

# REPAIRS



THAMES VALLEY HOUSING



# Repairs

This leaflet gives you information about:

- How to report repairs
- How we prioritise repairs
- Repairs we are responsible for
- Repairs you are responsible for

# Ways to report repairs

If your repair is an emergency you should contact us by telephone in the first instance.

1. By telephone – 0800 358 7767 (option 1)  
From a mobile – 020 8607 0677(option 1)\*

|  |                               |   |
|--|-------------------------------|---|
| Monday to Friday<br>8am – 6pm<br>Excluding bank holidays | <b>All Repairs</b>            | Customer Service Centre on <b>0800 358 7767 (option 1)</b>  |
| Out of office hours / weekends                           | <b>Emergency repairs only</b> | Customer Service Centre on <b>0800 358 7767 - your call will be transferred to our out of hours repair service.</b> If for any reason you are not connected, please call 01707 290 219. |

\*Depending on your tariff, it may be cheaper for you to dial 020 8607 0677 (option 1) from your mobile.

**NB:** In an emergency the contractor may only be able to carry out temporary repairs.

2. Using the website at [www.tvha.co.uk](http://www.tvha.co.uk)

### How to report a repair online

Go to 'My TVH' which is at the top right-hand corner of the Home Page. You need to register first, and once you have registered you can report a repair immediately.

To register you will need:

- Your reference number
- Your postcode
- Your email address
- A memorable password

If you registered to use our previous TVH website, you can use the new one automatically.

3. Write to us with full details of the repair and how to contact you.

### By Letter

Customer Service Centre  
Thames Valley Housing Association  
FREEPOST TK1763  
52 London Road  
Twickenham  
Middlesex  
TW1 3BR

### By Email

[Info@tvha.co.uk](mailto:Info@tvha.co.uk)

4. In person, by visiting our offices located at Premier House, 52 London Road, Twickenham, TW1 3RP

### Appointment times

In most cases, at the time of reporting a repair we will offer you an appointment date. We will be able to allocate you a two hour arrival time slot. We have four different time slots available during the day. Our contractor will arrive during this two hour timeslot.

The contractor may not be able to complete the work within this time. If this is the case, we will contact you to arrange another appointment.

**This does not apply to emergency appointments.**

## New properties

If you have moved into a property that is less than 1 year old, the repair may be covered under a defects liability period. Please refer to your property pack for more information.

## Our responsibilities

### Buildings

We are responsible for maintaining and repairing the structure, the outside of all properties and communal or shared areas.

This includes:

- Foundations, roofs, chimney stacks, outside walls, window sills, window frames, gutters and external pipes
- Inside walls, skirting boards, door frames, plaster work, ceilings and floors
- Kitchen units
- Entrances including pathways and steps, boundary walls and fencing, gates and rubbish facilities which have been erected by TVH
- Garages
- Painting external areas as part of our maintenance programme, where appropriate unless the property is due for improvement
- Locks, if they have jammed or are broken

## Services

We are responsible for maintaining electricity, gas, water and sanitation services.

This includes:

- Electrical wiring, sockets and light fittings. It does not include fuses, bulbs, starter motors, strip lights or your own electrical equipment
- Water heaters, fitted gas fires and central heating systems
- Baths, toilets, sinks and basins (not clearing blockages)
- Shower units, where fitted by TVH only
- Gas and water pipes

**NB: For buildings and services we will not repair items that were fitted by someone other than TVH's contractor, items that were gifted to you, items damaged by you, your household or a visitor.**

## Communal areas

We will repair and maintain the shared areas inside and outside our properties.

This includes:

- Decorating hallways and entrances. In some properties this also includes cleaning these areas
- Lighting
- Lifts and door-entry systems
- Communal television aerials and communal satellite dishes
- Alarm systems (fitted by us)
- Footpaths and lighting (where these are only for use by our residents)
- Playgrounds, parking areas, grounds and gardens that are the responsibility of TVH

We will also ensure that all fire fighting equipment we supply is adequate, regularly inspected and serviced.

# Repairs - your responsibilities

## Carrying out minor repairs

These include small jobs inside your home such as replacing or repairing any of the following:

- Plugs in sinks, washers on taps, toilet seats and lids, shower heads and hoses, starter motors for strip lights, fuses, light bulbs, door bells, draft-excluders, letter boxes, blockages, showers, sheds, broken glass to doors and windows, lost keys and replacement locks if keys have been lost or stolen, bath panels, renewing or adding jackets to cylinders
- Internal redecorations
- Maintaining fixtures and fittings such as curtain and dado rails and fittings that you have installed yourself
- Keeping the inside of the property in good decorative order
- Treating household pests and infestation
- Clearing blockages in waste pipes and toilets. These can be caused by putting fat, oil, paint,

hair, disposable nappies, vegetable peelings, sanitary towels or any other bulky items down the pipe or toilet

- Keeping airbricks and ventilators clear
- Setting heating controls and relighting boilers
- Taking reasonable care to protect your home from damage caused by fire, frost or water
- Any repairs that are caused by misuse e.g. damage caused by overflow from baths, sinks, basins and appliances
- Repairs to any improvements that you have carried out
- Installation or maintenance of a TV aerial if you live in a house

## Maintaining private gardens

We will take action against residents who do not maintain their home properly, cause wilful damage or inconvenience their neighbours.

## Home content insurance

We do not have insurance cover for damage caused to your goods, other than where we are found to have been negligent. You must take measures to ensure your household items are covered. Jardine Lloyd Thompson offer a reduced rate home contents insurance. Please call the Customer Service Centre on 0800 358 7767 (option 3), for an application form.

## Access to your property and gas safety checks

We need to be able to enter your home from time to time to inspect or repair your property, or carry out gas safety checks. You will be contacted and a suitable time will be arranged to visit your home.

We are legally obliged to check your gas appliances every year as faults can cause carbon monoxide poisoning, which can lead to serious illness and death.

In extreme emergencies we may have to enter your property without your permission. Your tenancy gives us the right to do this if you are not available to allow access.

## About reporting repairs

To help us provide an efficient repairs service we need you to:

- Report any problems as soon as possible
- Give as much detail as possible about the problem
- Tell us how we can contact you
- Tell us when we can get into the property to carry out the repair

Once you have reported a repair you will be sent a copy of the works order giving details of the work to be carried out, the contractor responsible and the date the work must be done by.

You will also be given a short questionnaire to fill out after the work is completed. It is helpful if you complete and return this form when things have gone well, or when things have not.

# Priorities for repairs

| Category and time completed  | Types of repairs   |
|--|--|
| <p><b>Emergency</b></p> <p>Dealt with in 24 hours.</p> <p>This only applies to the work that is an emergency. Part of the repair work may be completed at a later stage.</p> | <ul style="list-style-type: none"> <li>Repairs which address risk to someone's health or further damage to the property e.g: returning electricity or water supply; gas leaks*, burst water pipes, falling masonry, loose hanging electrical wires</li> <li>* If you suspect a gas leak please contact National Grid on 0800 111 999 before calling us</li> <li>Providing heating during winter months for frail or elderly tenants or households with young children</li> <li>Any repair that prevents a serious health risk</li> </ul> |

| Category and time completed                                     | Types of repairs  |
|---|---|
| <p><b>Urgent</b></p> <p>Dealt with in 7 calendar days.</p>      | <ul style="list-style-type: none"> <li>Repairs which stop water leaks</li> <li>Plumbing such as sinks, heating systems, baths where they cannot be used</li> <li>Repairs to outside doors which protect security</li> <li>Faulty wiring or electrics</li> <li>Missing roof slates or tiles which cause water to enter the home</li> </ul> |
| <p><b>Non-urgent</b></p> <p>Dealt with in 28 calendar days.</p> | <ul style="list-style-type: none"> <li>Repairs that are not an immediate health or safety risk</li> <li>Broken gutters, minor plumbing jobs and plastering</li> <li>Broken or damaged fencing</li> </ul>  |

| Category and time completed   | Types of repairs   |
|---|--|
| <p><b>Programmed repairs</b> – carried out to a planned timetable.</p> <p>Please see the leaflet 'Maintaining your home' for timescales</p> | <ul style="list-style-type: none"> <li>• External redecorations and major repairs</li> </ul> |

If we do not carry out a repair within the agreed timescale please contact the Customer Service Centre on 0800 358 7767 (option 1).

### Exceptions

In some cases, repairs are moved into a more urgent category. This could be for residents with restricted mobility, learning difficulties, mental health problems, or severe medical conditions, which can make the repair more urgent.

Damage caused by domestic violence or harassment may also be dealt with more quickly than usual.

## Charging you for repairs

In certain circumstances you are liable to pay for the cost of repairs. Examples of these include:

- Where the repair in question has been caused by damage, neglect or misuse by you, members of your household or visitors
- Where the repair has been caused by alterations or redecoration which has not been carried out to our standards
- Removing fixtures fitted by you
- Treating insects or vermin infesting the property
- Clearing rubbish or tenants' belongings
- Replacing heating equipment that you have removed
- Replacing keys or forcing entry when keys are lost
- If you have misinformed us about the severity of a repair
- An electrical fault caused by your own appliance

- Blockages to a bath or sink caused by you, a member of your household or a visitor
- If you are not at home at the agreed time
- Damage caused by police entry if you have refused access or because of criminal activity

**NB:** In most cases you will be asked to pay for the work prior to the repair being carried out. We may not charge for the repairs listed above in some exceptional circumstances.

If you are moving home, you may be recharged for other items. Please see the 'Moving On' leaflet for further information.

Our staff or contractors will need to enter your property at an agreed and reasonable time to carry out repairs.



## Right to Repair – Compensation (urgent and emergency repairs only)

You can get certain small urgent repairs done if they are likely to affect your health, safety or security.

When you report an emergency or urgent repair you will be told when the contractor must begin the work. If the work is not started by that date you should contact the Customer Service Centre (0800 358 7767 option 1) who will re-issue the order and give you a new target date.

If the work has still not begun by this second date you may be able to claim compensation. This is a set amount of £10 compensation, plus £2 for every day the repair is not done, up to a maximum of £50. It is not payable if you were not in when the contractor called.





## Thames Valley Housing

Premier House,  
52 London Road,  
Twickenham, TW1 3RP

- Customer Service Centre:  
0800 358 7767
- Opening hours:  
8am - 6pm Mon-Fri
- Fax: 020 8607 9923
- Email: [info@tvha.co.uk](mailto:info@tvha.co.uk)
- Web: [www.tvha.co.uk](http://www.tvha.co.uk)

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## Translations and Interpretation

If you need to contact us about anything and need an interpreter, call 0800 358 7767 and tell us your language.

**We can also provide a large print or an audio version of this document**

إذا رغبت بالاتصال بنا بخصوص أي امر وتحتاج لمترجم، اتصل على 0800 358 7767 واخبرنا ما هي لغتك. أيضاً بإمكاننا توفير منشور بطباعة ذات احرف كبيرة او تسجيل صوتي لهذه الوثيقة.

اگر به هرذیلی لازم دارید که با ما تماس بگیرد و نیاز به مترجم دارید، لطفاً با شماره 0800 358 7767 تماس بگیرید و زبان مورد نظر خود را اعلام کنید. ما می توانیم چاپ با حروف درشت یا نسخه صوتی این سند را برای شما تهیه کنیم.

Si vous avez besoin de nous contacter, quelle qu'en soit la raison, et avez besoin d'un(e) interprète, appelez le 0800 358 7767 et indiquez-nous votre langue. Nous pouvons aussi vous fournir une version audio ou imprimée en gros caractères de ce document.

Jeśli chciałbyś o coś zapytać a wymagasz pomocy tłumacza, zadzwoń na numer 0800 358 7767 i powiedz nam, w jakim mówisz języku.

Powyzszy dokument dostepny jest rowniez w formacie duza czcionka oraz w wersji audio.

Se precisar de nos contactar e necessita de um intérprete, telefone para: 0800 358 7767 e diga-nos que lingua fala. Também podemos providenciar este documento em letras de tamanho grande ou em audiocassete.

ਜੇਕਰ ਤੁਸੀਂ ਸਾਡੇ ਤੋਂ ਕੋਈ ਗੱਲ ਪੁੱਛਣੀ ਹੈ ਅਤੇ ਇਸ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ (ਦੁਬਾਈਏ) ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 358 7767 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਬੋਲੀ ਦੱਸੋ।

ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੱਡੀ ਲਿਖਾਈ, ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਵੀ ਦੇ ਸਕਦੇ ਹਾਂ।

Hadii aad u baahatid inaad mala soo xiriirtid una baahan tahay turjumaan, soo wac 0800 358 7767 adigoo noo sheegaya luqadda aad ku hadashid. Waxa kalood heli kartaa dokumentigan oo maqal ah ama far waaweyn ku qoran.

اگر آپ کو کسی بھی مسئلے میں ہم سے بات کرنے اور اردو زبان کے ترجمان کی ضرورت ہے تو اس نمبر 0800 358 7767 پر ہم سے رابطہ کریں۔ یہ دستاویز کو آپ کو اپنا سے نسخوں یا آڈیو کی صورت میں آڈیو ٹیپ یا کسی میسجنگ سروس کی جاسکتی ہے۔