with Osborne and improvements to our website now make it easier for you to report repairs.

- You can request repairs online at [www.dacorum.gov.uk/repairs](http://www.dacorum.gov.uk/repairs)
- or call our Freephone number **0800 018 6050**
  - Select option 1 for Sun Realm (gas and central heating repairs and boiler servicing)
  - Select option 2 for Osborne (repairs)

Best wishes,

Fiona Williamson  
Group Manager, Property and Place



## The service you can expect

- We will carry out emergency repairs 24 hours a day every day of the year. They will be carried out within 24 hours of you reporting the problem, or within four hours if there is a health and safety risk.
- We will complete all other repairs within 20 days, except where we need specialist materials or we need to get into your home to carry out the work.
- You may be charged for repairs if they are needed because of neglect or wilful damage or you have deliberately given us incorrect information.

## To report a repair within office hours

**8am to 5.15pm, Monday to Friday**

### Online:

Go to our online repairs ordering service at [www.dacorum.gov.uk/repairs](http://www.dacorum.gov.uk/repairs)

Do not use the online repairs ordering service if you need to report an emergency repair.

### By phone:

Use the Freephone number **0800 018 6050**

**Option 1 for Gas and central heating repairs and Option 2 for all other repairs**

Your call may be recorded.

## Emergency repairs out of office hours

**Between 5.15pm and 8am, every day of the year, weekends and public holidays.**

### By phone:

Use the Freephone number **0800 018 6050**. Your call will be recorded.

**Do not use the online repairs ordering service if you need an emergency repair.**

## What happens next?

When you report a repair we will look at the information you have provided and give the job a target date.

We aim to complete most routine repairs within 15 working days.

We will 'make safe' all repairs that we consider to be urgent within one working day. We may need to make a second appointment to complete the job. This would usually be within 20 days.

## Appointment slots

When you ask for a repair inside your home we will offer you a morning or afternoon weekday appointment. All routine repairs are carried out Monday to Friday.

**Morning appointments are between 8am and 12.30pm.**

**Afternoon appointments are between 12pm and 5pm.**

We will send you a letter offering you the first available appointment that falls within the times you have told us are convenient for you. For repairs inside your home, you (or someone else over the age of 18) must be there to let us in.

If you cannot make the suggested time please call us as soon as possible on **0800 018 6050** to arrange a different appointment.

### **IMPORTANT:**

Repairs carried out because of damage or neglect by you or anyone living with or visiting you will be charged to you at full cost. This includes any repairs needed to put right work that you have carried out and is not of a satisfactory standard. It is your responsibility to report repairs promptly so that your home remains in a safe condition and meets the Decent Homes Standard.

## What is an emergency?

The emergency out-of-hours service is for reporting major repairs needed to avoid the danger of injury or serious damage, such as:

- Total loss of power - please check there is not a power cut to the area;
- Uncontrollable water leak - turn off your stopcock and contact us;
- Impact damage to your home (such as vehicle collision); or
- Fire in your home that makes the property uninhabitable.

If you call us out and we find the repair is not a genuine emergency, we will charge you an emergency call-out fee.

Please remember that all emergency repairs must be reported by telephone: Use the Freephone number **0800 018 6050**. Your call will be recorded.

## What should I do if I suspect there is a gas leak?

If you think there could be a gas leak or you notice any fumes coming from a gas appliance:

- ✗ Do not turn any electrical switches on or off
- ✗ Do not use naked flames
- ✗ Do not smoke
- ✓ Do turn off the gas at the meter
- ✓ Do open all windows and doors
- ✓ Do phone National Grid on **0800 111 999** to report the leak



# Your right to repair

There are certain repairs that we must carry out within specified time limits.

## We should carry out repairs within **one** working day if:

- you have no water or electricity
- you have no gas or there is a gas leak inside the property
- windows or doors are not secure (for example after a burglary)
- there is a leak from a pipe, tank or cistern
- the flue to an open fire or boiler is blocked
- the heating or hot-water system is not working between 31 October and 1 May
- the sewage drain or soil stack are blocked (or you only have one toilet and it can't be flushed)
- Electrical lighting or fittings are unsafe

## We should carry out repairs within **three** working days if:

- you have lost some of your water or electricity supply
- the heating or hot-water system is not working between 1 May and 31 October
- a tap cannot be turned on or off
- you have a loose banister or handrail, or rotten wood on the floor or stair treads

## We should carry out repairs within **seven** working days if:

- the roof is leaking
- an entry phone on a door is not working
- an extractor fan is broken

Demoted tenants do not qualify for the right to repair scheme.

There is more information about your rights as a council tenant on the Government's website:  
[www.gov.uk/council-housing](http://www.gov.uk/council-housing)

# Which repairs are my responsibility?

Some repairs and maintenance of your home is **your** responsibility. You should deal with them yourself at your own expense and ensure the work is carried out to a satisfactory standard.

- Blocked sinks, baths and toilets <sup>1</sup>
- Clothes poles and rotary driers except those in communal drying areas
- Curtain rails and batons (unless you live in our Passivhaus block at St Peter's Court, Gadebridge)
- Decoration and painting inside the property, including redecorating damage caused by mould and mildew
- Doorbells <sup>2</sup>
- Driveways except for access to council garages and blocks
- Fences and garden walls <sup>3</sup>
- Fuses in plugs
- Garden maintenance - all grass, flowerbeds, shrubs, trees, wooden or metal sheds
- Garden taps
- Garden paths and patios except those installed by us in communal areas
- Glass to doors and windows on the outside of your home
- Glass inside your home
- Kitchen fittings, minor repairs <sup>4</sup>
- Light bulbs including fluorescent strips, security lights and enclosed fittings not in communal areas, except steam proof light fittings provided and installed by us
- Locks - when replacement is needed because keys have been lost or stolen <sup>5</sup>
- Mould and mildew unless caused by a structural defect
- Pest control - wasps' nests (unless the nest needs to be removed so that we can carry out other work)
- Plugs and chains for sinks, basins and baths
- Satellite dishes and TV aerials except for communal systems provided by us
- Shower screens and curtains
- Smoke detector batteries
- Toilet seats except specially adapted seats provided by us because you are elderly or disabled


1 If you report blocked waste pipes and we find household objects lodged inside them we will charge you the cost of repair. Pipes are easily blocked by wet wipes, nappies, sanitary products, excessive amounts of toilet tissue, children's toys or cooking fat. Do not pour hot fat down waste pipes or drains.

2 We will repair specially adapted doorbells for people with hearing loss.

3 Our leaflet 'Garden Fences' gives more information. This is available on the Tenants' Handbook page of our website: [www.dacorum.gov.uk/tenantshandbook](http://www.dacorum.gov.uk/tenantshandbook)

4 New kitchens are supplied with a pack of spare parts. You are responsible for all minor repairs.

5 Replacement locks and keys will be recharged to you. However, you can make a claim for the cost if you have Dacorum Tenants' Home Contents Insurance.



If you would like this booklet in another format such as large print, CD or in another language, please contact us:

Email [housing.communications@dacorum.gov.uk](mailto:housing.communications@dacorum.gov.uk)  
Phone 01442 228000 and ask for Housing

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