



# Reporting Repairs



Better Homes • Stronger Communities

## Reporting Repairs

You and North Lincolnshire Homes share responsibility for looking after and maintaining your home and these responsibilities are outlined in your Tenancy Agreement.

North Lincolnshire Homes is responsible for keeping the basic structure and outside of your home in good repair, as well as maintaining certain internal fixtures and fittings. We are also responsible for installations such as central heating, water and electricity services in your home.



## How to report a repair

The easiest way to report a repair is to telephone our Contact Centre on **01724 279900**. Our trained and friendly team of Customer Advisors are available from 8am to 6pm Monday to Friday to help you.

You can also report a repair online at [www.nlhomes.org.uk](http://www.nlhomes.org.uk) or in person at our Customer Centre. If you have an emergency repair outside of these hours, that is a repair which if left unattended would present a health and safety risk to people or property, call our freephone 24-hour number **0800 032 63 63**.

You can help us by providing as much information as possible about your repair problem, this way we know exactly what needs to be done to correct it.

### When you report a repair we will ask you:

- What the problem is
- Where it is
- When it started
- What is happening now



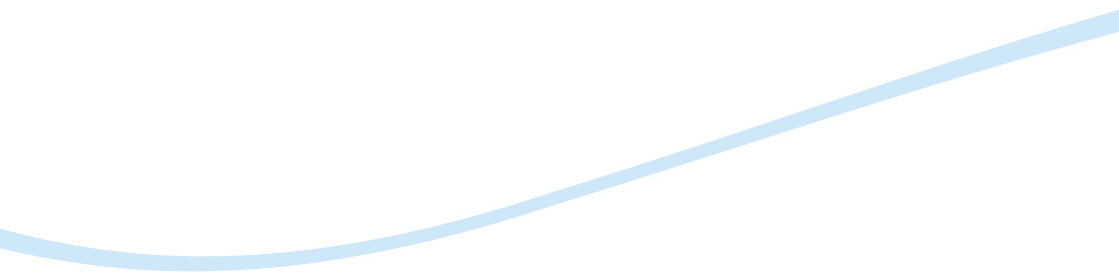
## Repairs by appointment

When you report a repair, we will offer you an appointment for one of our trades people to attend and carry out the repair. Appointments are usually offered as either a morning or afternoon appointment. Morning appointments are between 8am and midday and afternoon appointments are between midday and 4pm. Your appointment will be confirmed by letter.

## Cancelling appointments

If for any reason you find you are unable to keep your appointment please call us on **01724 279900** or **0800 032 63 63** and let us know. Please try to give as much notice as possible to enable us to give the appointment to someone else.

We will always contact you in the unlikely event of us not being able to keep an appointment and offer an alternative arrangement.



## When we visit your home

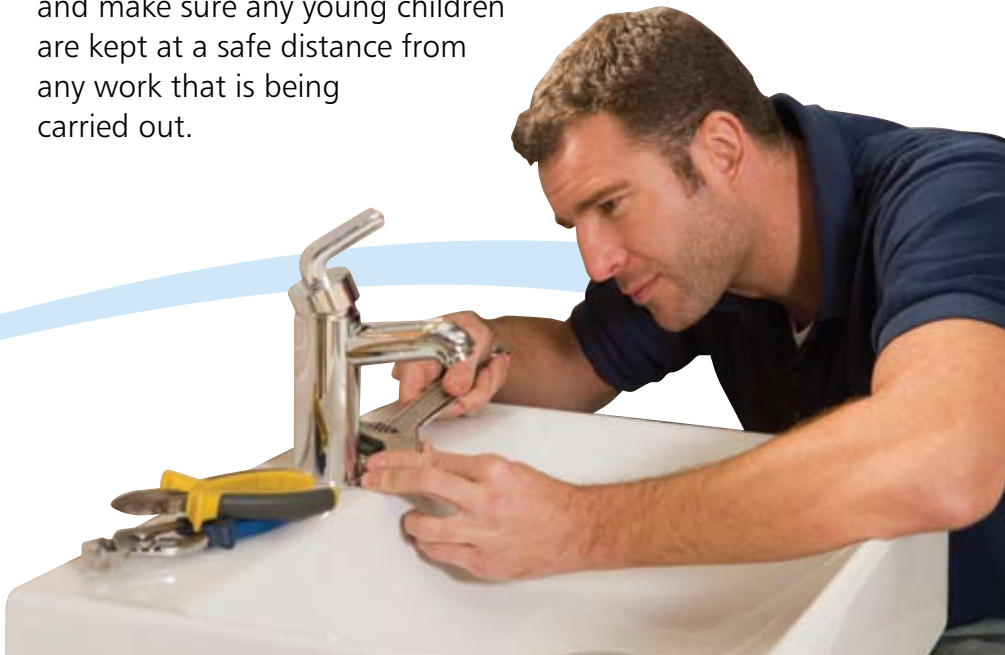
All our trades people and contractors who visit customers to carry out repairs will introduce themselves and show you their North Lincolnshire Homes identification card.

You can confirm their identity by contacting us on **01724 279900** or **0800 032 63 63**.

Our friendly and professional trades people aim to carry out their work with minimum disruption to our customers. We will respect your home and take steps to protect your property and possessions from dust, paint or building materials, and tidy up any mess we make whilst carrying out the work.

You can help us carry out the work efficiently by making sure your home and garden is clean, tidy and free from any obstructions so we can carry out any repairs safely.

You must also keep any pets, especially dogs, under control and make sure any young children are kept at a safe distance from any work that is being carried out.





## Repairs made easier

We have tried to make the repairs process simpler and easier to understand. There are now three time categories in which repairs will be completed; within 24 hours, within 7 days and within 28 days. How soon a repair is carried out depends on the type of repair reported.

### Emergency repairs (within 24 hours)

These are problems that could cause a danger to health and safety or could lead to serious damage to your home. These will be responded to within 24 hours. If we cannot fix the whole problem immediately, we will make it safe and then call back to complete the full repair as soon as we can.

## You may not be given an appointment for an emergency repair

Emergency repairs include:

- Total loss of electricity.
- Unsafe electrical fitting.
- Gas leaks (following report to Transco on **0800 111 999**).
- Total or partial loss of gas supply.
- Total or partial loss of heating or hot water.
- Blocked flue to an open fire or boiler.
- Total loss of water supply.
- Blocked or leaking sewer soil stack or toilet.
- Leaking water or heating pipe, water tank, cistern or toilet (but not toilet overflows that are dripping from the outside overflow pipe).
- Insecure downstairs windows, external doors or external locks.
- Dangerous structures such as chimneys or loose roof tiles where we consider immediate action needs to be taken for the safety of yourself and the property.

## Urgent repairs (within 7 days)

These are problems that could affect the comfort of your home. Urgent repairs will be responded to within seven days.

### Urgent repairs include:

- Partial loss of electricity.
- Partial loss of water supply.
- Total or partial loss of heating and hot water.
- Blocked sink, bath or basin.
- Taps which cannot be turned on or off.
- Loose or detached banister or handrail on stairs.
- Rotten floorboards or stair treads.
- Faulty staircase or corridor lighting in blocks of flats or sheltered accommodation.
- Holes in a roof where rain is coming in or roof tiles that have come off in a storm.
- Cracked or faulty back boilers or hot water tanks.
- Repairs to overflows.

- Electrical fittings that are not working but are not a danger to health (including internal kitchen or bathroom extractor fans).
- Door entry phone not working.
- Damaged glass in windows and doors (after being made safe as an emergency repair).
- Taps dripping.
- Broken chimney pots.
- Collapsed ceiling.





## Routine repairs (within 28 days)

These are small, general repairs which do not materially affect your enjoyment of your home. North Lincolnshire Homes will offer an appointment for the repair to be done, at a time convenient to you, within 28 days.

### Routine repairs include:

- Replacement of cracked wash hand basins or toilets that are not leaking.
- Repairs to gutters and rainwater pipes.
- Easing or re-hanging internal or external doors.
- Repairs to weather boards.
- Easing windows.



- Repairs to kitchen units.
- Repair or renewal of floor coverings.
- Renewal of gas fires.
- Replacement of solid fuel fire furniture.
- Replacement of missing / damaged roof tiles (although if rain is entering the roof this is a seven-day repair).
- Replacement of skirting boards.

## Repairs that are your responsibility

Customers are asked under the terms of their Tenancy Agreement to complete some work in their homes. These include:

- Decorating the inside of your home.
- Unblocking waste pipes and drain gullies (except where the blockage occurs outside the tenant's control).
- Sweeping chimneys (we will sweep chimneys once a year as part of our service programme).
- Filling minor plaster cracks.
- Maintaining the seal around the bath, wash basins, sink or shower.
- Replacing the handles, bolts and catches of internal doors, cupboards and windows (except for uPVC and metal windows).
- Renewing letter boxes and door numbers.
- Replacing toilet seats.
- Replacing plugs and chains for wash basins, baths and sinks.

- Fire grate bars, bottoms and ash pans (we will replace these at the annual service if necessary).
- Erecting and repairing fences and gates (apart from those installed by North Lincolnshire Homes).
- Replacing light bulbs, fluorescent tubes and their starters. Replacing batteries for smoke detectors.
- Obtaining wheelie bins and other refuse containers.
- Repairs to any shed, garage or outbuildings which do not belong to North Lincolnshire Homes.






## Planned work

These are jobs that are planned well in advance and completed as part of the ongoing investment programme and include such works as bathroom replacements, new kitchens and replacement windows and doors. For more information about this type of work see our Planned Work to Your Home leaflet.



## Rechargeable repairs

Occasionally damage can occur as a result of accidents, misuse or abuse. If any damage is caused in your home by either you, a member of your family or a visitor to your home then we may charge you to carry out the repair.



Visit us online  
[www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## Your right to repair

As a tenant you have the right to have repair work carried out under the legal contract between North Lincolnshire Homes and yourself, as set out in your Tenancy Agreement.

You also have rights under the 1985 Housing Act. According to an amendment to this Act you can, under certain circumstances, receive compensation if certain repairs are not carried out within a set period of time.

Details of your rights can be found in a leaflet called 'The Right to Repair' produced by the Government. These can be obtained by contacting us on **01724 279900** or can be found on our website [www.nlhomes.org.uk](http://www.nlhomes.org.uk).

The regulations only cover certain repairs as listed in the 'Right to Repair' leaflet. There are some exceptions:

- Where the repair costs more than £250.
- Where there are severe weather conditions.
- Where access is not provided.

Please see the leaflet for full details.



## No English?

### For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的消息，請致電：08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats  
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe  
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

**TELEPHONE 01724 279900**  
**FREEPHONE 0800 032 63 63**

[www.nlhomes.org.uk](http://www.nlhomes.org.uk)