



Property Care For Homes & Communities

Repairs Handbook

April 2020



Contents

Welcome	4
How to report a repair	5
○ Emergency repairs	
○ Repair appointments	
How we deal with repairs	6
○ Emergency repairs	
○ Routine repairs	
○ Asbestos	
○ Quality control	
Access and security	7
○ Access	
○ Security	
○ Code of Conduct	
Repair responsibilities	8
○ Moving into your council property	
○ Repair responsibilities	
○ Moving out of your council property	
Rechargeable repairs	11
Heating	12
○ Gas heating	
○ Gas safety	
○ Carbon monoxide	
○ Checking smoke alarms	
○ Fitting a new gas appliance	
○ Gas supply and meters	
○ Central heating timers	
○ Central heating thermostats	
○ Solid and dual fuel heating	
○ Electrical night storage heating	
○ Air source heat pumps	
○ Solar panels	

Home improvements	16
○ The right to compensation for improvements	
Major improvement programmes	17
○ Decent homes standard	
○ Planned maintenance	
○ Cyclical maintenance, servicing and redecoration	
○ Major improvement works	
Helping you to diagnose repairs	20
Customer care	34
○ Compliments and complaints	
○ Right to repair	
Contacting us	36
Notes	37

Are your details up to date?

So that we can deliver our services to meet your needs, it is important that we hold up to date information about you and your household.

Please contact us on 01453 766321 or email housing.management@stroud.gov.uk with any updates



Delivery of a high quality, sustainable, repairs service with positive community benefits

Welcome

Property Care for Homes and Communities is Stroud District Council's in-house repairs and maintenance service.

This handbook has been put together to give you information and guidance on our repairs service.






It includes:

- Our responsibilities as your landlord, and your responsibilities as a tenant
- How to report repairs
- Rechargeable repairs
- Home improvements
- Helping you to diagnose repairs

If you cannot find what you are looking for, you can find more information on our website.

Alternatively, contact our Repairs team and we will be happy to assist you.

Keep a note of your supplier's details and important information:

Water supplier	
Gas supplier	
Electricity supplier	
Mains water stop tap location	
Electricity consumer unit location	

How to report a repair

Repairs and maintenance contact details	
Online:	Report a repair form
Phone:	01453 766321
Email	Property.care@stroud.gov.uk
Text	07851 729229 (starting with REPAIRS)
Emergency (out of hours):	01453 222104

When reporting a repair, please give us as much information as possible about the problem you are reporting.

You can view your repairs history and the status of existing repairs by logging into your [Tenants Online](#) account.

Emergency repairs

If you have an emergency repair (immediate danger to your safety or major damage to your property), please call us immediately on 01453 766321.

Our office hours are 08:45 to 17:00 Monday to Thursday and 08:45 to 16:30 Friday.

For out of hours' emergencies, please call 01453 222104.

Gas leaks

Contact Wales & West straight away on 0800 111999.

You should also:

- Open all doors and windows.
- Switch off the gas supply at the mains.
- Check if the pilot light has gone out. If any gas appliances have been left on, turn them off. If the pilot light is still on and your gas appliances are off, there may be a gas escape.
- Do not switch lights on or off, use doorbells, mobile phones or any other electrical appliances.
- Do not smoke, light a match or any other kind of naked flame.



Repair appointments

Most repairs will have appointments and you can choose a convenient time slot:

Morning: between 08.00 and 13.00

Afternoon: between 12.00 and 18:00

If you need to change or cancel an appointment, please contact us to let us know.



You can help prepare for the repair by:

- Clearing the area needing repair (moving furniture, curtains or carpets)
- Making sure you (or another adult) are at home for the entire appointment slot

How we deal with repairs

Emergency repairs – within 24 hours

An emergency is classed as causing serious damage to the health and safety of the occupants or risk of extensive damage to the property.

Examples include:

- Total loss of electricity or bare wires
- Burst pipes
- Blockage of the only toilet in the property
- Blocked drains causing sewage spill out (unless on a shared drain, in which case you should contact Severn Trent on 0800 783 4444)
- Broken windows affecting security
- Inability to secure the main entrance to the property
- Serious roof leaks
- Lost or stolen keys (please note, you will be charged to have the locks changed)

If you report an emergency repair out of hours, we will either complete the work in 4 hours or make the fault 'safe' so that there is no danger to you or the property. We will return the next working day (or at a time convenient for you if the issue is not so urgent) to finish the job.

Please note – you may be charged for the visit if the out of hours' team do not consider the call-out to be an emergency.

Routine repairs – within 28 working days

These are repairs that are not urgent, although they may cause inconvenience to tenants.

Examples include:

- Repairs to plasterwork
- Clearing guttering
- Repairs to kitchen units
- Repairs to internal doors

If we need to establish the precise nature of the work required, we will visit at a time convenient for you.

Asbestos

Where we know about any asbestos in your home we will ensure that any asbestos-containing material is maintained in a safe condition. **Never** try to remove any asbestos-containing material yourself. If it's been left in your home it will be in good condition. It will be covered or out of reach, so removal won't be necessary



We've carried out a programme of surveys to identify where we have asbestos in our properties. All the findings from these surveys are recorded on our Asbestos Register. If you'd like to ask about your home this information can be made available by contacting our Asset Information and Support team on **01453 766321**.

A leaflet is also available on our website, which addresses common concerns or questions you may have about this material.

Quality Control

We will inspect a proportion of repair jobs when they are completed.

We also have a team of volunteer Tenant Repairs Inspectors. Just as you would with staff and contractors, do ask to see their I.D. card and letter of introduction before allowing them into your home. If you are interested in taking part in this type of voluntary work, please visit our website or call us on 01453 766321.

If you are dissatisfied with any of the work carried out to your home or the attitude/performance of our staff (during work or after completion), you can complete our online customer satisfaction form or call us on 01453 766321. Alternatively, you can make a complaint by visiting www.stroud.gov.uk/complaints

Access and security

Access

You must allow us into your home to carry out inspections or repairs as outlined in your Tenancy Agreement. We are required by law to check the safety of your gas supply once a year and your electricity supply every ten years.

We will write to you at least 24 hours before we need to come into your home (unless it's an emergency) and you must let the Council employee or contractor in.

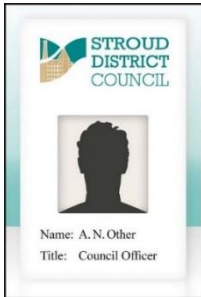
Emergencies can include situations where there is risk of damage to the property or to other properties, or of injury to people.

If you try to prevent us from entering, we will charge you the cost of getting into your property.

Security

All Stroud District Council employees and contractors carry an official identity card with their photograph. Before allowing anyone claiming to be from the council into your home, please ask to see his or her identity card.

If you are in any doubt about the identity of a caller, do not let them in. Call the council on 01453 766321. Genuine callers will not mind waiting whilst you check their identity.



Stroud District Council identity cards look like this image, with our Chief Executive, Kathy O'Leary's signature on the back, together with a badge number.

Code of Conduct

Our operatives and contractors must, whenever working within tenants' homes:

- ✓ Park considerately
- ✓ Wear and display photo identification
- ✓ Be polite and courteous and behave in a professional manner
- ✓ Leave the working area clean and tidy removing rubbish generated daily
- ✓ Use personal information and data in line with GDPR (General Data Protection Regulations) guidelines
- ✓ Take care with any possessions and protect both inside furnishing and gardens from damage
- ✓ Minimise noise and disruption as far as possible
- ✓ Adhere to all current health safety and environmental legislation
- ✓ Treat residents of all races, ages, religions, gender, sexual orientation and disabilities equally and fairly
- ✓ Keep the clients home secure
- ✓ Explain what has been done and make notes on any follow up works as required before leaving
- ✓ Avoid accidental communication (finger pointing, crossing arms, sudden or quick movements, rolling eyes etc.)
- ✓ Explain any health and safety issues arising from the works

They should not:

- ✗ Smoke or vape in or around the home
- ✗ Drink alcohol or use any illegal substances
- ✗ Use the customer's toilet without permission
- ✗ Interrupt supplies without checking with the customer
- ✗ Let strangers into the property
- ✗ Play music from any device
- ✗ Use jargon, slang or terms of endearment
- ✗ Move items without your permission
- ✗ Block access routes without agreement
- ✗ Take photos of work without permission
- ✗ Leave doors or windows open unless specifically agreed beforehand.
- ✗ Accept gifts or other inducements

Repair responsibilities

Moving into your council property

Our Moving In Standard document contains details on the standard to which all council homes are required to meet prior to them being let. At the viewing, your Neighbourhood Management Officer will go through this standard with you and use a checklist to make sure it has been met. To minimise any delays in the property becoming available for you, some repairs may be completed after you move in. We will, however, ensure that the property:

- is safe to move in to
- is secure and water tight
- has received a gas safety check (where appropriate)
- has received an electrical safety check

A copy of our Moving In Standard can be found on our website.



Repairs we are responsible for

As part of your Tenancy Agreement, there are certain repairs that we will carry out to your home, and there are others that you are responsible for.

Repair	Us	You	Details
Baths	✓		Except unblocking wastes (potential recharge)
Carpentry	✓		
Chains and plugs		✓	On basins, baths and sinks
Chimneys	✓		
Communal areas	✓		
Condensation and damp		✓	Information on condensation, damp and mould is available in the 'How to guides, videos and useful downloads' section.
Decoration (external)	✓		
Decoration (internal)		✓	Except when damage is caused by a structural defect. You must get prior permission from your Neighbourhood Management Officer if you wish to lay laminate flooring.
Domestic appliances		✓	Such as cookers, fridges, washing machines, dishwashers
Doors	✓		Internal and external including frames, hinges, door jambs and thresholds, letterboxes and handles. We don't deal with locks to internal doors. You will be recharged if your keys to the main entrance doors are lost or you require a lock change because you have given someone your keys. You can take out insurance to cover this.
Drains	✓		Unless it is a shared drain, in which case you must contact Severn Trent on 0800 7834444

			Unless blocked by leaves, sanitary products, wipes or flats (potential recharge)
External timber elements	✓		
Floor covering		✓	Including adapting doors to accommodate carpets
Front door lock		✓	Except communal locks
Fences and gates		✓	Except if it backs onto public footpath or highway
Fire grates and surrounds	✓		If you have an open fire, you are responsible for getting it swept by a certified chimney sweep and sending the certificate to your Neighbourhood Management Officer
Fixtures and fittings		✓	Such as coat hooks, curtains, curtain rails
Floorboards	✓		
Garages	✓		
Gardening maintenance		✓	Including dustbins and refuse areas
Gas	✓		
Glazing		✓	Except following criminal damage, and you must get a crime number from the Police
Hand basins	✓		Except unblocking wastes (potential recharge)
Heating	✓		Any type of heating
Repair	Us	You	Details
Hot water heaters	✓		Including cylinder jackets
Immersion heaters	✓		
Internal door locks		✓	
Kitchens	✓		Except domestic appliances
Lights	✓		Except dimmer switches and fluorescent light bulbs
Loss of keys		✓	Including repairs to forced entry if you get locked out
Mould		✓	Information on condensation, damp and mould is available in the 'How to guides, videos and useful downloads' section.
Out buildings	✓		Brick or concrete. In the case of outbuildings such as WCs, we will not carry out a repair – we will remove it
Paths	✓		Including steps, footpaths and ramps
Pests		✓	For example, ants, wasps, bees, cockroaches, mice, rats or bedbugs. For more information, search on 'Pest control'
Plastering	✓		
Plumbing repairs and leaks	✓		Except for washing machines and dishwashers
Porches	✓		
Re-lighting pilot lights		✓	Including the resetting of any heating controls or programmers
Re-washer taps	✓		
Roofs	✓		
Sink units	✓		Except unblocking wastes (potential recharge)
Skirting boards	✓		
Stairs	✓		
Switches and sockets	✓		Except dimmer switches
Telephone points		✓	
TV aerials and sockets		✓	Unless communal

Washing lines		✓	Unless communal area
WC seats		✓	
Windows	✓		Including window sills, catches, sash cords and frames
Worktops	✓		
Wooden sheds		✓	

Moving out of your council property

If you are looking to move out of your home, you must provide us with sufficient notice and ensure you leave your property in a satisfactory condition. Our **Moving Out Standard** document details your obligations and sets the condition your property should be left in prior to you leaving your home.

Failure to comply with this Standard will result in you being recharged for any associated repairs and prevent you from transferring to another SDC property. It may also affect any future references when applying to other landlords.

A copy of our Moving Out Standard can be found on our website.



Rechargeable repairs

You are responsible for damage that you, your family, visitors or pets have caused. This includes repairs caused by accidental damage, misuse or neglect, poor DIY and alterations made without permission. We will charge you for any damages and subsequent repair work caused in these circumstances.

If we have to gain entry and/or secure your property, we will charge you for the full cost of the work. Where any works, that are your responsibility, are not undertaken within a reasonable time, the council reserves the right to organise the work and recharge you.

If a repair is needed as a result of criminal activity that has not been caused by you, a member of your family or a visitor to your home, you will not be charged for the cost of any works **providing** written confirmation with a crime reference number is obtained from the Police (an Incident Number is not sufficient).

The list below provides estimated costs for certain repairs; the actual cost may be different and based on an inspection of your repair.

Board up window / make safe a door	£60.00
Cleaning of an empty property (when you move out of your home)	£186.00
Clearance of an empty property (full clear)	£585.00
Clearance of an empty property (part clear)	£292.50
Internal cupboards, door catches, handles & hinges	£17.60
Lock change	£141.50
Minor electrical repair	£65.00

New door furniture	£51.50
Reglaze a double glazed unit	£206.00
Reglaze clear, obscure or Georgian wired glass	£107.00
Renew bath	£589.00
Renew front entrance door	£1022.00
Renew internal door	£149.00
Renew toilet pan	£177.50
Renew toilet pan and cistern	£243.50
Renew wash-hand basin	£284.00
Renew waste fittings	£51.50
Unblock a toilet, sink, bath or wash-hand basin	£46.80
Unauthorised or unsafe DIY work (making safe)	£1500.00

Heating

Gas heating

We are responsible for ensuring that you are safe in your home and that our gas appliances are regularly serviced and maintained. The meter and supply of gas to your home is your responsibility.

If you wish to install a gas appliance, such as a wall mounted heater, you must obtain written permission from us.

It is important that airbricks and other ventilation channels are not blocked or obstructed.

Should one of our fixed gas appliances break down, please contact us to let us know.



Gas safety

To comply with our gas servicing regulations, we aim to have a valid Landlords Gas Safety Record (LGSR) for 100% of our properties at any time in the year.

Stroud District Council's Gas Safe registered engineers will carry out a safety check every year.

As a tenant, it is your responsibility to allow our engineer access to your home, to keep appointments that are made for servicing, or contact us to rearrange an appointment you cannot keep (please refer to your tenancy agreement for further information).

If you need to rearrange a gas servicing appointment, please contact us.

If you do not give us access, we might need to cap your gas supply and you will be charged.

Carbon Monoxide

Carbon monoxide (CO) is known as the 'silent killer' as it is colourless and odourless. It can come from faulty appliances powered by any fuel such as gas, solid fuel and oil fuels.

Carbon monoxide can be produced when an appliance has been incorrectly fitted, badly repaired or poorly maintained. It can also occur if flues, chimneys or vents are blocked.

CO alarms detect the presence of this poisonous gas.

We fit a CO alarm in our tenants' homes with an open flue or chimney. If you are concerned and don't have a CO alarm, please contact us.

If your alarm is not working, please contact us and we'll arrange a repair for you.

Checking smoke alarms

Did you know? You're twice as likely to die in a fire if you don't have a working smoke alarm?

Mains-powered smoke alarms with a backup battery are fitted in all our properties. We will service these alarms once a year when we visit your property to check other things (such as a gas service), however it is your responsibility to check these at all other times.

We (and the fire service) recommend you:

- Test them every week by pushing the test button on the alarm
- Keep it clean using a vacuum nozzle or brush to remove cobwebs and dust on and around the alarm
- Don't paint over the alarm
- If you can't reach it use a broom handle or something similar to gently push the test button. You should replace the battery when needed. Never remove the battery except to replace it.



If you don't have a smoke alarm, your alarm doesn't work or it's a sealed unit, please contact us to report it as soon as you can and we'll send someone out to fix it for you.

Smoke alarms in the communal areas of sheltered schemes are regularly tested by the Site Officer.

Fitting a new gas appliance

If you want to fit a new gas cooker into your home, you must obtain written permission from us first. If permission is granted, you will need to do the following:

- The new appliance must be installed by a Gas Safe registered engineer. Visit the Gas Safe Register website for details
- Appliances must be installed according to the manufacturer's instructions and the current gas safety (installation and use) regulations
- It is important that airbricks and other ventilation channels are not blocked or obstructed in any way
- The appliance must be inspected as part of our gas servicing programme

Gas supply and meters

If you want to arrange a new gas supply, you must get permission from the Council before contacting the supplier, unless we are installing the gas heating for you.

If you have a problem with your gas meter, you will need to contact your energy supplier.

To find out who your gas supplier is, call the Meter Point Administration Services on 0870 608 1524 (calls cost 7p/min plus your network access fee). They may ask you for the serial number located on your meter.

Central heating timers

A combination boiler only heats up water when you turn on a hot tap, so you don't need to programme it. However, if you have a hot water cylinder, the water in the cylinder will need to be heated up during the course of the day.

In most cases, the functions on your programmer are:

- **Auto** or **Twice** means the heating goes on and off during the day at the times it has been programmed to do so
- **24hrs** or **On** means the heating stays on all the time

- **Off** means the heating will remain off all the time
- **All day** or **Once** means the heating will switch on at the first 'on' setting you have programmed and then remain on until the last 'off' setting of the day
- **Boost** or **+1hr** switches the heating on for a one-hour boost of heat
- **Advance** moves the programmer to the next 'on' or 'off' setting in the daily cycle

Central heating thermostats

A room thermostat is usually found in a hallway. It monitors the temperature in your home and tells the boiler to switch off when the house is warm enough.

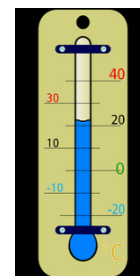
Thermostats are normally set between 18 and 21°C.

Turning a room thermostat to a higher setting will not make the room heat up faster. How quickly the room heats up depends on the design of the heating system, e.g. size of boiler and radiators.

Neither does the setting affect how quickly the room cools down. Turning a room thermostat to a lower temperature will result in the room being controlled at a lower temperature, and saves energy.

The way to set and use your room thermostat is to find the lowest temperature you are comfortable with, and then leave it alone to do its job.

To do this, set the room thermostat to a low temperature, say 18°C, and then turn it up by one degree each day until you are comfortable with the temperature. You won't have to adjust the thermostat further. Any adjustment above this setting will waste energy and cost you more money.



Room thermostats need a free flow of air to sense the temperature, so they must not be covered by curtains or blocked by furniture. Nearby electric fires, televisions, wall or table lamps may prevent the thermostat from working properly.

Solid and dual fuel heating

To make sure you are safe in your home, we regularly check and service your solid fuel appliances. Faulty solid fuel appliances can be dangerous, so it's important that you allow us to check them regularly.

We will arrange for the appliance to be serviced on an annual basis. If you have any issues with your solid fuel appliance, please contact us to arrange for an engineer to visit.

Please note, if you have a purpose provided vent for your heating appliance, please do not block this, as all heating appliances that produce heat from the combustion of carbon based fuels such as gas, oil and solid fuels, including wood burners, require enough fresh air from outside for complete combustion and to enable the products of combustion to safely exit through the chimney to the outside.

Electrical night storage heating

Storage heaters work by storing heat generated by cheap night-time electricity and releasing this heat during the day.

They use electricity at night, when it's cheap, and give out their heat during the day. They work best if you have Economy 7; a night-time electricity tariff (typically around 30% cheaper than day time electricity).

Traditional storage heaters have input and an output controls. The input control regulates the amount of heat your storage heater stores during the night. If it's not particularly cold, or you'll be out of the house for most of the day, you don't need to set the input to maximum because you won't need so much heat.

As the winter gets colder, you'll need to turn your input button up higher at bed time and set your output button as low as possible. The following day the output can be turned up as the day goes on. It's important that at the end of every day you turn it back down to one for the start of a new day.

A user guide is available to download on our website.

Top tips

If you have a storage heater in a room that you're not using - turn both dials down to one. This will help prevent mould and condensation.

Check the electrical switches to your heater are switched on and any fuses haven't blown before contacting us.

For your safety, DON'T:

- dry clothes directly on the heater
- put anything flammable close to or touching storage heaters



Air source heat pumps

The most common type of air source heat pumps found in our housing stock are Mitsubishi or Dimplex.

Air source heat pump systems generally consist of three main components: a heat pump, cylinder and control box. If your property has solar panels, the sun's energy will be used to heat your water, rather than the heat pump.

Your heat pump uses electricity to heat your radiators and hot water. It is located on an outside wall. It's important to keep the area around the heat pump clear of leaves or other items such as bushes. Otherwise, it will not operate correctly and may stop working altogether.

The cylinder (containing your hot water) and control box next to it, are usually located in an airing cupboard. Please do not touch the control box settings as any alterations may cause problems/stop your heating system working.

If you have any problems with your renewable heating system, or if an error code appears on the controller, please contact us to arrange for an engineer to visit.

Use the thermostat to control your heating. User guides for the most common thermostats we have installed can be found on our website.

Solar panels

If you live in a property with solar panels and there are any issues with it, please contact our contractor, LCX, on 01175 591414.

Home improvements

With our permission, you have the right to carry out improvements to your home if you are a secure tenant. Before carrying out any work, you must apply for permission, in writing, to your Neighbourhood Management Officer. You must provide details of the alteration, with detailed plans and specifications, where necessary. In some circumstances, a Repairs Officer will visit you to discuss your request.

You will also need to satisfy planning and building regulations.

We will not turn down applications for improvements without good reason. When considering each application, we will take into account whether the improvement could:

- be non-compliant with legislation
- be unduly expensive to maintain
- make the property difficult to let in future
- be unsuitable to possible future tenants

We will write to you within 10 working days to let you know whether or not we will give consent for you to carry out an improvement to your home. If we grant consent, we may specify certain requirements and restrictions.

You will be responsible for the cost of any repairs required as a result of faulty installation, poor workmanship or defective materials. You will also be responsible for the maintenance of alterations or improvements you have carried out.

The inside decoration of your property is your responsibility. You don't need permission to decorate your home or carry out minor improvements such as putting up shelving.

When your tenancy ends, the improvements must be left or restored to the original condition.

The right to compensation for improvements

To qualify for compensation for improvements, you must make a claim, in writing, detailing the improvement and its original cost (including copies of invoices) and demonstrate that:

- the work was carried out after 1 April 1994
- you held the secure tenancy of the property at the time the work was undertaken



- you obtained the council's written consent prior to carrying out the improvement and the work currently meets any conditions imposed on that consent
- you submit your claim within the 28-day period before the end of your tenancy or 14 days after the termination of your tenancy
- your tenancy did not end as a result of an eviction or right to buy application
- you have invoices for work done which includes the costs of labour and materials
- your claim is for less than £3,000 per improvement and more than £50
- the work is listed as a 'qualifying improvement' and there is a formula for the calculation of compensation. A copy of this can be found in our 'How to guides, videos and useful downloads' section.

For further information, please read our Compensation Policy and Procedure, which can be found on our website.

Major improvement programmes

Decent homes standard

To ensure that our homes are maintained in good condition, we run a series of planned maintenance programmes every year so that we can bring every one of our properties up to the Decent Homes Standard.

The Decent Homes Standard is set by Government and requires us to provide all of our tenants with homes that are:

- safe and warm
- in a reasonable state of repair; and
- with reasonably modern facilities

Our planned maintenance and cyclical programmes are aimed at making sure everything in your home is safe and in working order.

Planned maintenance

This is where we renew or replace components in your home as they come to the end of their useful life. These could include items such as windows, doors, central heating, kitchens, bathrooms, rendering, roofs and some communal components if you live in a block of flats.

Where we undertake major repairs or works of improvement we will offer you a choice in selecting finishes. This will apply to the:

- colour of internal plaster work
- door and worktop finishes of kitchen units
- colour of tiles in the bathroom and kitchen
- type of floor covering
- style of external door (choice will be limited if this is a fire/security door)
- colour of external walls

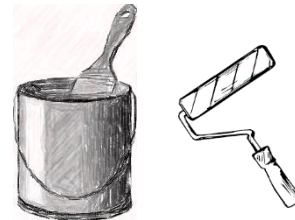


Cyclical maintenance, servicing and redecoration

This covers checking of essential equipment each year to ensure that they are safe, such as:

- gas servicing
- electrical circuit testing
- portable fire equipment
- fire systems
- water storage systems
- lifts
- safety equipment
- door entry systems

It also includes a 7-year cyclical repainting programme.



Major improvement works

How do we decide which work should be done?

The work is based on the information gathered from property surveys. This information determines our improvement work schedules for the coming years.

Do you have to have the work done?

Some of the repairs have to be done, although we will try to be as flexible as we can when arranging times to carry out the work.

Essential jobs include:

- health and safety maintenance, such as rewiring your home or carrying out fire safety works
- refurbishing the outside of a block of flats or cladding a pair of houses where we are unable to exclude single homes
- work that is needed to prevent further damage to your home, such as roof repairs

Central heating and kitchen improvements aren't essential. You can choose not to have them although you'll be asked to sign a disclaimer form. However, we would advise that you agree to improvement work as this keeps you home up to the appropriate (decent home) standard. If you change your mind in the future, it may take time to rearrange the work.

Can I find out if work will be done to my home?

We will publish information about the planned and cyclical maintenance programme each year. This will include details of the works to be undertaken and the properties which will benefit from the work. Alternatively, you can contact our Asset Information and Support team on 01453 766321 for information.

We will write and let you know if work is planned for your home but please be aware that usually work does not start immediately - it may take up to a year or even eighteen months. We will usually visit your home first to carry out a survey before any work begins.

Disruption to you and your home

Depending on the type of work, we will need access to your home from Monday to Friday, 8.00 a.m. to 5.00 p.m. If we need access outside of these times, we will agree this with you.

Sometimes your gas, water or electricity might need to be turned off for long periods of time. We will always turn it back on at the end of the day or temporary services will be provided. If this is likely to cause any difficulties, for example if you have any medical conditions, then you must let us know.

We endeavour to ensure good quality

All tenants who receive maintenance works will be encouraged to complete a resident satisfaction survey to help us improve our service. The purpose of this is to see whether they felt the work was done properly and to their satisfaction.

We will ensure that all works are inspected once they have been completed. Any issues with quality and standard of work arising from these inspections or, where a tenant has recorded dissatisfaction with the contractor's procedures and conduct will be referred to the relevant officer for investigation.

We will ensure that any necessary remedial work is carried out within a mutually agreed timescale.

What if I have applied to buy my home?

If you have applied to buy your home, we will suspend future planned maintenance to your home. Where emergency works are required however, these will be carried out and costs will be accounted for in the purchase valuation.

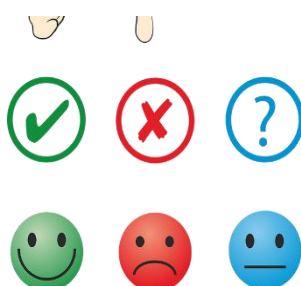
If a property is included in a block of flats where planned work will potentially go ahead, the costs of that work will be reflected in the purchase valuation. Visit our 'Consultation and Having your Say' page on our website for more details about our consultation obligations.

Right to Buy applicants who receive notice of planned works should contact the Right to Buy team on 01453 766321.

If you have a problem with work being done

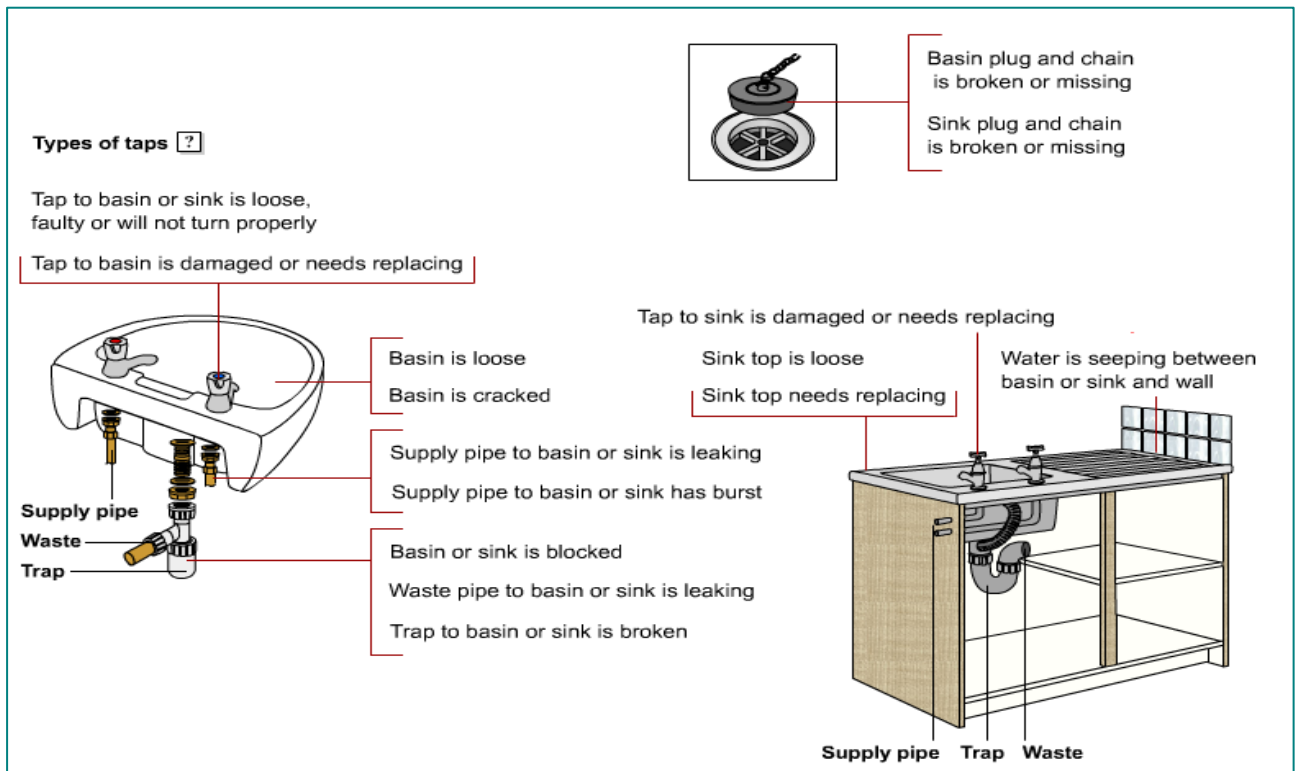
If you have a problem with the work, you should let us or the contractor who is doing the work know. We'll try to resolve any problems as quickly as possible.

If you're not satisfied then you can make a complaint or give feedback. More information on how to do this can be found in the Customer Care section of this handbook.

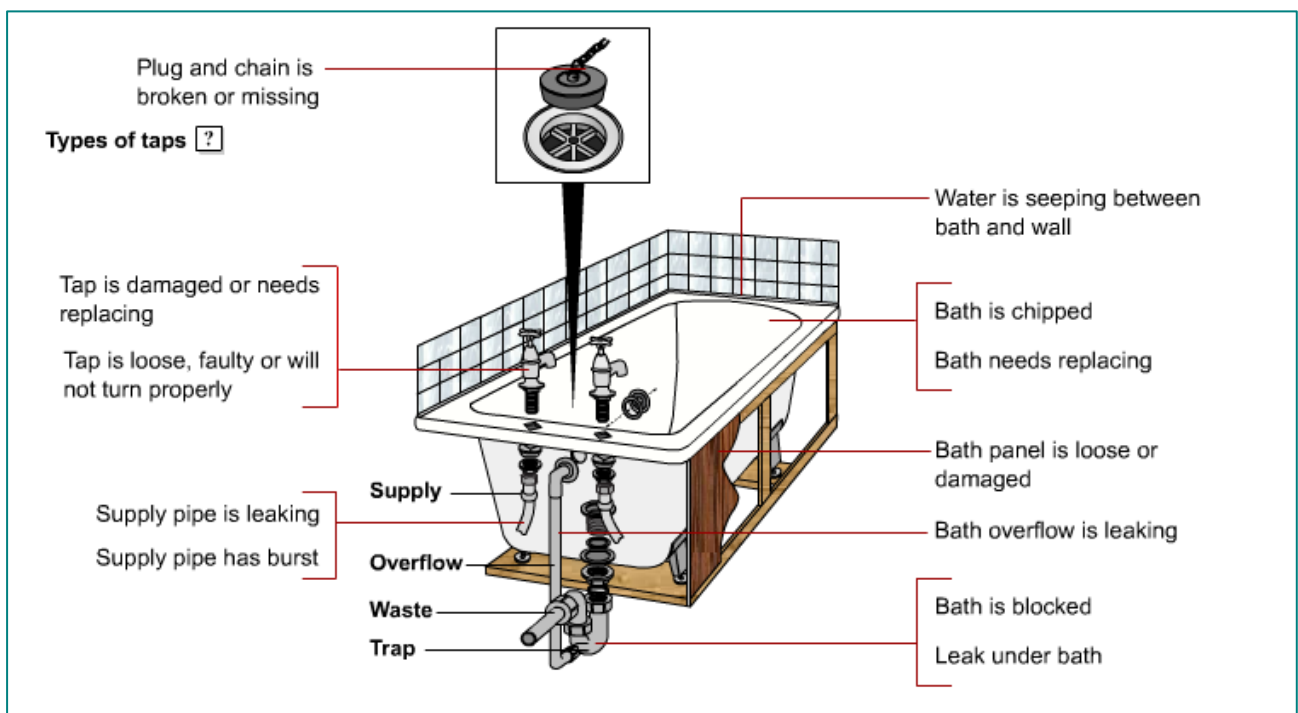


Helping you to diagnose repairs

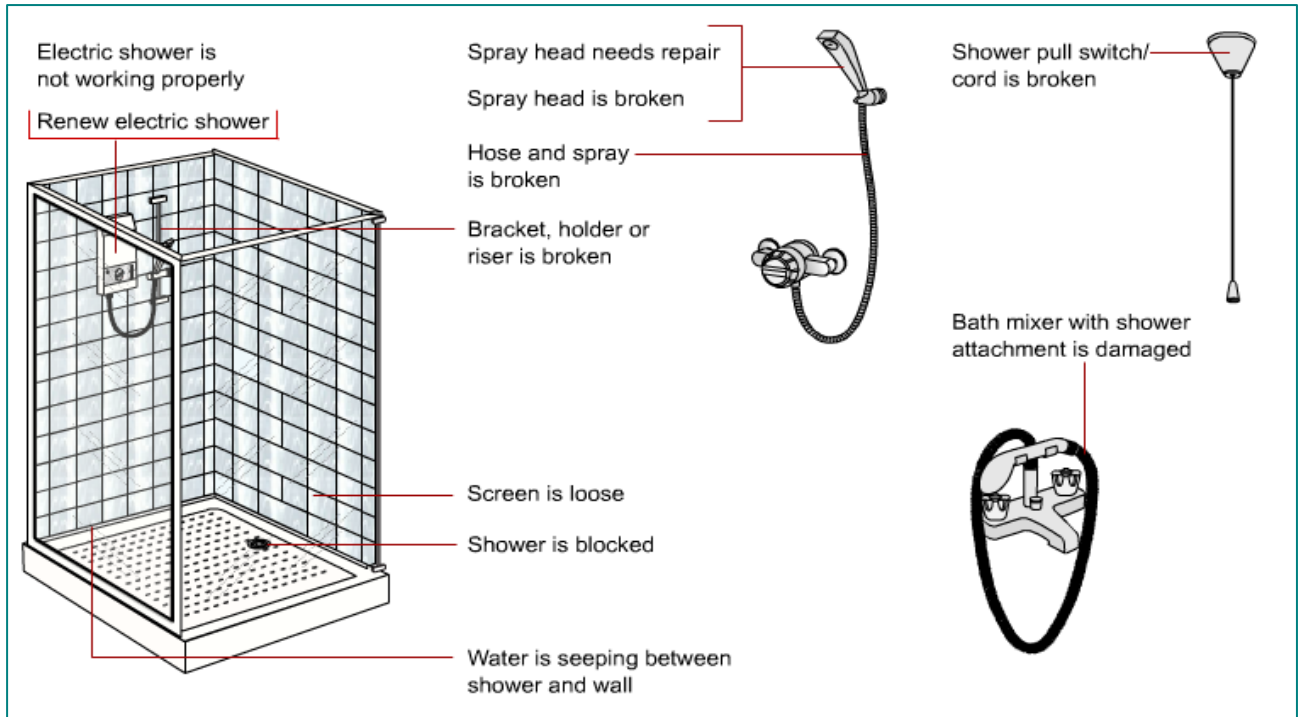
Basins and Sinks



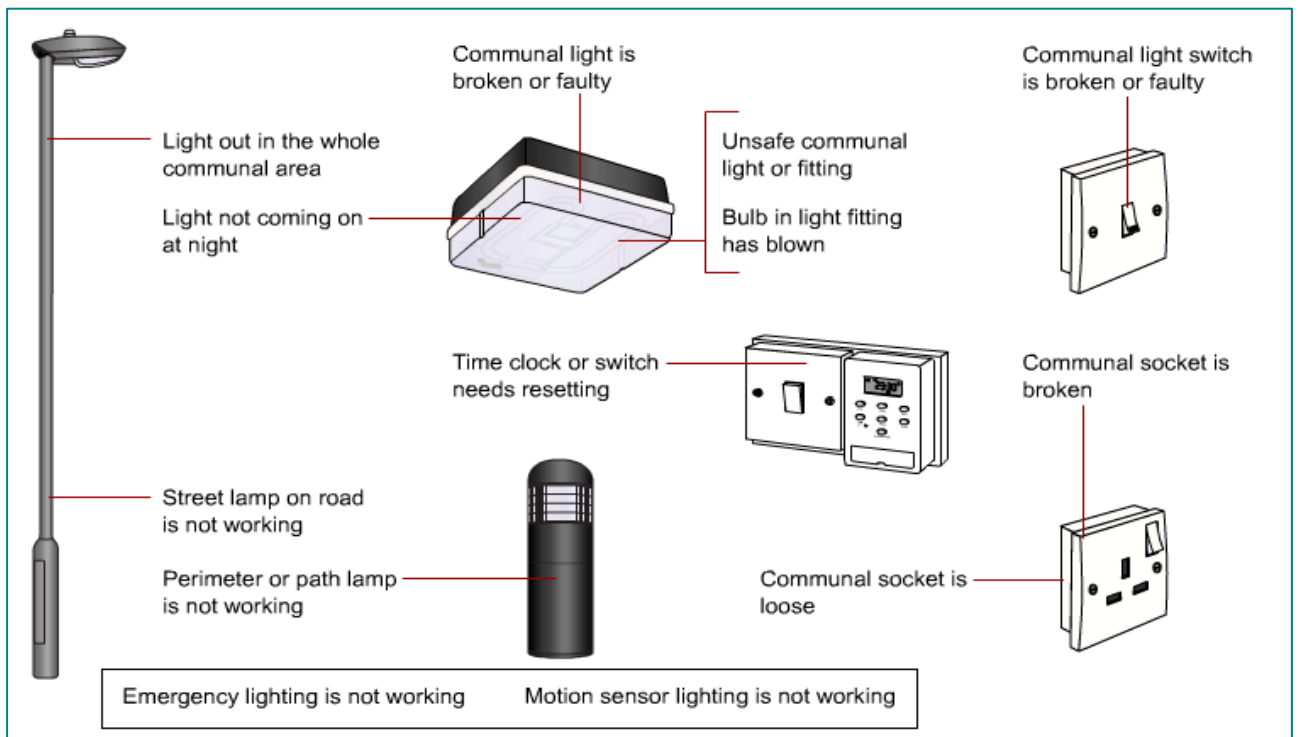
Baths



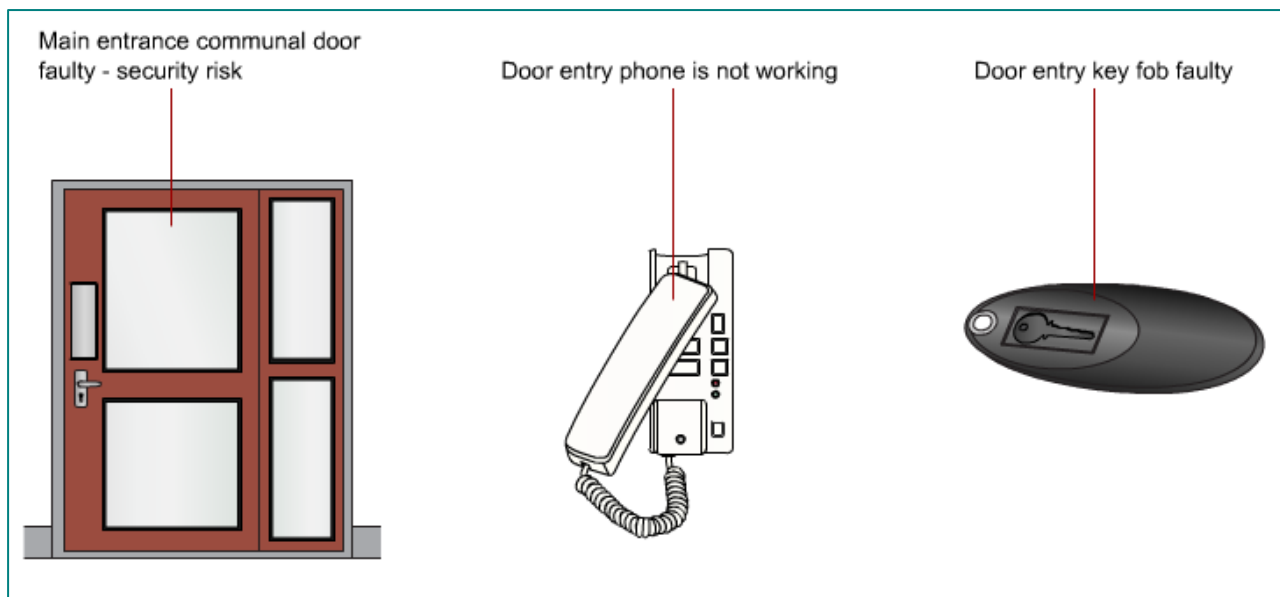
Showers



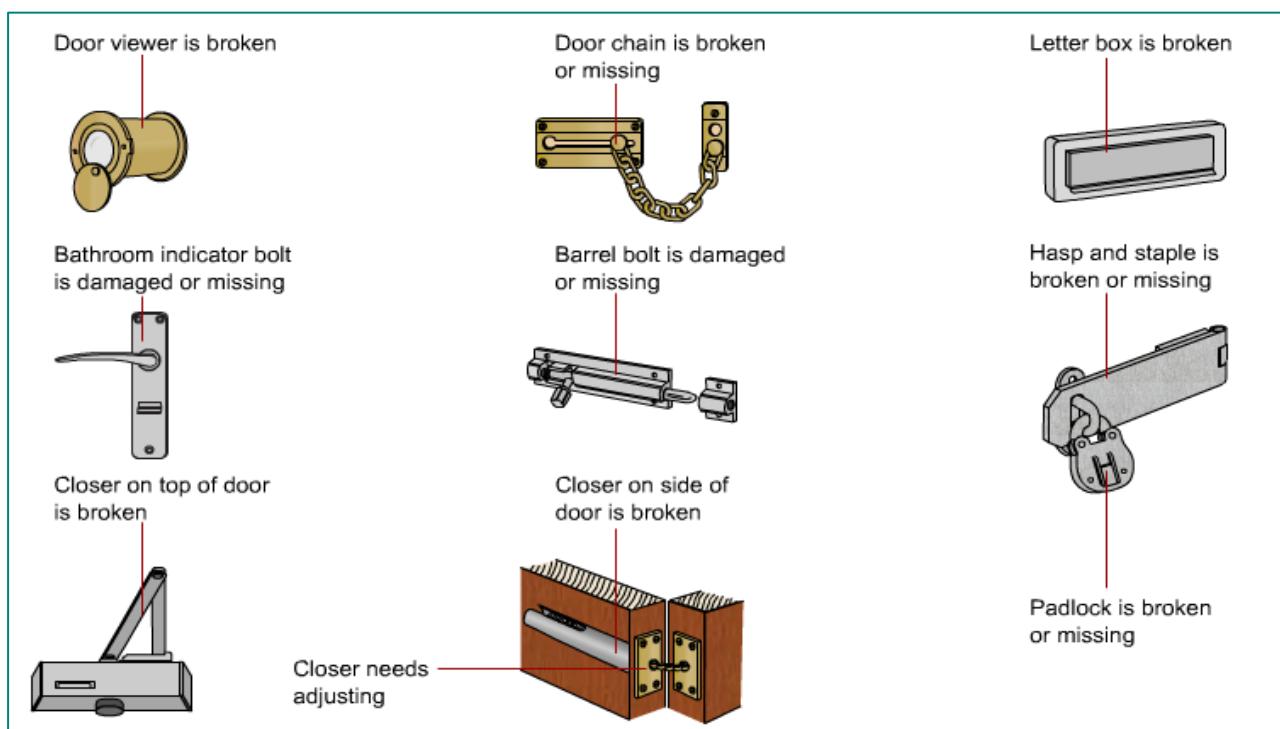
Communal areas and estates - lighting



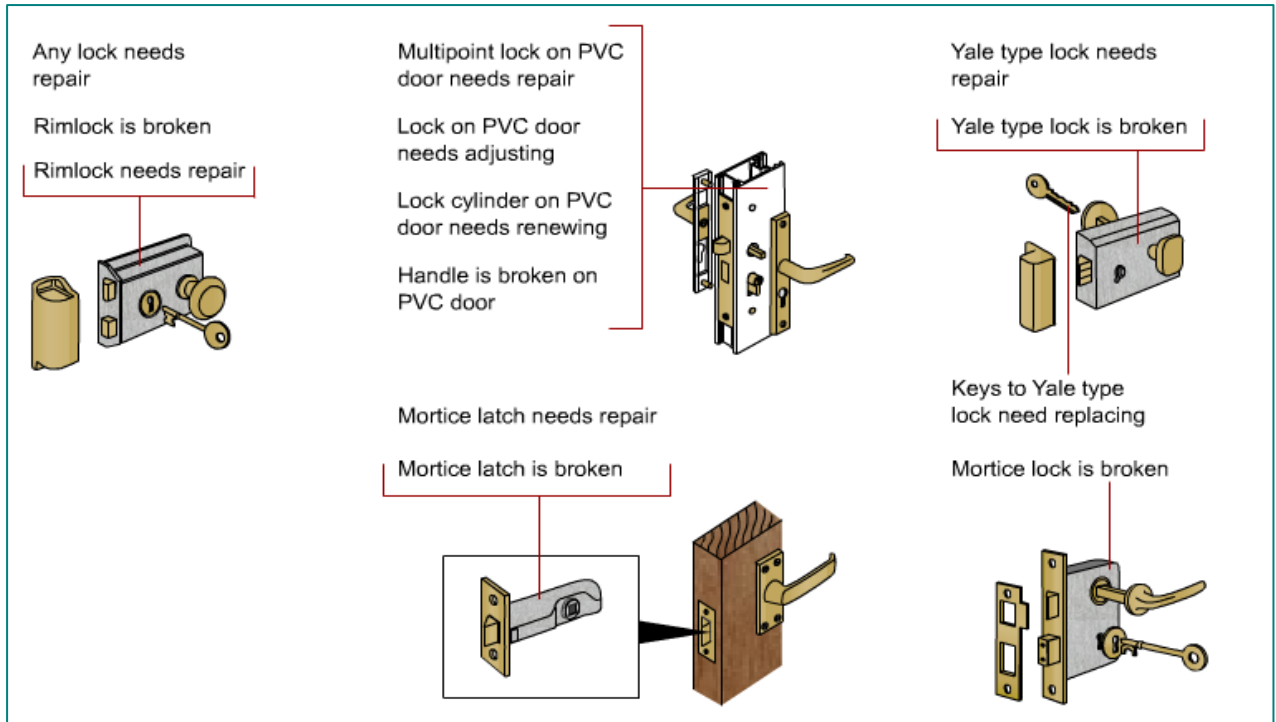
Communal areas and estates – doors



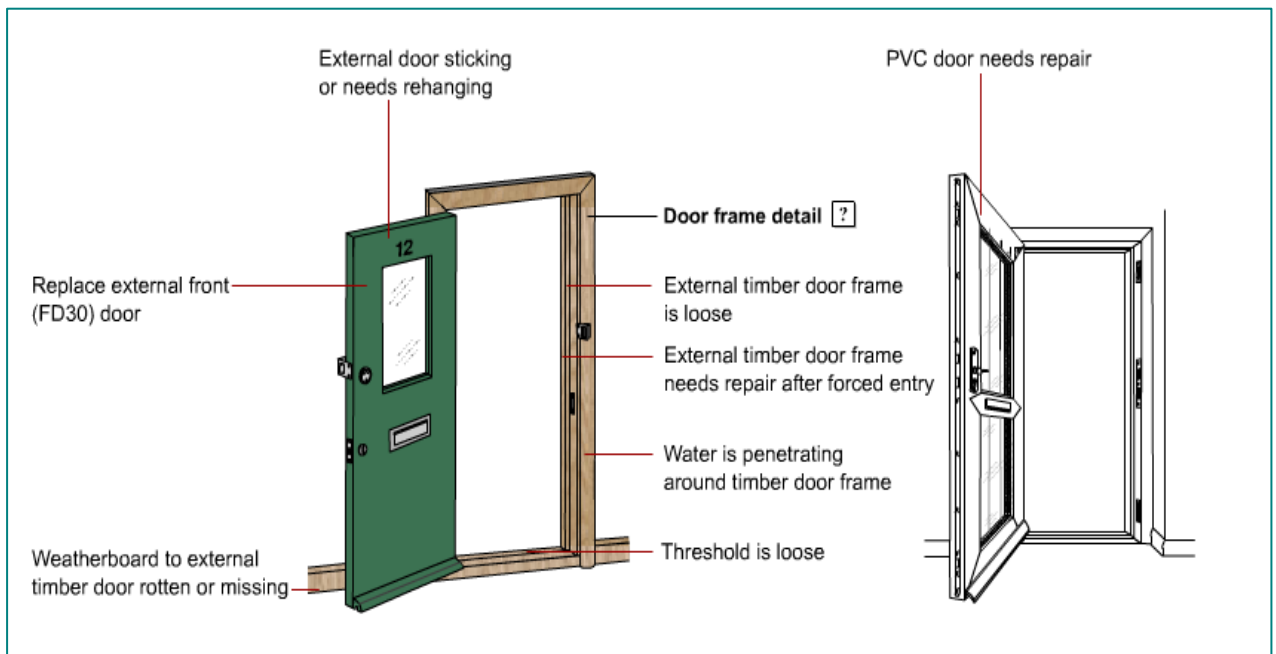
Doors - fittings



Doors – locks and latches



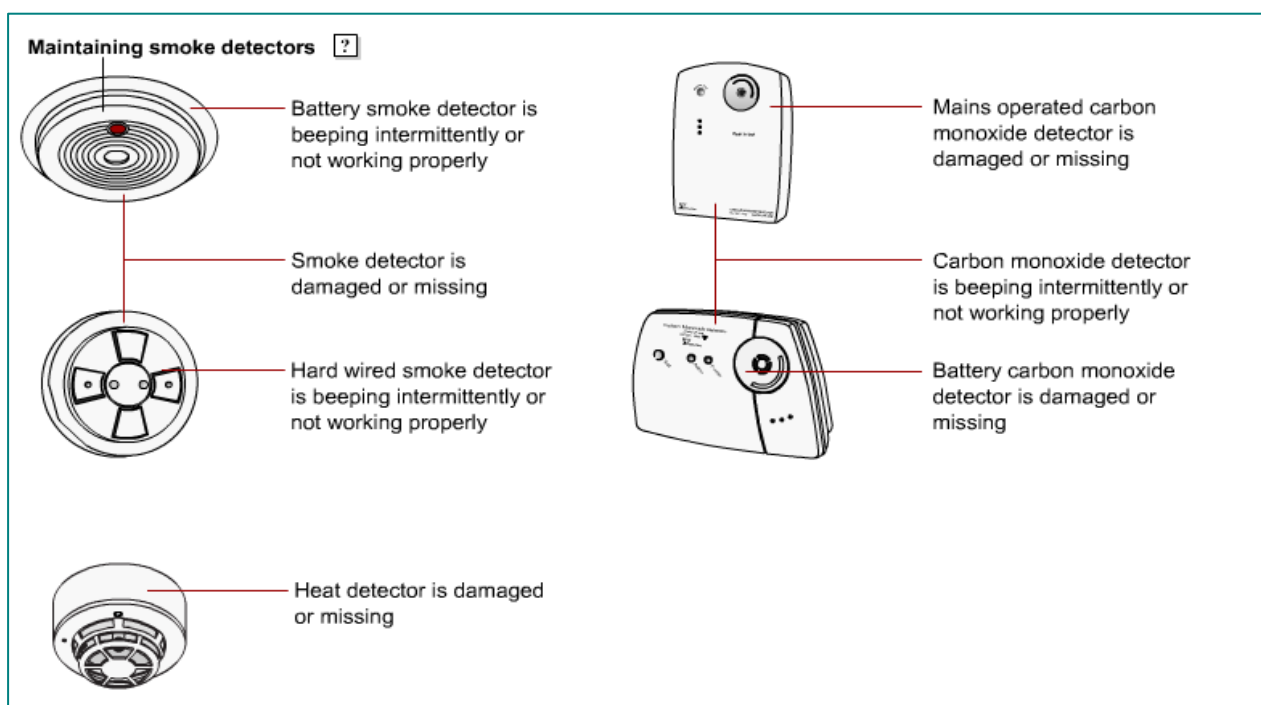
Doors – external



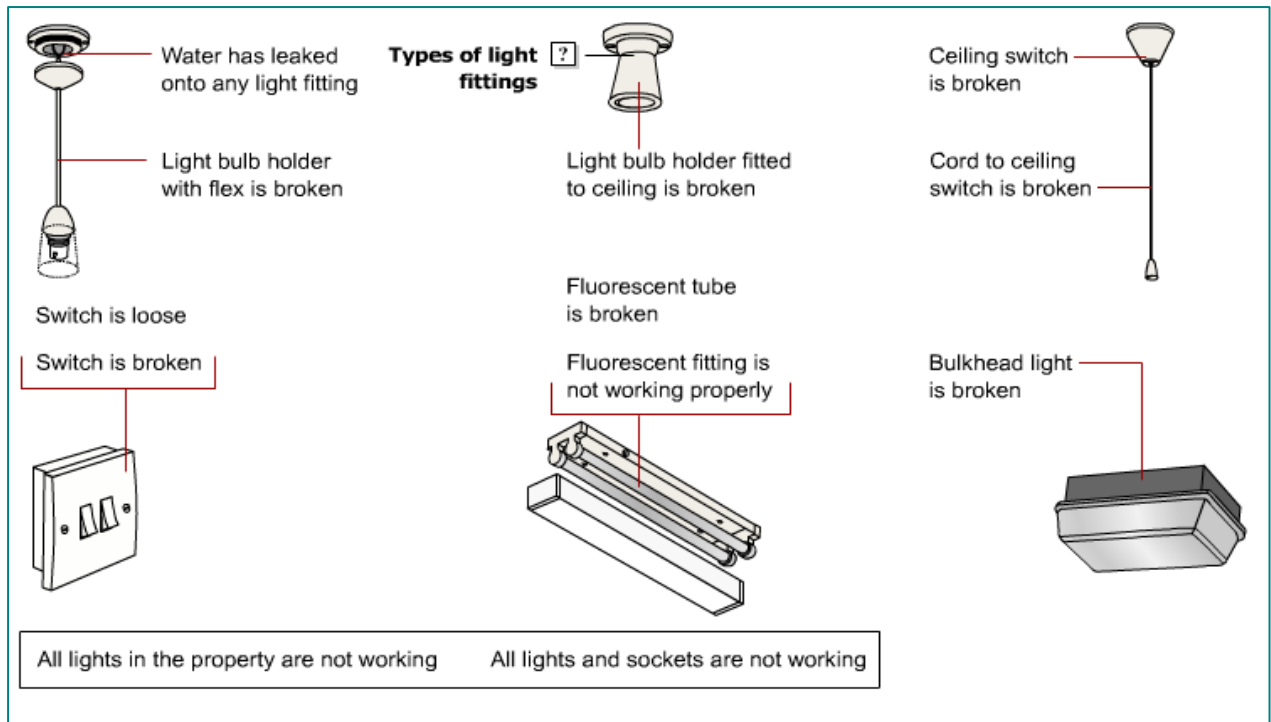
Doors – internal



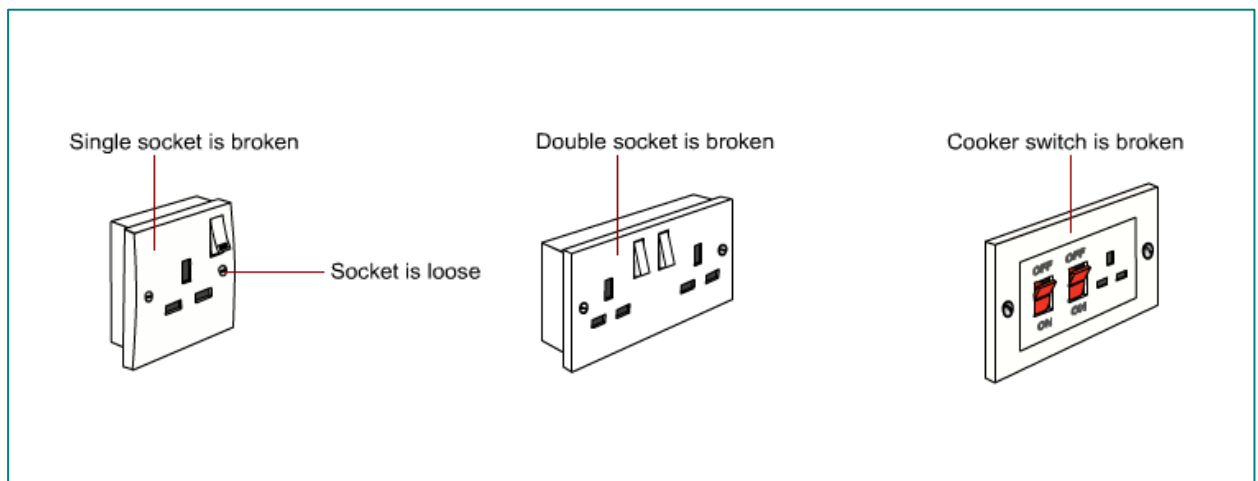
Electrics – smoke alarms



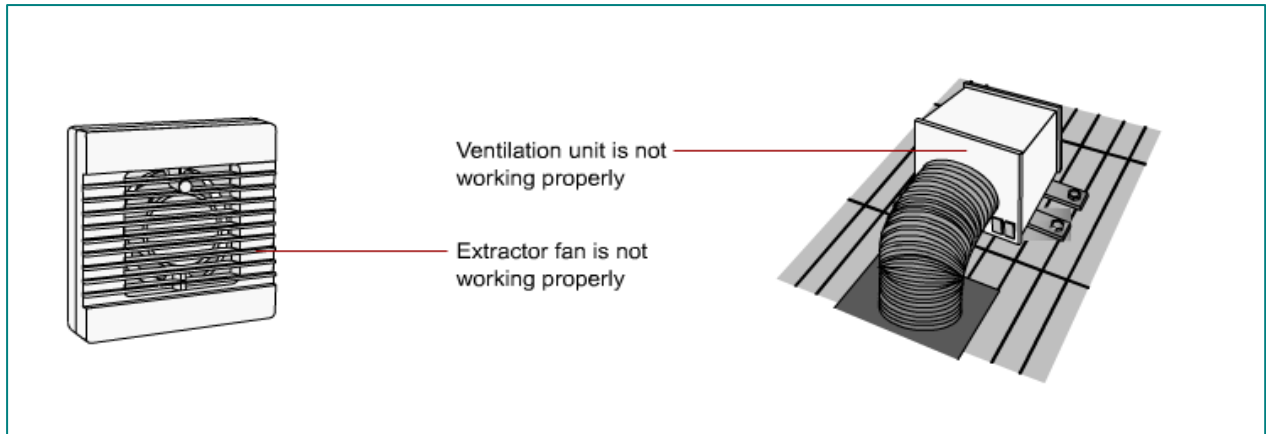
Electrics – lighting



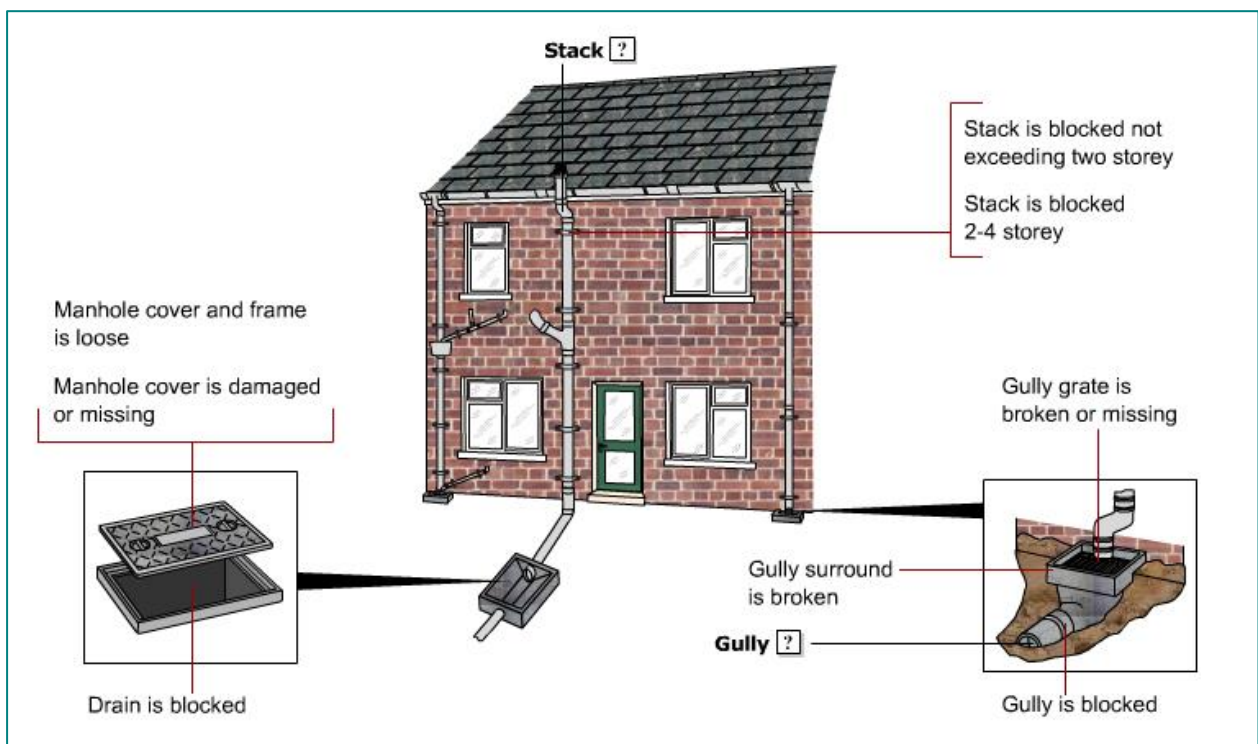
Electrics – power



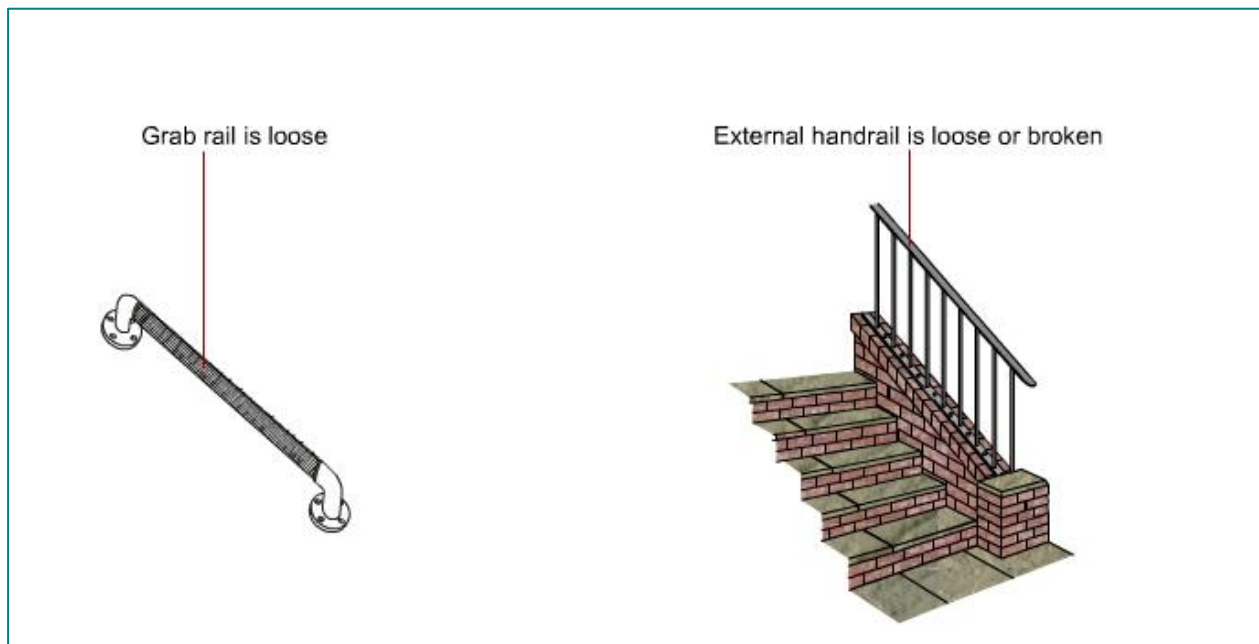
Electrics – extractor fans



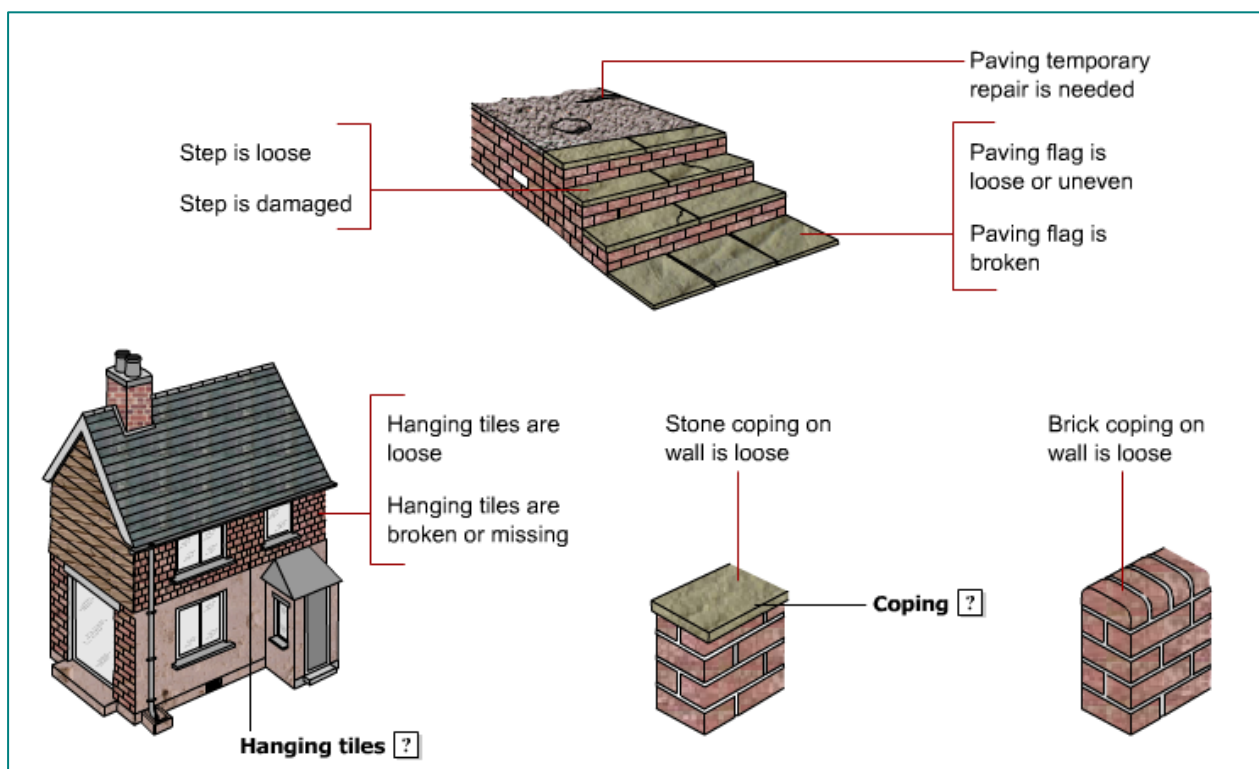
Externals – drainage



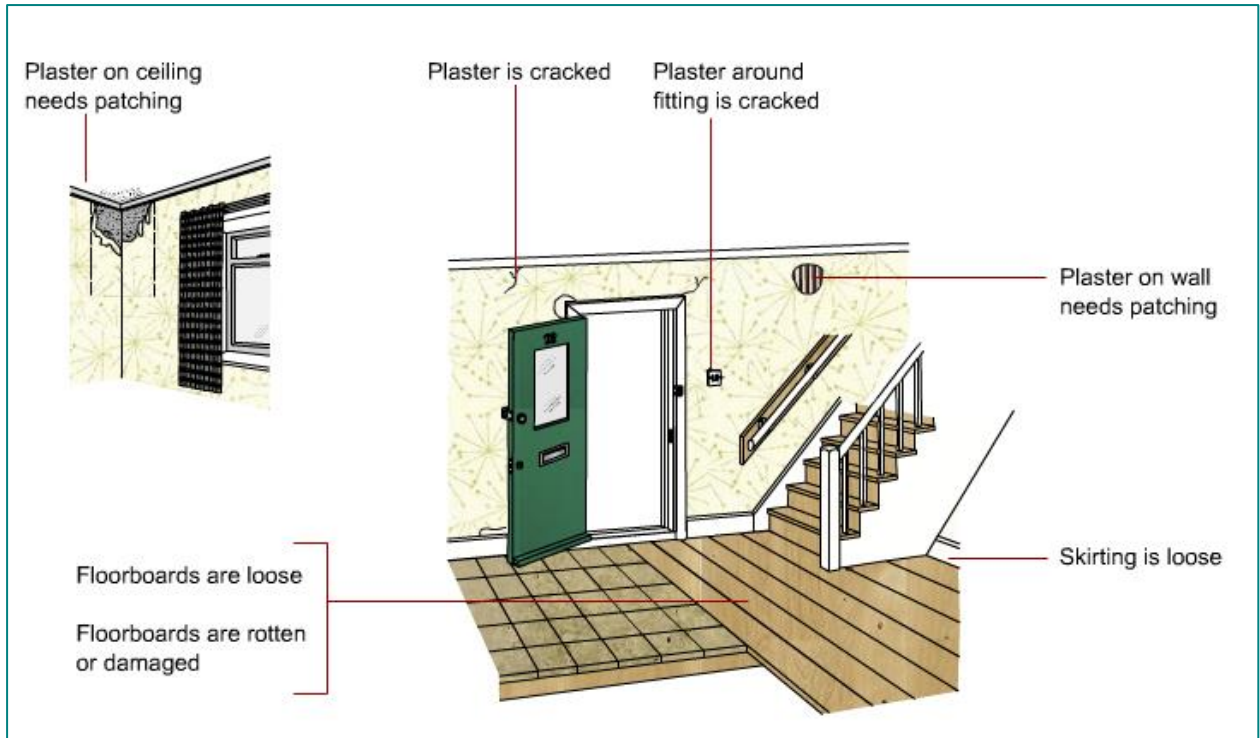
Externals – handrails



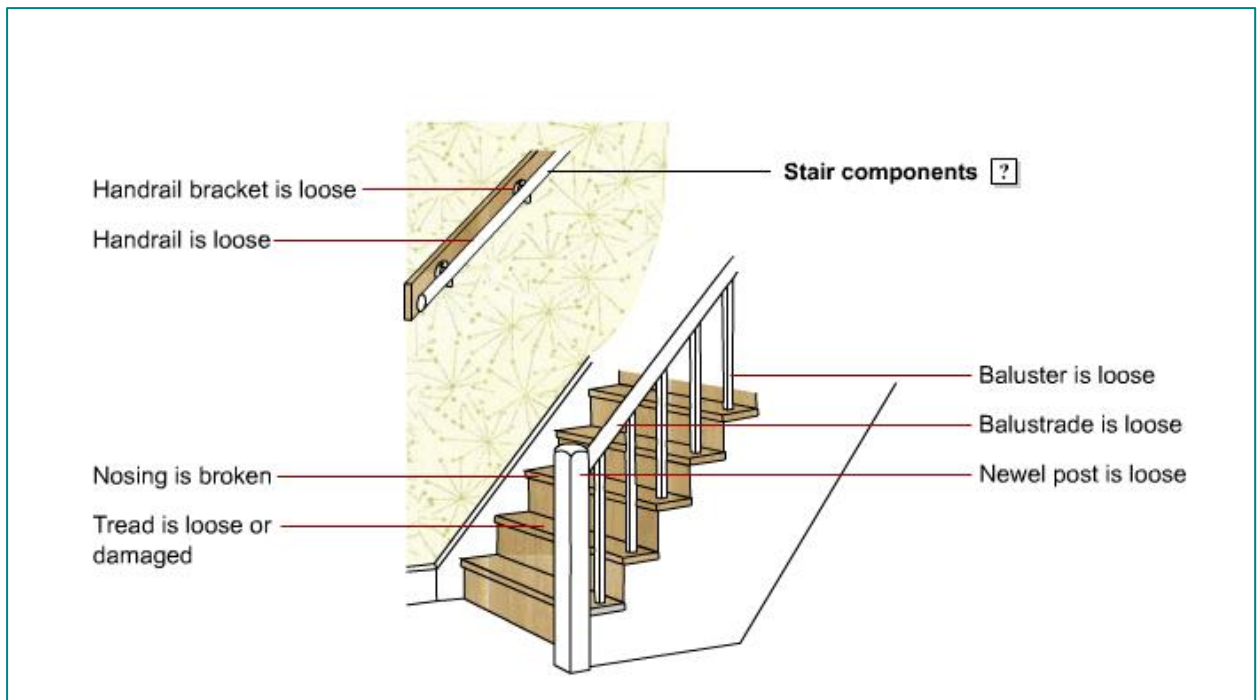
Externals – walls, paving and steps



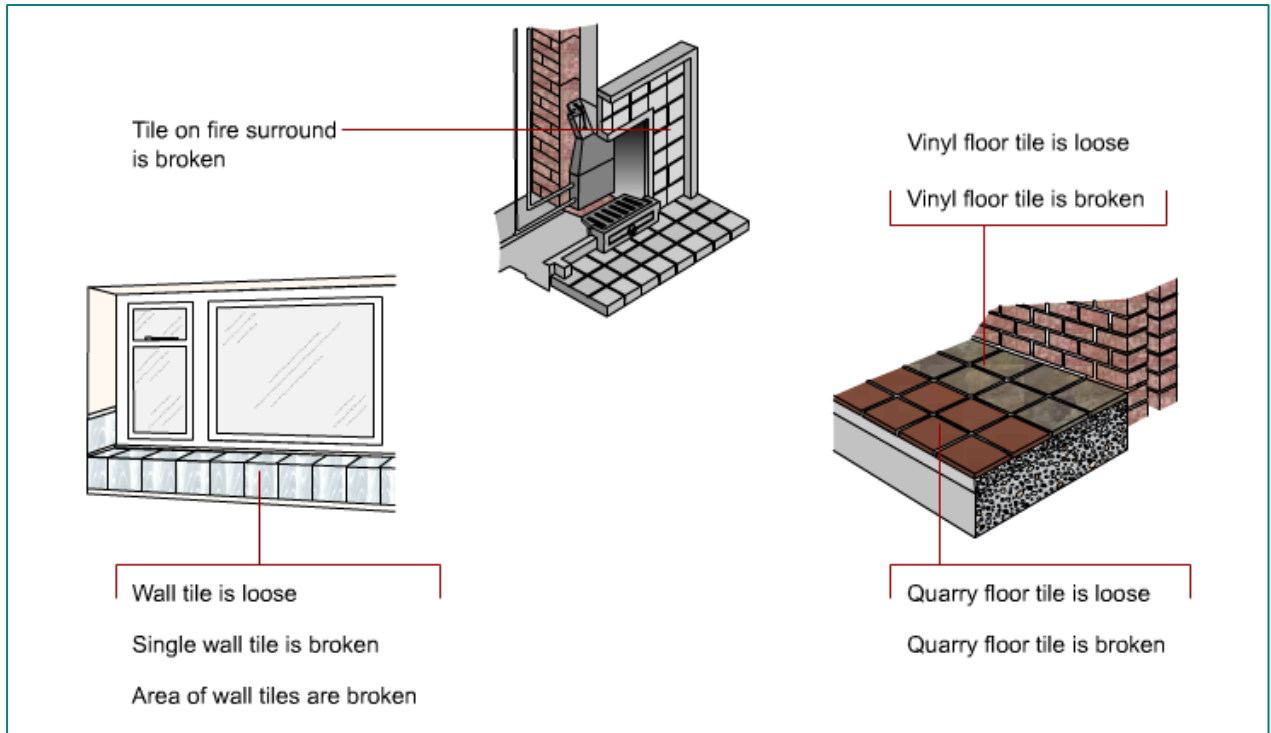
Floors and walls



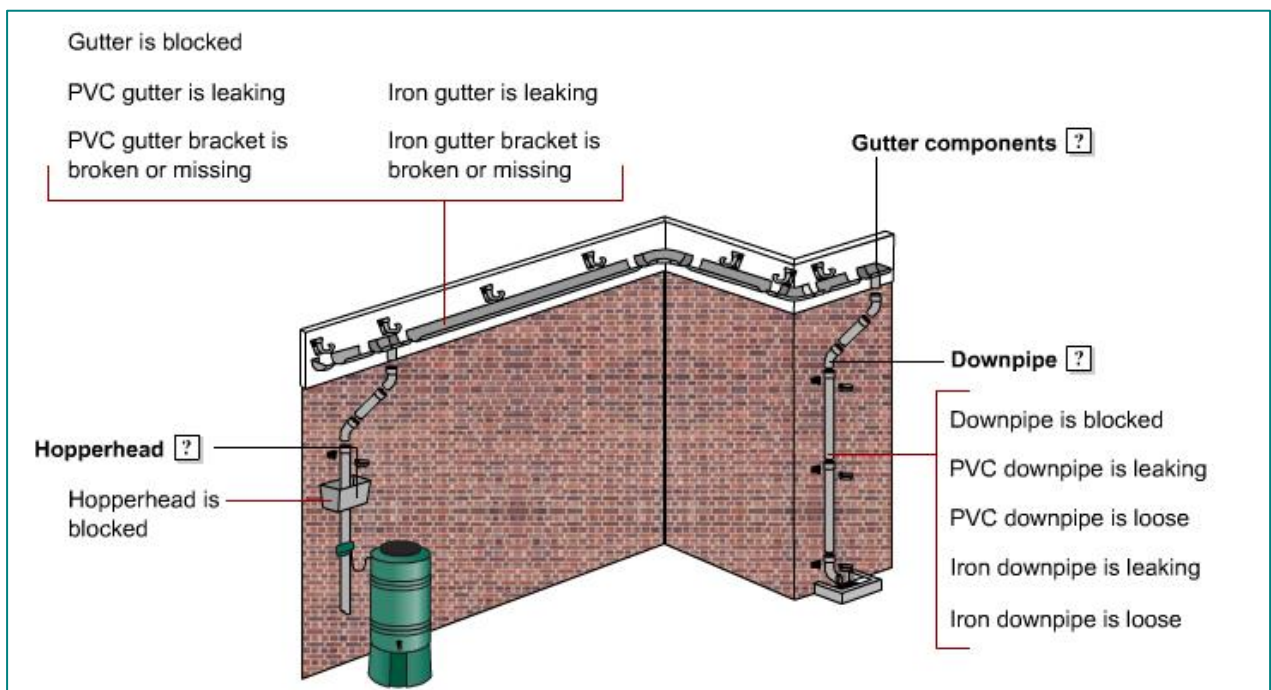
Stairs



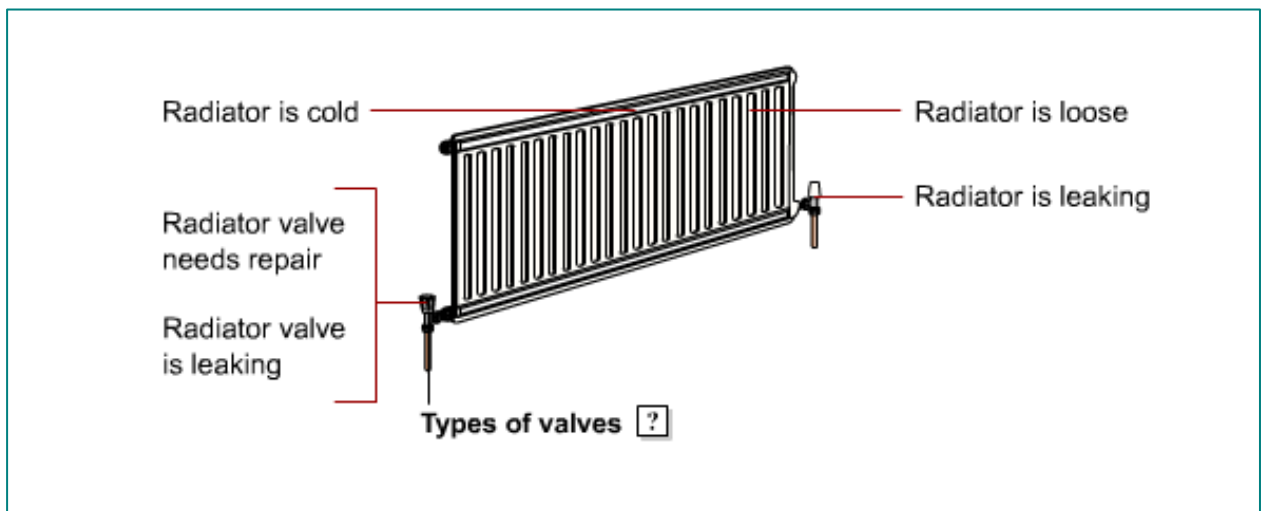
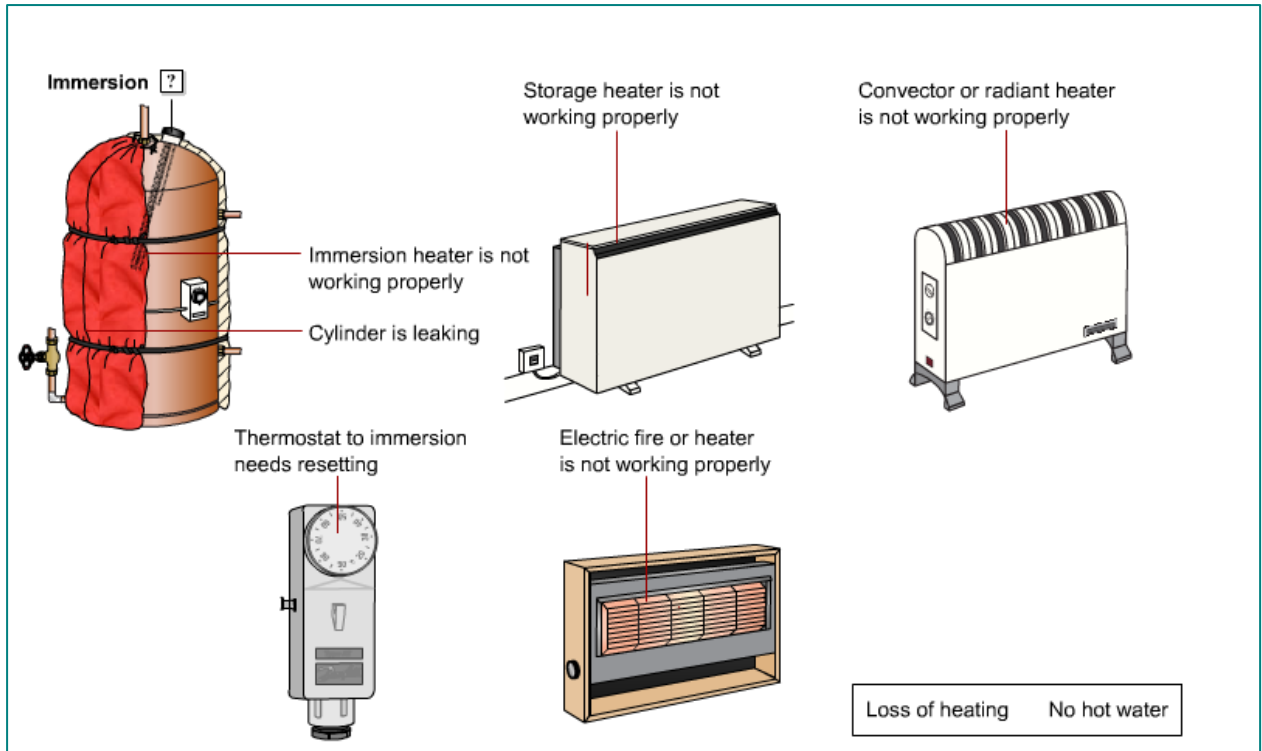
Tiles



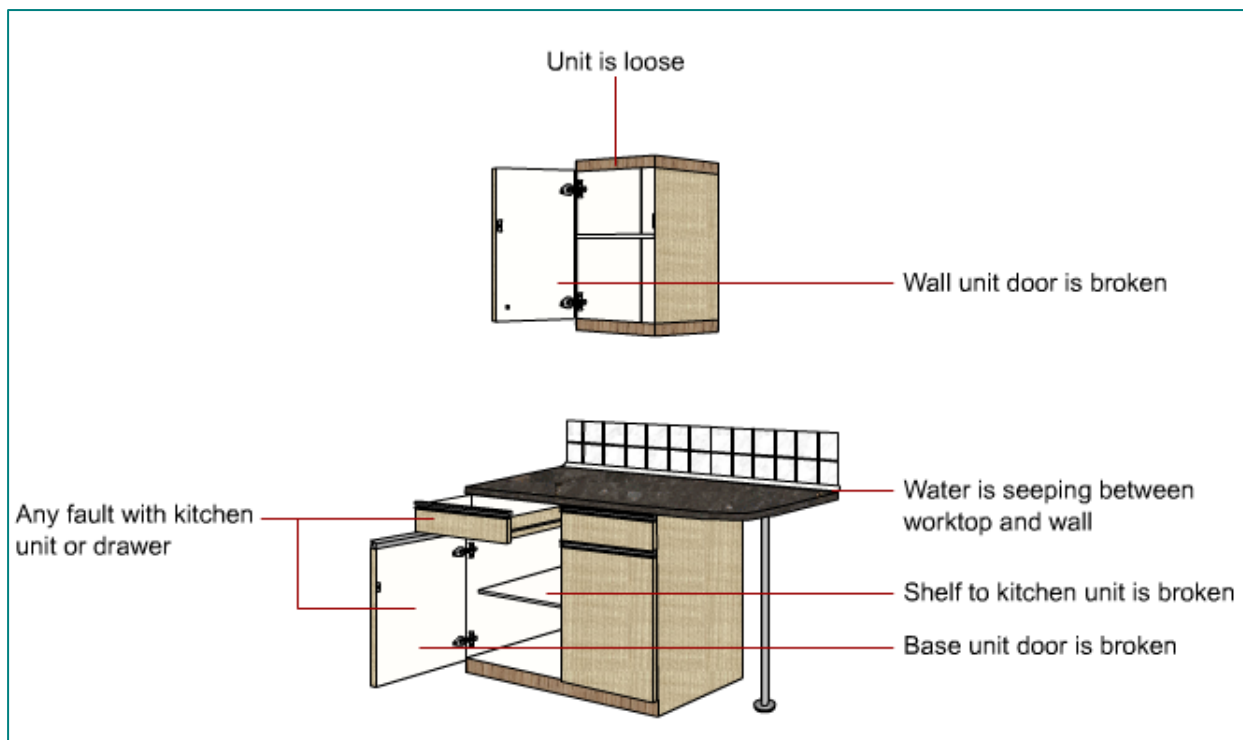
Gutters and downpipes



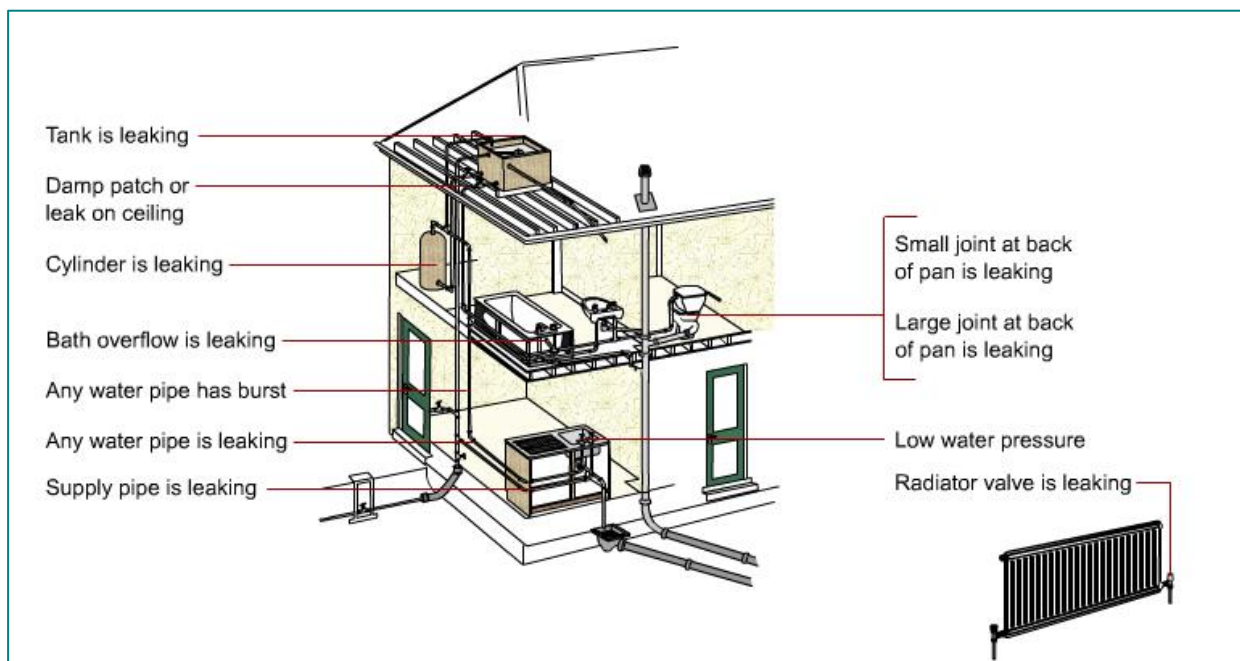
Heating



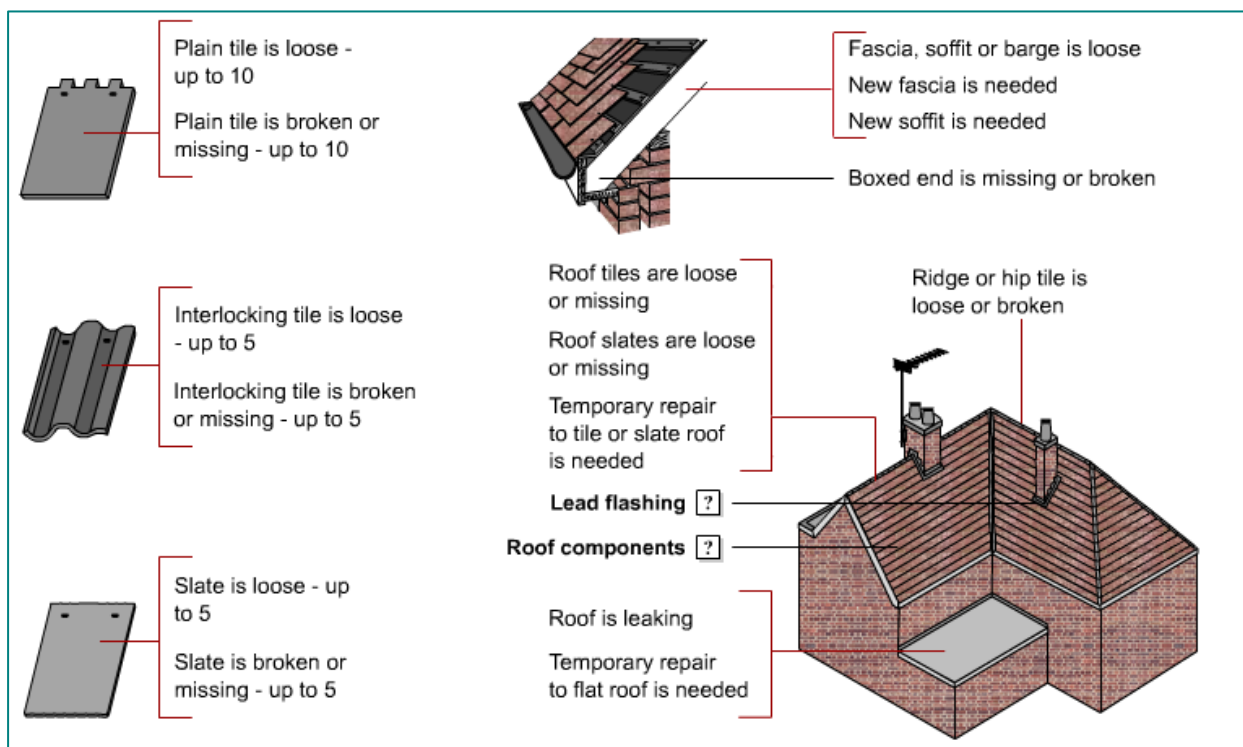
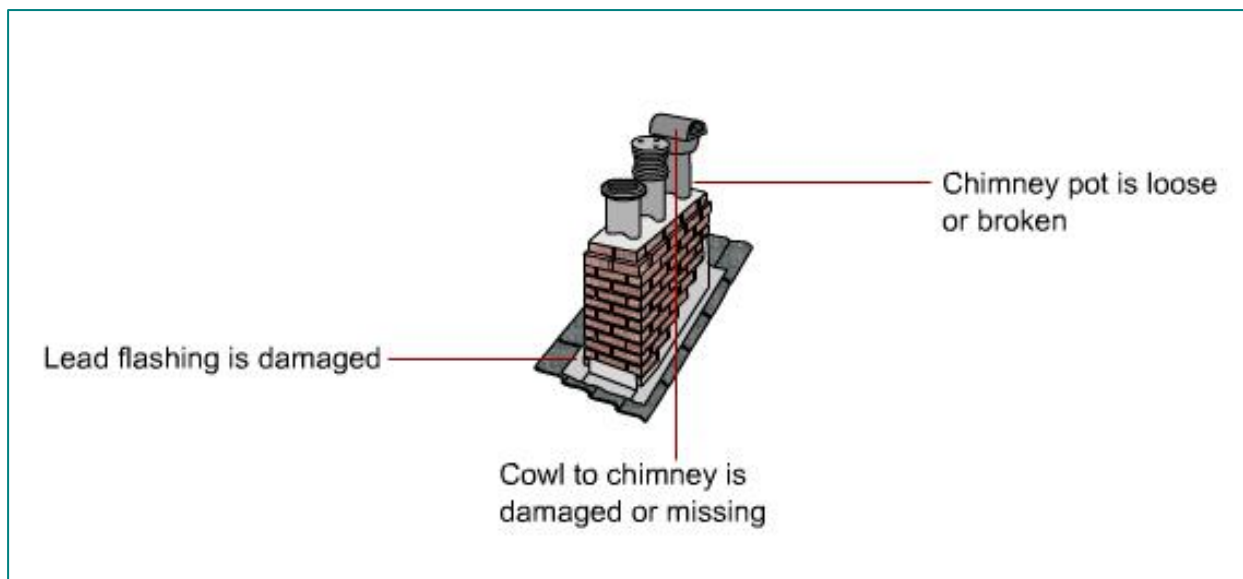
Kitchen units



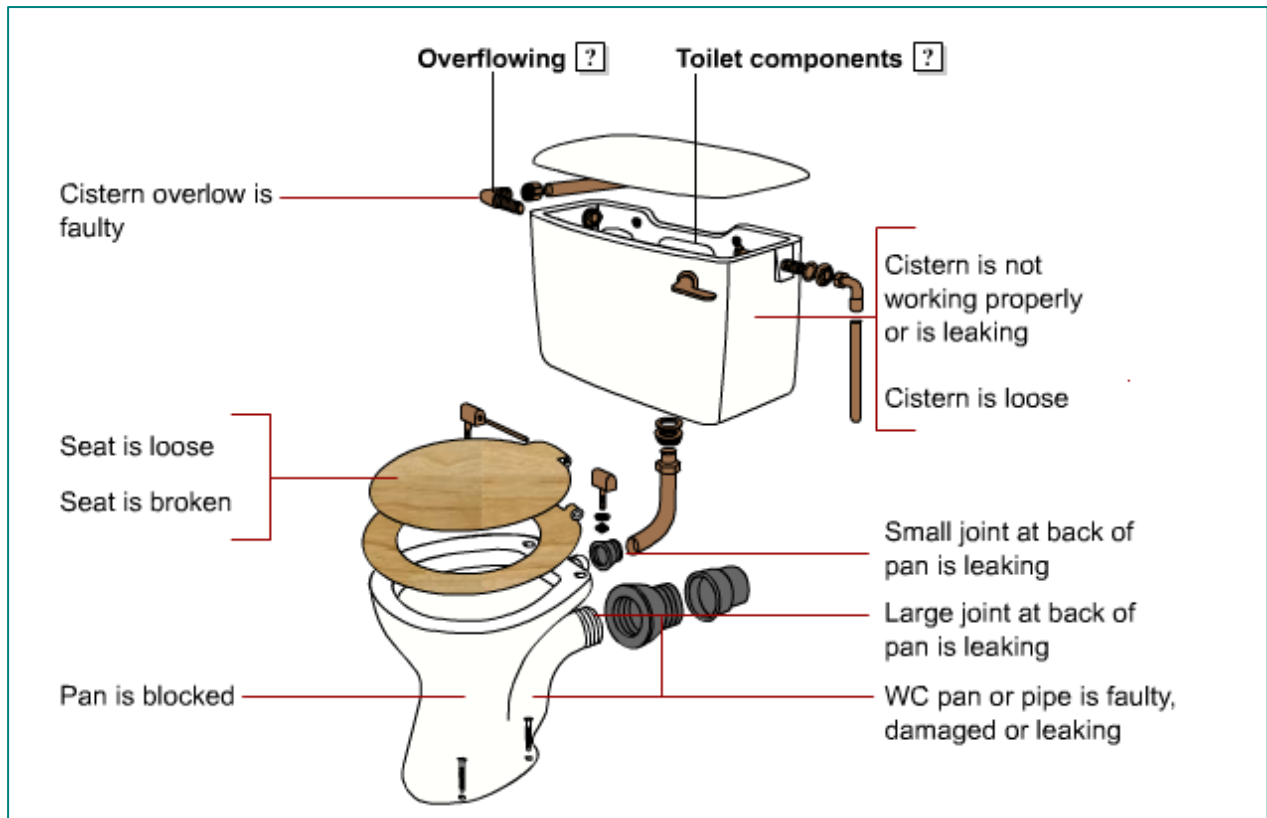
Leaks and water supply



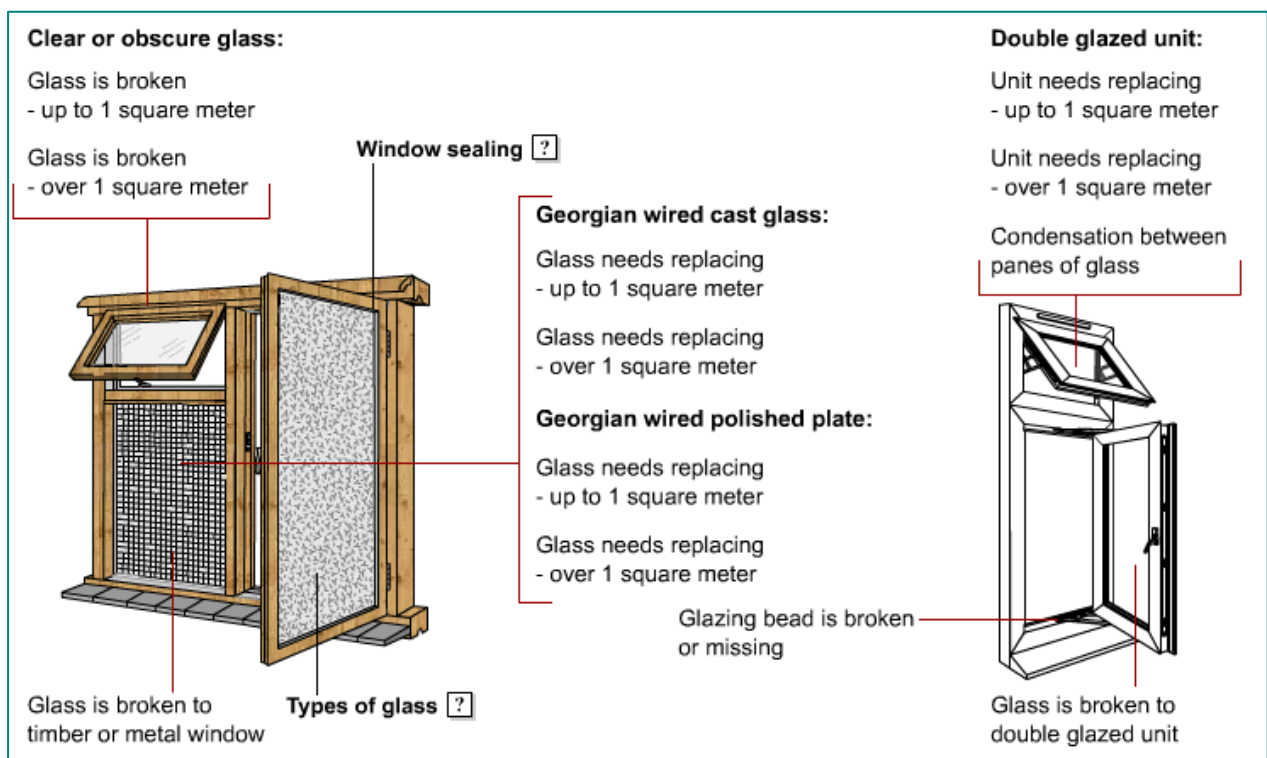
Roofing and chimneys



Toilets



Windows



Customer Care

Our customer care service standard:

Our customers can expect to:

- *be treated with courtesy and respect at all times*
- *deal with staff who know what you are talking about*
- *have straight answers to straight questions*
- *expect to have promises to be kept*
- *have matters put right if they are not happy*

Compliments and complaints

We are committed to providing a high standard of service to all of our residents. As part of our continuing effort to improve the services provided by us, we rely on feedback from our service users.

We want to know when we get it right so that our standards can be maintained or improved, but we also need to know when someone is unhappy with the service they have received, so we welcome suggestions from our residents on how we can improve.

To register a compliment, please complete our online form at:

<https://www.stroud.gov.uk/compliments>

You can find a copy of our complaints policy and procedure on our website at:

<https://www.stroud.gov.uk/complaints>



Right to Repair

The Right to Repair is a scheme for council tenants, which ensures that certain small urgent repairs that may affect your health, safety or security, are done quickly and easily.

If we do not carry out repairs as agreed, you can, in certain circumstances, request the council to send a second operative or contractor. If the second operative or contractor does not do the repair in time, we will pay you compensation.

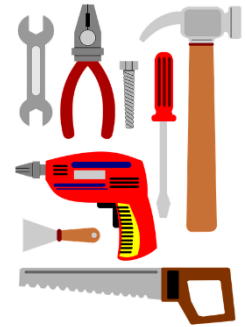
Only certain types of repairs are covered under the Right to Repair scheme. These are called **qualifying repairs**. They include insecure windows and doors, unsafe power sockets or electrical fittings, leaking roofs and broken entry phone systems.

A full list of the qualifying repairs can be found on our website.

A repair won't qualify for the scheme if:

- it exceeds an estimated cost of £250, or
- we aren't responsible for the repair
- if you're not at home to let the contractor in as arranged

If you report a qualifying repair, we will inspect it to check that it qualifies. If it doesn't, we will write to you and tell you.



If it does qualify, we will issue a repair notice and send you a copy with information on how the Right to Repair scheme works. There will be a time limit (depending on the type of repair as set out by law) for the work to be done.

If the repair work isn't done within the specified time limit, you need to tell us and we will ask for another operative or contractor to do the work. If another operative or contractor is available, we will issue a repair notice to them and send you a copy. We can only use contractors on our list.







If the second operative or contractor doesn't do the repair work within the time limit, you'll get £10 in compensation. For every extra day you wait, you'll get another £2. The most compensation you can get for any one job is £50.

If you have any rent arrears, we can use the compensation to reduce the arrears rather than paying you the money.

Contacting Us



You can contact us in a number of ways:

-  **Email:**
property.care@stroud.gov.uk
-  **Online:**
[Report a repair](#)
-  **Telephone:**
01453 766321
-  **Text:**
07851 729229 (and start your text with the word REPAIRS)
-  **In writing or visiting:**
Stroud District Council
Ebley Mill
Ebley Wharf
Stroud
Gloucestershire
GL5 4UB
-  **Website:**
www.stroud.gov.uk/housing

Opening Hours:

Monday to Thursday: 08:45 a.m. to 5.00 p.m.

Friday: 08:45 a.m. to 4.30 p.m.

Closed on all bank holidays

For emergency repairs outside of normal office hours, call 01453 222104.

Notes

A series of 25 horizontal dotted lines for writing notes.

Notes

A series of 20 horizontal dotted lines for writing notes.