

Repairs and Maintenance

February 2019



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

01

Repairs and maintenance

As your landlord, we are responsible for many of the repairs to your property. We want repairs to be done quickly, to a good standard and at a reasonable cost.

When you report a repair, give us as much information as possible (including any photos) to help avoid unnecessary delays and allow us to complete repairs in one visit wherever possible.

For full details, please see our *Repairs, Maintenance and Planned Works Policy* available on our website.





02

How to report a repair

My Account

The most convenient way to report and book a (non-emergency) repair is through our free online My Account service. It's available 24 hours a day, 7 days a week on ovh.org.uk/my-account

With My Account, you can choose your repair, provide additional information and book your repair appointment.

Other ways to report a repair

- On **0300 365 1111** (emergency calls only between 6pm and 8am, weekends and on bank holidays)
- In person to any OVH officer whilst they are on duty
- In person at any OVH office

When you report a repair, please be ready to provide the following information:

- Your name
- Your address
- A telephone number where you can be contacted
- Times when someone is usually at home for repair or inspection appointment
- As much detailed information as possible about the repair being requested (including any recent photos of the issue)

03

Types of repair

Non-emergency repairs

For these less urgent repairs, we offer appointments within 10 days once the repair is reported.

Non-emergency repairs include minor problems with toilets, baths, sinks, doors or windows sticking or broken (where your home is still secure), plaster repairs, tiling and brickwork.

You can report this type of repair through My Account on [ovh.org.uk/my-account](https://www.ovh.org.uk/my-account)

Emergency repairs

An emergency is defined as something which could not have been foreseen and which could cause danger to your or others' health and safety, or serious damage and/or destruction to property.

We will respond to emergency repairs within 24 hours.

A follow up appointment may be required to complete a full and proper repair during normal working hours.

If we deem the repair to be a non-emergency, you may be charged.

Emergency repairs include:



Total loss of electrical power



Unsafe electrical sockets or fittings



Total loss of heating in cold weather



Blockage of your only toilet



Blocked drain with sewage overflow



Burst water pipe where the resident is unable to control or isolate the water supply



Severe roof leak



Total loss of water supply



Minor water leak which cannot be contained and is likely to cause damage



Loose or falling brickwork/concrete likely to cause injury or damage



Boarding up a broken door or window



Loss of keys (if you have home contents insurance, this may be covered in your policy - if not you will need to pay for the cost of us gaining entry to your home and replacing the locks)

04

Who is responsible for repairs?

Our responsibilities

As your landlord, we have a legal duty to carry out certain repairs and services when needed.

Examples include:

- Structural repairs – walls, roof, floors, stairs
- Drains, gutters and pipes
- External doors, windows, window sills/catches
- Internal walls, floors, ceilings, doors, skirting boards
- Sinks, basins, toilets, baths
- Integrated garage, outhouses and store rooms
- Electrical wiring, gas piping heating systems and water heaters
- Central heating, chimneys, chimney stacks and flues
- Communal areas in blocks of flats
- Boundary fences, walls and gates – only where they border a footpath, road or other public area
- External paths and steps – only those classed as access routes
- Any external outhouse or connected part of the building within the curtilage of the building. OVH reserves the right to remove these facilities where they are unsafe or uneconomical to maintain

Your responsibilities

We expect that as time passes, normal wear and tear will occur to your home. However, should your home need a repair because of either neglect or damage either by you or your friends and family, this will be your responsibility. You can ask us to complete the repair, which we will charge up front for, or you can employ your own tradesman, at your cost.

Repairs and maintenance you are responsible for:

- Internal decorations and decorative features such as architraves and picture rails, internal glazing, minor cracks or uneven surfaces to internal plastering work
- Accessory items including: light bulbs, wash basin, bath, plugs, toilet seats, meter cupboard keys, radiator keys, curtain rails/blinds
- Adjustment of internal doors
- Repair or replacement of tenants' own floor coverings
- Replacing damaged or lost keys or adding additional locks
- Managing infestations e.g. insects, rodents, bees and wasps
- Unblocking of sinks/toilets due to misuse
- Preventing and controlling condensation
- Gardening
- Keeping your home in a reasonable condition
- Any repairs/rubbish removal necessary when you leave your home

We rely on you to report any faults promptly with adequate information and to provide access to our operatives to ensure that the repair/servicing can be completed within our agreed timescales.

For more information, please refer to your *Tenancy Agreement*.

Keeping appointments

It is important that you keep any appointments that we make with you, if you're no longer available, you need to contact us to cancel or rearrange your appointment.

If you miss an appointment, we will cancel the job and you will need to contact us again to rebook it. You may also be recharged for missed appointments.

Damage to your belongings

If you have a major repair such as a burst pipe or a leak from a flat above, and your personal belongings are damaged, we are not liable to replace them for you. This may be covered within your Home Contents Insurance policy or that of the flat above.

If you do not have insurance, we offer a low cost policy, go to our website or see our *Home Contents Insurance* leaflet for more information.



05

Repairs service standards

We will:

- Respond to emergency repairs within 24 hours and within two hours if there is a threat to health, safety or security
- Offer appointments for non-emergency repairs within 10 days of the repair being reported
- Carry out an annual gas safety check on all OVH properties
- Provide customers with an appointment at the earliest opportunity for when a non-standard, manufactured item can be supplied and completed

Our operatives will:

- Wear a photographic identity card when visiting your home
- Explain how long they will take to complete their work and how it will affect you
- Treat you and your home with respect, using appropriate covers and screening

We will assess our service standards by:

- Reporting on the number of repairs completed on time
- Reporting on the number of appointments made and kept
- Reporting on the number of gas safety checks carried out
- Maintaining an asbestos register for our properties
- Keeping a record for all aids and adaptations and the progress made
- Inspecting a sample of repairs to ensure a quality service
- Conducting customer surveys to get your views on the speed and quality of the work carried out and reporting on the results in our annual Value for Money report



06

Regular safety checks

As your landlord, we are responsible for completing regular checks to help make your home safe.

These include:

- An annual gas safety check
- An electrical safety check every five years

Letting us in

In order to carry out these essential checks, we need to access your property. If you repeatedly don't allow us access to do these checks, you may have to pay substantial court costs.

So if you receive a letter about these types of works, please don't ignore it – get in touch with us.

Arranging a convenient time

We will try our best to arrange a convenient appointment with you to visit your property to carry out the annual gas safety check. It is your responsibility to give us access to your home.

Appointments are available:

- Monday to Friday - 8am to 6pm
- Saturday - 8am to 12pm

We can also arrange evening appointments if you are not available during normal working hours. Call us for more information.

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Gas safety tips

- Allow us access to your home to complete your annual gas safety check
- Do not attempt any gas-related work or repairs yourself. Not only could you be breaking the law, but any work you carry out could be life threatening for you and your neighbours
- Any gas related work or repairs must be completed by a Gas Safe Registered installer
- Keep copies of your Gas Safety Certificates
- Make sure you know where your gas meter is located and how to turn off the gas supply in the event of an emergency
- Don't block up air ventilation grilles and ensure that flue terminals are kept clear at all times
- Never use a gas appliance if you think it's not working properly and never cover gas appliances

For guidance on gas, electrical, fire safety, legionella and asbestos, please see our *Home Safety* booklet.

08

Improvements and alterations

An alteration is anything which is an addition or change to the property or its gas, electrical or water supply.

Before you make any alterations to your home you must write to us for permission. We have to ensure that your home is not damaged or made unsafe as a result. In some cases you will also need Planning Permission or Building Regulations Approval from the local authority.

Examples of most common alterations are:

- Moving/removing fitted units or doors
- Plumbing in washing machines or other appliances
- Building patios/extensions
- Knocking down walls
- Removing a gas fire or building a feature fireplace
- Additional fencing and changes to boundary walls
- Off road parking
- Satellite dishes
- Insulation

Your rent will not increase as a result of any improvements that you make, but you will be responsible for the cost of the alterations and their future maintenance or repairs.

If you do not obtain permission, you may be charged to repair or restore your home. Please be aware that if you leave your home, you may have to return the property to its original condition at your cost.

Decoration allowance

If we have completed major repairs to your property that have disturbed the decoration (such as floor coverings), we may be able to provide a decoration allowance. These are assessed individually.

Ending your tenancy - compensation for improvements

At the end of your tenancy you may qualify for a compensation payment, less an allowance for depreciation, for an improvement or alteration you carried out.

You must have had written permission from us prior to any work being carried out. We will deduct any rent arrears or other debt you may owe us from the compensation.

Remember that someone else will be moving into your home. Please make sure that the property is clean, tidy, reasonably decorated and that all your unwanted belongings have been cleared, including any in the loft space.

You will be charged for any items left that have to be cleared.

09

Planned improvement works

These are works to your home to ensure that it remains in good order, and provides safe accommodation for you and your family. It also helps to avoid situations where parts for repairs become obsolete.



Works could include:

- External painting
- Kitchen renewals
- Bathroom renewals
- Re-roofing
- New central heating

We will contact you prior to the work commencing to arrange a consultation survey at a time that suits you.

For more information, visit our website or see our *Improvement works* booklet.



10

Damp and condensation

Damp can cause mould, which will grow and live on home furnishings, walls, ceilings and can cause rot to timber around the homes.

Damp houses encourage the growth of mould which in turn increases the risk of respiratory illness. More often than not damp found in homes is caused by condensation.

How to avoid condensation

These quick and easy steps will help you reduce condensation in your home.

Produce less moisture:

- Cover pans when cooking and do not leave kettles boiling
- Dry washing outdoors on a line, or put it in the bathroom with the door closed and the window open or with the fan on

- Vent any tumble dryer on the outside, unless it is the self-condensing type

To remove moisture, you can ventilate your home without making draughts:

- Try and keep a small window ajar when someone is in the room
- Ventilate the kitchen and bathroom when in use by opening the window or better still, use a humidistat controlled electric fan. These are relatively cheap to use and they automatically run when air becomes humid in the room
- Close kitchen and bathroom doors when these rooms are in use, even if your kitchen or bathroom has an extractor fan as this will help prevent moisture reaching the other rooms, especially bedrooms, which are often colder and more likely to get condensation

- Ventilate cupboards and wardrobes. Avoid putting too many things in them as this stops the air circulating and leave space between the back of the wardrobes and the wall. Where possible, position wardrobes and furniture against internal walls
- When window units are replaced, the new frames incorporate trickle vents which should be opened to help reduce moisture in the room

Insulate, draught-proof and heat your home

Insulation and draught-proofing will help keep your home warm and will also cut fuel bills. When the whole home is warmer, condensation is less likely.

Types of dampness

Damp is generally caused by a fault in the structure of the building.

There are two basic types of damp:

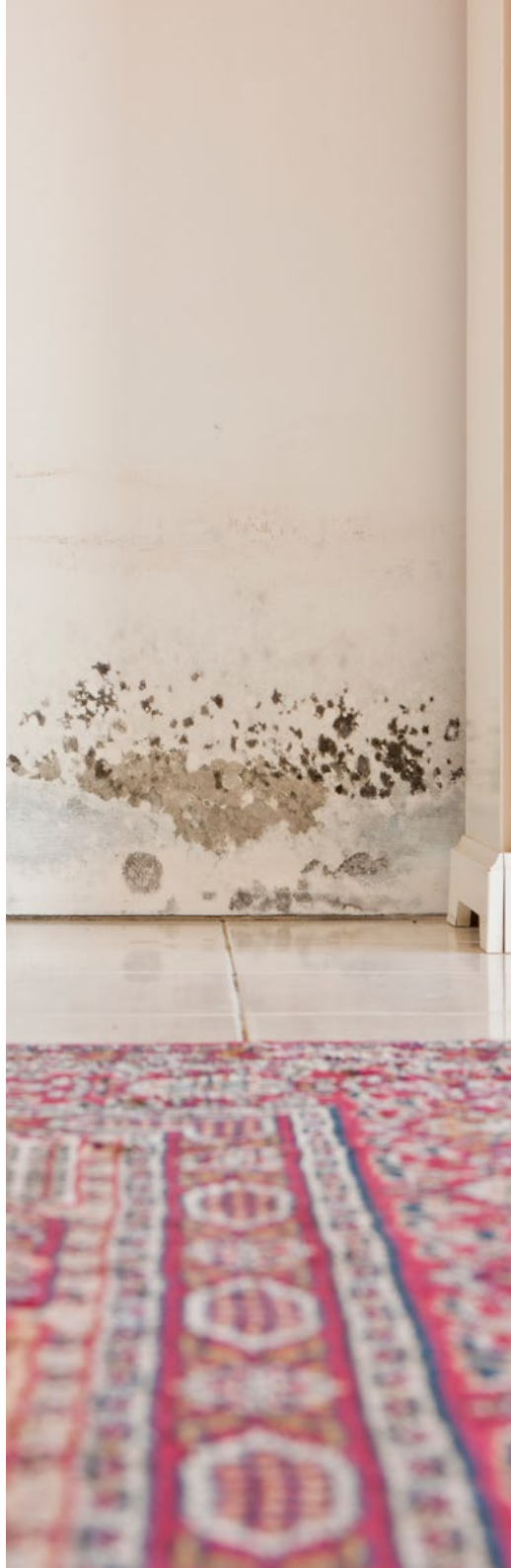
- Penetrating damp happens when water enters your home through an external defect (for example, a crack in a wall or a loose roof tile)
- Rising damp is when there is a problem with the damp proof course or membrane and water rises from the ground into the walls or floor

Damp can also come from:


- Leaking pipes, overflows and wastes
- Rain seeping through the roof where a tile or slate is missing, spilling from a blocked gutter, penetrating around window frames, or leaking through a cracked pipe
- Rising damp due to a defective damp course or because there is no damp course
- Damp proof course being 'bridged' by soil piled against the outside wall

Take steps against mould

- First of all, treat any mould you may already have in your home. If you continue to deal with the basic problems of condensation, mould should not reappear
- To kill and remove mould, wipe down walls and window frames with a fungicide wash. Fungicide can be found in many household cleaning appliances, make sure to follow the manufacturer’s instructions precisely. You will need to dry clean mildewed clothes and shampoo carpets. Disturbing the mould by brushing or vacuum cleaning can increase the risk of respiratory problems
- After treatment, redecorate using a good quality fungicidal paint to help prevent mould recurring. Note that this paint is not effective if overlaid with ordinary paints or wallpaper



Get in touch

 ovh.org.uk/my-account
Make payments, report (and book) repairs and view accounts online with My Account

 ovh.org.uk

 0300 365 1111 (24hr)

 enquiries@ovh.org.uk

 @ovhousing

 facebook.com/ovhousing

Customer Access Centre

Coral Drive, Bootle,
 Merseyside L20 3UG

Open: Mon to Fri, 9am to 5pm

OVH Head Office

Atlantic House,
 Dunnings Bridge Road, Bootle,
 Merseyside L30 4TH

Open: Mon to Fri, 8.30am to 5pm



One Vision Housing is part of The Sovini Group

*The information inside is correct at time of print.
 For the most up to date information please visit our website.*



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

Chinese

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

Lithuanian

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

Polish

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

Portuguese

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

Russian

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

Turkish

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.