

# THE REPAIRS SERVICE



**pha**   
HOMES | WHERE PEOPLE  
AND HOMES COUNT

## YOUR RESPONSIBILITIES:

You are responsible for keeping your home in a reasonable condition and are expected to take reasonable precautions to prevent damage to the property.

We rely on you to report any faults promptly and to provide access to our contractors to ensure that the repair may be undertaken within the agreed timescales.

## HOW TO REPORT A REPAIR:

We aim to repair reported faults as swiftly and cost effectively as possible. To assist us in this please be precise about the nature and location of the problem.

You should report any repair needed during office hours of 9 a.m. – 5 p.m. Monday to Thursday and 9 a.m. – 4 p.m. on Friday on Tel: 01730 263589

If you experience a fault requiring emergency action outside of office opening times you should call 01295 660011.

In the event of a suspected Gas Leak you should call the National Grid on 0800 111 999 who will make safe (but not repair) the fault inside your home.

An EMERGENCY REPAIR is defined as one which is unforeseen and poses a direct threat to the health or safety to you or serious damage to the property.

Emergency Repairs will be done within 24 hours to make safe the situation and allow full repair to be carried out in normal working hours.

Examples of an 'Emergency Repair' are:

- Severe roof leaks
- Total loss of electrical power
- Unsafe electrical work
- Burst pipes
- Blocked foul drains
- Dangerous structures
- Flooding
- Loss of heating and hot water involving health risk

The list is not exhaustive.

An URGENT REPAIR is one which significantly affects your comfort or convenience and will normally be completed within seven days.

Examples of an 'Urgent Repair' are:

- Partial loss of electrical power or light
- Unsafe power socket or light fitting
- Partial loss of heating or hot water
- Toilet blocked or not flushing
- Leaks from taps, pipes or tanks
- Leaking roof
- Insecure external door, window or lock

The list is not exhaustive.

All other internal or external repairs of a non-urgent manner are categorized as ROUTINE repairs and would normally be completed within three weeks.

Contractors to PHA Homes will contact tenants to make appointments to carry out

the repair. This is normally by telephone. We require our contractors to ensure that works are carried out with the minimum of disruption to you. Contractors are expected to be courteous to you and we would require you to be courteous in return.

## GAS SERVICING:

PHA Homes employs the services of a contractor to carry out annual servicing of the gas boilers in our properties. This is a legal requirement, carried out for your safety. You must make every effort to co-operate with the contractor to allow access for the work - which will take less than an hour. This will ensure the safe operation and efficient running of your boiler.

If you should feel drowsy in the vicinity of the boiler and suspect a problem with the boiler, you should immediately open windows to air the room and report the problem.

## CYCLICAL WORK:

Cyclical works are those which are carried out on a regular programme and would, principally, be external redecoration such as repainting, re-staining, window maintenance, etc. and this is carried out at 3, 4 or 5 year cycles, depending of the materials used and the location.

## CONDENSATION:

Higher levels of insulation, double glazing and improved sealing of properties has increased the incidence of condensation in properties. This is often perceived as damp.

Condensation occurs when the moisture present in the air comes into contact with a cool surface and appears as drops of water.

In order to combat the likelihood of condensation it is recommended to keep the heating running continuously at a low temperature to allow the building structure to absorb heat. Intermittent bursts of heating will create cold areas in the property which will encourage condensation.

Condensation may be minimised by

- ensuring good ventilation and air circulation
- using extractor fans where fitted
- fitting an external vent kit to a tumble drier
- not drying washing indoors





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