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Waveney District Council

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Serving the Community

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## HOUSING REPAIRS & MAINTENANCE

### INFORMATION & SERVICE STANDARDS



# Index

## **Page 3.**

- 1. How do I request a repair?
- 2. Can I request an appointment for works to be undertaken?
- 3. What shall happen if an inspector needs to call?

## **Page 4.**

- 4. What standard of service can I expect?
- 5. How long will my repair take?

## **Page 5.**

- 6. What repairs are covered by the “Right to Repair” regulations?
- 7. What should I do if I have an emergency repair?

## **Page 6.**

- 8. What are considered to be emergency repairs?
- 9. What repairs am I responsible for?
- 10. Will I have to pay?

## **Page 7.**

- 11. When Waveney or its Contractors call to your home

## **Page 8.**

- 12. What if I’m out when you call?
- 13. Do I need permission to make alterations/improvements to my home?

## **Page 9.**

- 14. Can I claim compensation for alterations I make?
- 15. What if alterations are required because of disability?
- 16. How do I comment on the repairs/service I received?
- 17. When we have finished works

## **Page 10.**

- 18. You can assist us by?

## ***1. How do I request a repair?***

If you need a repair to be carried out to your home you should contact the council by one of the following methods:

- Tel: **01502 523593**
- Completing an On-Line Repair Request form at [www.waveney.gov.uk](http://www.waveney.gov.uk) → Housing → Repairs Maintenance and Improvements → A Housing Repairs Service Overview and finally click on Request a repair using our [online form](#). **This reporting method should NOT be used for reporting emergency repairs.**
- Or call in person to one of the following Council Offices
  - Beccles Local Office, 6 Market Street, Beccles
  - Halesworth Local Office, London Road, Halesworth
  - Bungay Local Office, Broad Street, Bungay
  - The Marina customer services centre, Lowestoft (Next to the Marina Theatre)

## ***2. Can I request an appointment for works to be undertaken?***

At the time of reporting your repair you can request that work is undertaken on an am/pm Mon-Fri 8.00am – 16.30pm appointment to suit your requirements. We will endeavour to meet your request if at all possible. In some specific circumstances it may be possible to undertake work outside of the days/hours listed above and should you wish to discuss this please ask when making your repair request.

## ***3. What will happen if an inspector needs to call?***

In some circumstances a housing maintenance inspector may need to inspect the fault or defect prior to any works being ordered. Generally this is in cases where further investigation is required to identify the cause of a problem, or where there is a need to determine the extent of works required. Should you wish to book an appointment for the inspector please ask at the time of reporting your fault.

Once the inspector has determined the cause and extent of any repair then they will advise you of their intended course of action and the expected timescale for the remedial works to be undertaken.

#### ***4. What standard of service can I expect?***

The council undertakes to deal with your request quickly, politely and as accurately as possible based on the information you are able to provide. Whilst works are carried out we expect our employees and contractors to ensure your home is treated with care and respect at all times. We shall strive to ensure the works are completed on time, to a high standard and to your satisfaction.

#### ***5. How long will my repair take?***

As you will appreciate the time taken will be very much dependant upon the nature and extent of the work involved. All works ordered shall be prioritised into one of the following categories

- Priority A: Emergency attendance within 4 hours
- Priority B: Works should be completed within 3 working days
- Priority C: Works should be completed within 10 working days
- Priority D: Larger scale projects with completion by agreement

## ***6. What repairs are covered by the Right to Repair Regulations?***

<b>Detail of repair work</b>	<b>Qualifying period</b>
Total loss of electric power	1 day
Unsafe power of lighting socket or electrical fitting	1 day
Partial loss of water supply	3 days
Blocked flue to open fire or boiler	1 day
Total/partial loss of space/water heating (may/oct)	3 days
Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the dwelling) toilet pan	1 day
Leaking from water or heating pipe, tank or cistern	1 day
Insecure external window, door or lock	1 day
Rotten timber flooring or stair tread	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days
Partial loss of electrical power	3 days
Total loss of water supply	1 day
Total or partial loss of gas supply	1 day
Total/partial loss of space/water heating (November – April)	1 day
Toilet not flushing (where there is no other working toilet in the dwelling)	1 day
Blocked sink, bath or basin	3 days
Tap which cannot be turned	3 days
Leaking roof	7 days
Loose or detached banister or hand rail	3 days
Door entry phone not working	7 days

*\*Please note the above qualifying periods are government set targets, as such in some cases Waveney's own response times will be quicker.*

## ***7. What should I do if I have an emergency repair?***

Should you have an emergency repair during normal working hours (Monday - Thursday 8.30 - 17.00/Friday 8.30- 16.30 excluding bank holidays) you should report your repair in the normal manner **Tel: 01502 523593** or by calling to a local contact point as listed in section 1.

Should you have a repair outside normal hours you can contact the council's out of hour's emergency service on **Tel: 01502 515435**

## ***8. What are considered to be emergency repairs?***

Emergency works are those that if not undertaken speedily could pose a risk to those people within the property or to the property itself. An example of which could be

- Gas leaks
- Insecure properties
- Water leaks
- Roof leaks
- Faulty electrics
- Heating breakdowns
- Blocked drains
- Dangerous structures

## ***9. What repairs am I responsible for?***

- Replacing WC seats (unless elderly)
- Changing light bulbs, fluorescent tubes and starters
- Replacing linen lines, posts and rotary dryers
- Internal decorations
- Replacing lost or damaged door keys
- Replace batteries to smoke detectors
- Replacing plugs and chains to baths, basins, sinks
- Works to outside toilets
- Gate latches
- Any damage caused by malicious or accidental damage
- Replacing shower curtains
- Maintenance of gardens
- Any items you may have installed yourself or non installed council items left by previous tenants
- Internal doors
- Internal door furniture (unless elderly)
- Domestic door bells

## ***10. Will I have to pay?***

You will be required to pay for a repair if the damage has been caused through accidental or malicious damage. Any damage caused through criminal damage to your home should be reported to the Police and a crime number obtained before making a repair report.

## ***11. When Waveney or its contractors call to your home.***

Whenever any representative from the council or its contractors calls to your home you should always request to see their identification before allowing them into your home. You may wish to verify their reason for calling by first ringing our call centre on **Tel: 01502 523593**. All council workforce employees will be dressed in company work wear with Waveney Logo upon the shirt.



Council Officers and Inspectors will always be smartly dressed and also carrying identification.



We expect anybody calling to your home to treat yourself, your home and property with respect and care at all times.

### ***12. What if I'm out when you call?***

Should you not be home when a call is made, a note will be posted through your letterbox advising that a call has been made, the reason for calling and requesting you make contact for a convenient time to revisit.

### ***13. Do I need permission to make alterations/improvements to my home?***

You should seek permission in writing from the council before you undertake any alterations to your home. We will consider each request on its own merit and will not withhold permission unreasonably. You should not commence any works until written permission has been received. In some circumstances you may also need to obtain Planning Permission or Building Regulation approval.

#### ***14. Can I claim compensation for alterations I make?***

Certain improvements are eligible for compensation should you leave the property soon after they have taken place. At the time of terminating your tenancy you should enquire into your eligibility and provide invoices for the work undertaken.

#### ***15. What if alterations are required because of disability?***

If your house becomes unsuitable for you or a member of your family because of disability, the Council can help. We may offer alternative and more suitable housing if this is available, or alternatively arrange for necessary works to your home. This might include for example, ramps for a wheelchair, special fittings or ground floor facilities. The help that is needed will be assessed by an Occupational Therapist and they will advise the Housing Manager on what can be done. Once a decision is made on any works we will tell you what we think can be done, and ask you to complete a means test which will determine how much, if anything, you need to pay towards the cost of the work.

We will respond to written requests to carry out alterations to your home within 10 working days, and give you appropriate advice and assistance to help you remain in your own home wherever possible. If this is not appropriate we will work with you to find alternative accommodation more suited to your long term needs.

#### ***16. How do I comment on the repair/service I received?***

For every repair/improvement we undertake for you we will send a satisfaction questionnaire with a pre paid envelope, asking questions of the service you received. We would encourage every tenant to fill in and return the questionnaire as honestly as possible in order that we can judge our current service levels and make improvements if necessary.

#### ***17. When we have finished works***

When we have finished works we will post inspect 10% of the value of all works completed, and analyse comments you have made on your returned satisfaction questionnaire.

***18. You can assist us by:***

1. Providing as much information about your repair.
2. Reporting your repair to the council as soon as possible.
3. Ensuring you are at home on a pre-arranged appointment.
4. Advising us if you cannot be at home on a pre arranged appointment beforehand.
5. Obtaining a Crime Number from the police regarding any criminal damage to your home before reporting this.
6. If possible clearing the area where the repair is needed.
7. Remaining calm and polite to staff when making your report.
8. Filling in and returning your satisfaction Questionnaire.