Your Repairs Guide
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1. Introduction

This booklet is a guide to Sutton Housing Partnership’s repairs service.

It explains what we are responsible for and what you are responsible for. These responsibilities are set out in your tenancy agreement or lease.

We aim to provide you with an efficient, cost effective repairs service that meets agreed standards and gets repairs ‘right first time’. This guide explains:

• How we deliver repairs
• Our responsibilities for repairs
• Your responsibilities for repairs
• When we will charge you for repairs
• How we will support you to look after your home.

Taking care of your home is a partnership between you, us and the contractors we use to complete repairs. We hope this guide will help strengthen that partnership.

2. Repairs responsibilities

Who is responsible for repairs?

You are responsible for keeping your home clean, decorating inside, not causing damage and carrying out certain repairs.

We are responsible for carrying out repairs which are the council's responsibility in your tenancy agreement or lease.

We maintain your home using a variety of contractors. Our main contractor for day-to-day building repairs is Mears. Our main contractor for gas safety and servicing is Smith & Byford.

The table on the next page shows which repairs are our responsibility, and which are yours. It will help you understand what you can expect from us, and what we expect from you.

Please note the internal repairs detailed here only apply to tenanted properties. If you are a leaseholder you should refer to your lease for the details of repairs you are responsible for, and repairs we will do and recharge you for through your service charge.
## Repairs responsibilities

<table>
<thead>
<tr>
<th></th>
<th>SHP</th>
<th>Tenant</th>
<th>Leaseholder</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The roof, walls and foundations</td>
<td></td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Drains, gutters and external pipes</td>
<td></td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>All services, including gas and water pipes, water tanks and electrical wiring</td>
<td>Y</td>
<td>W</td>
<td></td>
</tr>
<tr>
<td>Ceilings and structural cracks in plaster work</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Cracks in plaster that are not structural</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Kitchens and bathrooms (see page 8 for details)</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Broken pulls or chains for light switches, high level toilet cisterns, sink and bath plugs</td>
<td>Y</td>
<td>Y</td>
<td></td>
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<tr>
<td>Reducing mould caused by condensation (see page 14 for details)</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Treatments to remove mould</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Decoration inside the property</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Individual television aerials or satellite dishes (where allowed), and any damage to the property or neighbouring properties</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Communal TV or satellite systems</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual clothes posts, rotary dryers and lines - not installed by SHP</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Communal clothes posts, rotary dryers and lines - installed by SHP</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Pest control in individual properties</td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Pest control in communal areas</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixing a curtain or shower rail</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Any damage which is not the result of fair wear and tear (whether the damage is accidental or deliberate) will be subject to a recharge</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>Roofs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roof structure</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repairs to keep the roof weatherproof</td>
<td>Y</td>
<td></td>
<td></td>
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<tr>
<td>Chimneys and chimney stacks</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loft hatches</td>
<td>Y</td>
<td></td>
<td>W</td>
</tr>
<tr>
<td>Rainwater pipes and gutters</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Leaseholder key**

R = refer to lease  
W = within the demised property and garden  
I = serving an individual property
<table>
<thead>
<tr>
<th><strong>Outside walls</strong></th>
<th>SHP</th>
<th>Tenant</th>
<th>Leaseholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Render or pebble dashing if water is leaking inside</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pointing mortar joints in brickwork if water is leaking inside</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Structural cracking if it is affecting the stability of the property</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foundations</td>
<td>Y</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Windows and doors</strong></th>
<th>SHP</th>
<th>Tenant</th>
<th>Leaseholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repairs to external doors, door frames and window frames</td>
<td>Y</td>
<td></td>
<td>R</td>
</tr>
<tr>
<td>Front entrance fire doors - any adjustments or repairs</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Internal doors and frames</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Adjusting internal doors (non-fire doors) to fit carpets etc.</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Handles and locks</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional door locks not fitted by SHP</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Door entry systems</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Re-glazing broken glass in doors and windows</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Misting inside sealed double glazed windows</td>
<td>Y</td>
<td></td>
<td>R</td>
</tr>
<tr>
<td>Getting back into your home if you have locked yourself out</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Lost or broken keys and replacement locks</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Electrics</strong></th>
<th>SHP</th>
<th>Tenant</th>
<th>Leaseholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety inspections and tests (every five years)</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Plug and appliance fuses</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Repairing, removing or disconnecting electrical items we haven’t provided</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Fuse board (where it has failed an electrical test)</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Replacing fuses and light bulbs</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Repairing and replacing faulty switches, sockets, lights, extractor vents and smoke alarms we have supplied and are wired into the mains</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Loss of power due to lack of credit on a prepayment meter or faults on quarterly meter</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td><strong>Kitchens and bathrooms</strong></td>
<td><strong>SHP</strong></td>
<td><strong>Tenant</strong></td>
<td><strong>Leaseholder</strong></td>
</tr>
<tr>
<td>----------------------------</td>
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<td>------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Repairs to units, worktops and sinks</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Cupboard handles, latches and hinges</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Providing a cooker point to connect either a gas or electric cooker</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Providing plumbing connections for a washing machine where space allows</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Toilet pan, cistern, bath, shower and hand basin</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Fitting and fixing mirrors, toilet roll holders, soap dishes and other bathroom hardware</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Toilet seat</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Bath panel</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>General plumbing</strong></th>
<th><strong>SHP</strong></th>
<th><strong>Tenant</strong></th>
<th><strong>Leaseholder</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaking pipes, waste traps and fittings</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Water storage tanks</td>
<td>Y</td>
<td>Y</td>
<td>W or I</td>
</tr>
<tr>
<td>Replacing washers to taps and stopcocks</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Resealing around sinks, showers, baths and basins</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Clearing minor blockages of waste pipes, sinks, wash basins, baths, toilets and drains</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Plugs and chains</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Heating and hot water</strong></th>
<th><strong>SHP</strong></th>
<th><strong>Tenant</strong></th>
<th><strong>Leaseholder</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas safety and annual servicing</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Repairs to heating systems, boilers, water heaters, fireplaces, fitted fires and radiators we have supplied</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Bleeding radiators</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Re-programming timer controls for heating and hot water</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td><strong>Communal areas</strong></td>
<td>SHP</td>
<td>Tenant</td>
<td>Leaseholder</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----</td>
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<td>-------------</td>
</tr>
<tr>
<td>The exterior of the building and estate included in the tenancy or lease agreement</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shared areas in and services to flats and estates</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communal entrances, halls and passageways, stairways and lifts, lighting and security systems, dryers and lines</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communal television aerial and satellite systems</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communal paths, fences and steps</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pest control in communal areas</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gardens</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keeping your garden in a good condition and keeping it clear of waste</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Responsive repairs to fencing, gates, paths and hardstandings where there is a health and safety risk</td>
<td>Y</td>
<td></td>
<td>W</td>
</tr>
<tr>
<td>Planned programmed repairs to fencing, gates, paths and hardstandings</td>
<td>Y</td>
<td></td>
<td>W</td>
</tr>
<tr>
<td>Repairs and maintenance to drives</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Garages</td>
<td>Y</td>
<td></td>
<td>R</td>
</tr>
<tr>
<td>Stores that form part of the home</td>
<td>Y</td>
<td></td>
<td>R</td>
</tr>
<tr>
<td><strong>Adapted properties</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any items we have installed</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>

**Your responsibility to provide access**

Please help us keep your home in a good condition by allowing our staff and contractors into your home.

If you do not allow reasonable access to inspect, maintain and repair you may be in breach of your tenancy agreement or lease. If we need to get a court order to gain entry you will have to pay for legal costs.
How long will my repair take?

How quickly we do a repair will depend on how urgent it is. Our target timescales for internal and communal repairs are in the tables below.

We will take circumstances into account and prioritise work for disabled, older or vulnerable residents if appropriate (see ‘Equality and Diversity’ on page 21).

For non-emergency repairs, you should be offered an appointment within the target timescale for that work (see tables below).

If you decide not to accept the appointment because it is not convenient, you will be offered an alternative appointment. This may fall outside of the target timescale. If you choose to accept this appointment instead, the target timescale will be extended and you will not be eligible for the right to repair scheme (see page 11).

We monitor our contractors to measure how well they meet their appointments.

### Responsive internal repairs (Mears)

| Emergency repairs (category A) e.g. electric shocks or exposed wires. | Three hours |
| Emergency repairs (category B) e.g. a broken toilet or toilet pan which is leaking (where there is no other working toilet) | Twenty four working hours |
| Urgent repair (category C) e.g. replacing faulty light fittings | Within five working days |
| Routine repair (category D) e.g. repairing outside brickwork | Within 20 working days |
| Planned responsive repairs (category H) e.g. replacing a component after the situation has been made safe, such as renewing a whole garden fence. | Within 90 working days |

### Heating and gas (Smith & Byford)

| Emergency repairs | Respond within two hours, complete within 24 hours |
| Summer loss of heating / other urgent works | Five days |
| Winter loss of heating / other urgent works | Twenty four hours |
| Scheduled works | Twenty eight days |

### Communal repairs (Mears)

| Emergency repairs | Twenty four hours (three hours if there is a severe risk) |
| Responsive repairs | Within an average of five working days |
| Planned works | Will be programmed and an estimated timescale for completion provided to the person who reported the repair; Sutton Federation of Tenant and Residents Associations, the Sutton Leaseholders Association, the local residents’ association and resident repairs inspector if the building is covered by one, and other appropriate stakeholders (e.g. individual leaseholders). |
**What to do if a repair is not completed**

If a repair is not completed, or you are unhappy with the repair, you should contact us as soon as possible so we can investigate and put things right.

If you are a secure tenant, you may be able to request a different contractor under the right to repair scheme (see below).

SHP has a complaints procedure which you can use to complain about failures in our service or in the service provided by our contractors. We welcome feedback on our performance.

**The right to repair scheme**

If you are a secure tenant you are protected by the government's right to repair scheme, which sets timescales certain repairs must be completed in.

We take the targets set by the right to repair scheme into account when we set our repairs priorities.

If our contractor does not meet the target time the government has set, you can ask us to get another contractor to carry out the work. The scheme only covers small repairs, which must cost less than £250.

If the second contractor fails to meet the target time you may be able to claim compensation. This will be £10, plus £2 for every day the repair remains outstanding, up to a limit of £50 for any one job.

The target times set by the right to repair scheme are below.

**One working day target**

- Total loss of water supply or electric power, except where this happens because there is no credit on a prepayment meter
- Total or partial loss of gas supply where the issue is the landlord's responsibility and not the utility company's
- Unsafe power or lighting socket, or electrical fitting
- Blocked flue to open fire or boiler
- Total or partial loss of heating or hot water between 31 October and 1 May

**Three working day target**

- Partial loss of electric power
- Partial loss of water supply
- Total or partial loss of heating or hot water between 30 April and 1 November
- Blocked sink, bath or basin
- Tap which cannot be turned
- Loose or detached bannister or handrail
- Rotten timber flooring or stair tread

**Seven working day target**

- Leaking roof
- Door entry phone not working
- Mechanical extractor fan in kitchen or bathroom not working

You should contact us if a contractor fails to do a repair within the target time.

If the repair is covered by the right to repair scheme we will arrange for a different contractor to do the work.

The second contractor has the same amount of time to complete the work as the first. If the second contractor fails to do the repair you may be able to claim compensation.

Our aim is to make sure you do not need to use the right to repair scheme. We do this by making every effort to complete the repair within the target timescale.

More detail about the right to repair scheme can be found in SHP's Repairs Policy, available on request.
Properties damaged by fire or major incident

If a property has been damaged by fire, violent storm, severe weather damage or any other unavoidable major loss we will ensure the property is inspected and repaired as soon as possible. This may mean the council's insurers need to inspect the property and give approval before work can begin.

Contact us as soon as you are aware of any major incident. For your own safety, do not enter the property until we have visited the site and safety checks have been completed.

We strongly advise you to take out home contents insurance. We are not responsible for replacing the contents of your home, rebuilding or restoring improvements and decorations you have made unless SHP is found to have been negligent.

Sutton Council runs an affordable pay as you go home contents insurance scheme which is open to all SHP tenants (see page 20 for more information).

In the case of a major incident, you should contact your insurer immediately.

Right to improve your home (tenants)

You are allowed to carry out certain improvements to your home at your own cost.

You do not need to get permission before decorating inside your home, laying carpet where this doesn't affect fire doors or carrying out minor improvements. However, you must get written permission from us before starting other work such as replacing your kitchen, dividing a room or changing light fittings.

It's important you let us know as there may be health and safety issues concerning the area you want to work on, such as asbestos containing materials in your home (see page 19 for more information).

We will usually say yes to improvements as long as they are safe and do not cause a future maintenance problem, or a problem for your neighbours.

You will need to send full details of what you intend to do and what contractor you plan to use, as we need to be sure that contractors are qualified to do the work. Please contact your Housing Manager to discuss this.

You can find your Housing Manager and their contact details at www.suttonhousingpartnership.org.uk/housing-manager.

You may also need to contact the council as the work may be subject to planning and building regulation approval. For information about planning approval and building regulations please contact Sutton Council for advice.

You will be responsible for maintaining and repairing any alterations or improvements you make to your home.

If you move out, you are expected to remove belongings including carpets and some other improvements you have made. You will be told when you request permission whether you will need to undo work. If you do not remove these items, you may be recharged (see page 16 for more information).
Right to improve your home (leaseholders)

You are allowed to make certain improvements in your home. However, if you plan to improve areas that are SHP’s responsibility to maintain under the lease, you must receive written permission from us before you start any work.

You will need to send full details of what you intend to do and what contractor you plan to use, as we need to be sure that contractors are qualified to do the work. You may also need to contact the council as the work may be subject to planning and building regulation approval.

Speak to our Home Ownership Team at homeownership@suttonhousingpartnership.org.uk if you have any questions, or apply for permission online at www.suttonhousingpartnership.org.uk.

Planned improvements and major works

Over time we may need to improve or replace things like kitchens, bathrooms, central heating and double glazed windows and doors.

We do this through planned works which can involve a single property or lots of properties. We do this work as necessary, i.e. when an item or feature is at the end of its life and needs to be replaced.

If your home is due planned improvements we will contact you before we start work.

We will explain what we’re planning, why we are doing it and ask you for your views.

If we can provide options or choices, we will.

If we are planning improvements or major works we will give you:

• Full details of the work we propose to do
• An estimate of how long it will take
• Details of the contractor
• Emergency phone numbers to contact the contractor during the works.

We will consult with leaseholders in accordance with legal requirements e.g. issuing a S20 notice related to ‘qualifying’ works over £250.

Internal and external decorations

We will regularly decorate the outside of the homes we are responsible for. If you live in a block, this includes communal areas such as the lobbies, corridors and shared staircases. You are responsible for decorating inside your home under your tenancy agreement or lease.

Insulating your home

Insulating your loft will lead to savings on your heating costs. Cavity-wall insulation will also reduce heat loss from your property.

If you do not have loft or cavity wall insulation, or you don’t know whether your home has been insulated, please contact us for advice about whether your home is already insulated and the latest information on receiving these energy-saving measures.
Condensation and dampness

Condensation and dampness can become a major problem and cause damage to the property and your belongings. There are some simple things you can do to prevent it.

Condensation is the water produced when moist air, vapour or steam comes into contact with a cold surface such as windows, walls and floors or places with little air moving around. You can see it on bathroom mirrors when you bathe or shower.

It can cause mould to grow on walls and ceilings which can damage clothes, bedding and floor coverings.

Following some simple steps will help reduce condensation:

- Keep rooms warm and well ventilated
- When cooking keep the kitchen doors shut and the windows open. Use lids on your pots and pans so the steam can’t escape.
- When taking a bath or shower keep the doors shut and windows open, or the extractor fan on. Keep the door shut once you have finished so the steam can’t move around.
- Don’t dry your clothes on a radiator, and dry them outside if you can. If you use a tumble dryer vent it outside or use a condensing dryer.
- Mop up any water on window sills and dry the inside of window panes with a cloth.
- So that air can circulate, don’t overfill cupboards. Leave some space between furniture and walls.
- Do not block the air bricks or grilles fitted into the walls of your home to provide ventilation. Don’t let them get blocked by garden soil, rubbish or other items on the outside wall.

If you are doing everything you can to reduce condensation and your home is still damp this could be due to a problem with the building or because the the damp-proof course is damaged.

If you think your home is damp and condensation is not the cause, please contact our Customer Services Team who will arrange an inspection.

If condensation is the cause, the responsibility may be with you but we’ll discuss this during the visit.

We will work with tenants to control condensation by giving advice, treating mould and providing additional thermal insulation and ventilation. We will inspect your home to eliminate other causes of dampness such as:

- Leaking pipes, waste pipes or overflows
- Rain leaking through the roof or through gaps around windows or door frames
- Rising damp due to a faulty damp proof course.

Pest control

We recognise pests are a nuisance and can become a health risk. Pest infestations can be caused by many factors including poor waste disposal and the availability of food.

You are responsible for dealing with pests in your home. We are only responsible for dealing with pests when it is proven an infestation is due to a design fault or damage to the exterior of the property.

The British Pest Control Association has lots of useful information and advice for tackling pests on its website www.bpca.org.uk/pest-advice.

The council’s environmental health team provide information and a list of local pest control companies that you might want to employ on their website. The council does not provide pest control as part of its services.

SHP can provide advice and seal up holes in the building where mice, rats, squirrels or birds are entering.

Where our contractors are unable to undertake their work due to pests, such as a wasp nest, we will employ a pest control company to deal with the pests so the work can be done.
3. Reporting repairs

How to report a gas or heating repair

If you smell gas or believe that gas is leaking:

- Open all your windows and doors
- Do not turn on or off any light switches, electrical switches or do anything to create a spark
- Do not smoke or light any matches or cigarettes
- Put out naked flames
- Turn off the gas supply at the meter if you can
- Leave the property
- Contact the National Gas Emergency line immediately on 0800 111 999 (freephone)
- Wait outside for the emergency engineer and keep people away from the area.

Heating repairs (emergency or non-emergency):

- Call Smith and Byford on 0800 389 0867 (freephone), 24 hours a day, seven days a week.

How to report other repairs

- www.suttonhousingpartnership.org.uk
- customercare@suttonhousingpartnership.org.uk
- 0208 915 2000 8.45am – 5pm, Monday to Friday
- 020 8770 5000 out of hours emergency (option nine)

Emergency repairs are those that need to be done to prevent immediate danger, major damage or to make a property secure. These should be only reported if there is a substantial risk to life or property.

When reporting a repair, please give us as much information as possible including:

- Who is reporting the repair
- What the repair is
- Where the repair is and any access needs
- Whether you have reported the repair before
- Your phone number
- Dates and times when you will be available to let the repair contractor in (if the repair is in your home).

How our repairs appointments work

Responsive repairs (internal and communal)

1. When you report a repair you will be given an appointment with a two hour arrival time slot and a works order reference number.

2. Our contractors should arrive during the two hour period you have been given. If you have provided a mobile phone number, the contractor may let you know when they are on their way via text message. Currently, Mears are able to offer this service but other contractors are not.

3. If you do not answer the door when the contractor visits they will leave a card to let you know they have been. You will need to contact us to make a new appointment.

4. If you do not rearrange, or we are unable to gain access a second time, the repair will be cancelled and you will be notified.

5. If the contractor cannot complete the repair on the first visit they will arrange another appointment with you before they leave.

Please note that some repairs cannot be done in a single visit. For example, replacing a front door requires a visit to measure the door and order it, followed by another visit to fit it. Some jobs such as plastering and painting require time for drying between coats. The contractor will tell you the next steps and your next appointment.

Gas and heating repairs - Smith and Byford

When you report a gas or heating repair to Smith and Byford they will agree an appointment based on the urgency of the repair.
4. Rechargeable repairs

We will only pay for repairs caused by fair wear and tear. We do this to be fair, so that you are not paying for avoidable damage done to other people’s homes.

You should repair any damage you, your family members or other people living in or visiting your home cause. If you don’t, we will charge you for repairing the damage or redoing a repair if you haven’t done it properly.

We will also charge you for removing any unauthorised alterations to your home. This is called recharging.

We will recharge you if damage has been caused by:

• Something you have done or failed to do
• Someone who lives in your home
• Someone who visits you
• Something that belongs to you or that you have installed.

If the damage is caused by other people’s criminal activity we will consider the circumstances and we may waive the recharge for the repairs. You will need to provide a crime reference number. We will not recharge in circumstances of domestic abuse.

More information can be found in SHP’s Recharge Policy, available on request.

Repairs we will charge you for when you move out

When you move out you will be recharged for any items which are missing or need to be repaired or replaced because of neglect, misuse or damage. Examples include:

• Missing doors
• Damage to a door resulting in either a repair or replacement
• Re-hanging a door
• Repairing door frames
• Replacement of stair handrail or newel posts
• Renewal/repair of kitchen units, drawers, worktops, etc.
• Removal of skirting or ‘boxing in’ to pipe work, etc.
• Damage to wall/ceiling plaster
• Removal of artex wall finish
• Replacement of floor tiles
• Renewal of sanitary ware (toilet, wash hand basin, toilet cistern)
• Missing toilet seat
• Removal of unauthorised pipe work e.g. to washing machine, shower etc.
• Replacement of sink/bath plugs and toilet cistern flush handle/chain
• Removal of electrical fittings
• Re-glazing broken or cracked glass panes
• Clearance of property and stores/sheds
• Clearance of gardens of rubbish and overgrown vegetation
• Carpet gripper, carpets, furniture, personal effects and rubbish
• Unauthorised DIY works e.g. removal of chimney breast, walls, built in larders and cupboards and the cost of any required reinstatement
• Remedial works where work has not been carried out to a satisfactory standard.

The list above is only a guide. For specific guidance or questions, speak to your Housing Manager before you move.

You can find your Housing Manager and their contact details at www.suttonhousing partnership.org.uk/housing-manager.
5. Health and safety

Fire safety

Fire safety is about more than the physical features of a building. You share the responsibility for keeping your home safe and minimising the risk of fire with SHP. We will work with you to help you understand how we do this, and how you can keep yourself safe.

Take these easy precautions to avoid fire in your home:

- Don’t leave cigarettes, pipes or candles unattended
- Never smoke in bed, use deep ashtrays to prevent cigarettes from rolling out and don’t throw hot ash into waste bins
- Keep matches and lighters away from children
- Don’t leave leave cooking unattended on the hob or grill
- Don’t use or store devices that run on a gas cylinder
- Regularly check your smoke alarms and batteries
- Regularly check electrical irons and flexes.

If you live in a purpose built block of flats and there is a fire in your flat:

- Get out and stay out, closing doors behind you if possible. Don’t use the lift.
- Phone 999 and ask for the fire brigade.

If you live in a purpose built block of flats and there is a fire somewhere else in the block:

- You are usually safer staying put, ensuring any fire doors are closed and calling 999. This is because your home has built in fire protection and staying put will allow the fire brigade to assess the situation.
- Tell the fire brigade where you are and the best way to reach you.
- If you see or smell smoke or fire leave your flat immediately.

You are the expert on the conditions where you are. If you feel unsafe for any reason you should make your way to the fire escape, closing doors behind you as you leave. Do not use the lift.

If you live in a house, bungalow or converted flat and there is a fire in your home:

- Get out and stay out, closing doors behind you if possible.
- Phone 999 and ask for the fire brigade.

Plan how you would get out in a fire and practise it with your family.

You can find more tips for staying safe in your home or book a home fire safety visit on the London Fire Brigade’s website www.london-fire.gov.uk/safety/the-home/.

Fire sprinklers

If your flat has a sprinkler you will have been told how it works when the system was fitted or when you moved in. The fire sprinkler will activate if there is a fire. It reduces the risk of the fire spreading or reaching other flats.

The sprinkler system requires an annual maintenance check. Our contractor will contact you to make an appointment.

Fire door closers

Fire doors are doors designed to contain smoke and flames to stop the fire spreading. In flats the front door is normally a fire door. In houses the door to the kitchen will often be a fire door.

All fire doors need to be closed to work and therefore they are fitted with a door closer.

The door closer is an important safety feature and should not be removed.

Door closers sometimes need adjustment to make sure the door is not too hard to open, but will still fully close the door. If your door closer is making it difficult to use the door or you think it is broken please contact us.
Smoke detectors

Test your smoke detectors monthly by pressing the test button until the alarm sounds. Change the battery when necessary. The alarm will beep every now and again when the battery is running out.

You are responsible for replacing the battery in your smoke detector. If you can’t do this or test the detector weekly ask a relative, friend or neighbour to help.

If your detector is wired into your mains electricity supply, contact us if it beeps.

Clean your smoke detectors regularly. At least once a year, open the cover and use a vacuum cleaner to remove the dust. Clean the case of the detector with a damp cloth.

In a fire every second counts. Your smoke detector can save lives. Monitoring and testing your detector is essential.

Carbon monoxide

Carbon monoxide can kill. You can’t see it, taste it or smell it. It is produced when gas or solid fuel is burnt.

If an appliance isn’t maintained, or a flue or vent becomes blocked, a build up of carbon monoxide gas may occur. This can have serious effects on people living in the property.

The early symptoms of carbon monoxide poisoning are tiredness, headaches and chest or stomach pains. Symptoms of carbon monoxide poisoning can easily be confused with flu.

If you experience any of these symptoms, dizziness or feeling sick while using a gas appliance seek urgent medical attention.

Lift servicing

We are responsible for the inspection and maintenance of lifts and stair lifts, as well as any repairs which may be required. If you need to report a problem with a passenger lift, you should contact us.

If you have a stair lift or hoist, our contractor will contact you to make arrangements for servicing and insurance checks up to four times a year. For your safety and comfort it is essential that you allow our contractor into your home to carry these out.

Annual gas servicing programme

We are legally responsible for carrying out a free annual safety check of our gas appliances and pipework in tenants’ homes. We will then provide a copy of the safety certificate.

For your safety it is essential that you allow our contractor into your home. Even if you do not have any gas appliances but have a gas meter, we must check the pipe work and its connections. This service is for the safety of you, your family and those living around you.

If you do not allow us into your home to carry out this annual check and any works we need to do as a result, you will be in breach of your tenancy agreement. If we need to apply for a court order to gain entry to your home, we will ask the court to make an order that you pay our legal costs.

Wherever possible we want to avoid this, and ask you to work with us to arrange access for these important works.

Electrical testing programme

We are responsible for maintaining and testing the electrics in your home. We will carry out this check once every five years. It is essential you allow our contractor into your home. This is for your safety and to reduce the possibility of breakdown, and loss of electrical supply.

Our contractor will contact you to make arrangements to carry out the test when due, and any remedial work that needs to be done.

Failure to provide access for this work is a breach of your tenancy or lease. If we need to apply for a court order to gain entry to your home, we will ask the court to make an order that you pay our legal costs.
Communal water tanks and Legionella

We are responsible for maintaining and inspecting the communal water tanks in blocks of flats to stop Legionella occurring. We will inspect these once a year.

If the access to the water tank requires access through your home, it is essential that you allow our contractor in to carry out this important inspection and maintenance.

Within your home it is your responsibility to look after the water supply. You can help keep the risk of Legionella low by following some simple steps:

• Make sure every tap is used briefly at least once a month (including your garden tap if you have one)
• Make sure showers are used at least once a week
• Let showers and taps run for at least three minutes if they have not been used for more than a week
• If you have an inflatable swimming pool that you use in the summer, make sure it is emptied at least once a week.

Asbestos

In the past, materials containing asbestos were widely used in construction because they are weatherproof and fireproof.

For example, asbestos in your home may be found in old:

• Decorative textured coatings of walls and ceilings
• Floor tiles
• Heating and ventilation flues and parts of heaters
• Toilet cisterns
• Bath panels
• Electrical fuse boxes
• Access panels to service ducts and ducting
• Screen panels under windows
• Outside in rainwater gutters and pipes, fascia boards, soffits and roof tiles
• Cement panels e.g. prefabricated garage walls and roofs

You will have been given an asbestos report for your home when you moved in. This will tell you about any asbestos containing materials in the property. If you don’t have a copy of your asbestos report you can contact us for the latest version.

Asbestos containing materials are not dangerous as long as they are in good condition. We will take action if asbestos is found in your home depending on the type, where it is and the condition of the asbestos. Before we take action, we will inspect the property.

If we find asbestos but there is no damage to the asbestos, we may leave it alone. In some cases, we may take action to secure or seal in the asbestos to prevent any dust or fibres from escaping into the atmosphere.

Alternatively, we may decide that we need to remove the asbestos – we will discuss with you how this would happen.

Do not try to remove or interfere with asbestos without our advice.

Do not remove asbestos yourself.

Do not drill, scrape or damage the asbestos.

If you are in any doubt about whether or not asbestos is present or harmful, contact us.

Remember – asbestos is dangerous when it is damaged or disturbed.

If you are concerned about asbestos in your home please contact us.
6. Useful information

Burst pipes and flooding

A stopcock is a tap which controls your mains water supply. Make sure you know where this is in case you need to turn off the water in an emergency. In many homes it is under the kitchen sink or in the bathroom.

The stopcock will cut off the water supply to your property until help arrives. Please contact us if you need help to find the stopcock.

If you plan to leave your home empty and unheated during very cold weather, we advise you take the following steps:

- Turn off the main stopcock
- Drain down the water system by opening all the taps until the water stops running
- Flush the toilet to empty the cistern
- Turn off all taps.

If your water supply fails, make sure all the taps are turned off and the plugs are left out of sinks, baths and hand basins to prevent the risk of flooding when the water supply comes back on.

Aids and adaptations

If you need help with activities like bathing or find it difficult to move around your home, please speak to your Housing Manager who will support you to explore your housing options.

Your options may include moving to a more suitable home or being assessed by an Occupational Therapist from the council.

The Occupational Therapist may recommend adaptations such as handrails, alterations or equipment to help you move around.

Adaptations are dependent on available funding and there may be a waiting list.

If you are eligible for an adaptation but your home is not suitable, the Occupational Therapist will refer you to the council’s Disability Housing Panel and recommend that you are considered for a transfer to a property more suitable for adaptation.

You can ask to be contacted by an Occupational Therapist to discuss aids and adaptations at www.suttonhousingpartnership.org.uk/request-it.

Home contents insurance

Home contents insurance protects your furniture, belongings or decorations against damage and loss.

This could be caused by theft, fire, leaks, storms, floods, lightning or earthquake.

SHP’s insurance does not cover your personal items or decorations. We strongly recommend you take out your own policy.

SHP’s insurers will only pay compensation if SHP is proven to have been negligent.

Sutton Council runs an affordable ‘pay as you go’ home contents insurance scheme which is open to all SHP tenants. Premiums are collected with rent and there is no excess.

The scheme covers fire, theft, water damage and other household risks, including freezer contents and theft/loss of keys. There’s no excess and no long term commitment.

Visit www.sutton.gov.uk and search ‘insurance’ for more information, or speak to your Housing Manager.

If there is an incident, you should contact your insurer immediately.

Right to Buy

If you apply to buy your home, the responsibility for carrying out repairs changes.

We will remove your home from ongoing or planned programmes of major works, and we will only carry out repairs that we legally have to (i.e. gas and electrical safety checks).

Major improvement work takes a long time to plan and organise, so if you withdraw your application to buy your home may not automatically be included again in work already planned.
Your security
Always check a visitor’s ID before you allow them into your home, especially if you are not expecting them.

All our contractors carry ID, and should show it to you when they visit. If you want to verify any of our staff or contractors, please call us on 020 8915 2000.

If in doubt, please do not admit them into your home and tell them to come back after you have checked with us.

Equality and diversity
We will ensure the repairs service is accessible, inclusive and fair to all. We understand that disabled and/or vulnerable tenants, or their household members, may be more affected than others when something goes wrong in their home.

SHP will use discretion where a resident may be vulnerable due to frailty, illness or other identified needs. This discretion may affect whether and how repairs are carried out. In exceptional circumstances, repairs which would normally not be part of the service may be done, or work may be done more quickly.

SHP’s Repairs Policy defines vulnerability as “an individual or household needing support to enable them to live independently and to prevent social exclusion”.

Vulnerability can be on a temporary or long term basis. Being considered part of a vulnerable group does not automatically mean high priority for repairs. Each case will be considered on a case by case basis.

We take the following factors into account:

• Age of the tenant or household members
• Financial circumstances of the tenant
• Health of the tenant or household members
• Disability of the tenant or household members.

SHP will ensure that its staff and contractors are aware of the diverse needs of tenants. We will take into consideration and seek to address any further equality and diversity issues identified as part of the formal resolutions or review processes.
More information about your tenancy or lease, our services and how to take care of your home is available on our website.

Our website can be translated into more than 100 languages and has variable options for those with visual impairments. Click on the globe symbol in the top right hand corner of the website to translate. Click on the person icon to change text size or contrast.

If you or someone you know needs a translation of this document, large print, braille or an audio CD please contact us at customercare@suttonhousingpartnership.org.uk or on 020 8915 2000.

Albanian Më shumë informacion mund të gjendet në faqen tonë në internet, e cila mund të përkthehet në mbi 100 gjuhë. Nëse ju nevojitet një përkthim të dokumentit, na kontaktoni në customercare@suttonhousingpartnership.org.uk ose në 020 8915 2000.

Arabic تتوفر المزيد من المعلومات على موقعنا على الإنترنت، والتي يمكن ترجمتها إلى أكثر من 100 لغة. إذا كنت بحاجة إلى ترجمة هذا المستند، فضلًا بالاتصال بنا على customercare@suttonhousingpartnership.org.uk أو على الرقم 020 8915 2000.

French Plus d’informations sont disponibles sur notre site Web, qui peut être traduit dans plus de 100 langues. Si vous avez besoin d’une traduction de ce document, contactez-nous à l’adresse customercare@suttonhousingpartnership.org.uk ou par téléphone au 020 8915 2000.

Spanish Puedes encontrar más información en nuestra página web, que se puede traducir a más de 100 idiomas. Si necesitas una traducción de este documento, ponte en contacto con nosotros al correo customercare@suttonhousingpartnership.org.uk o al 020 8915 2000.

Portuguese Pode encontrar mais informação no nosso website, que pode ser traduzida para mais de 100 idiomas. Se precisar deste documento traduzido, contacte-nos para customercare@suttonhousingpartnership.org.uk ou através do número 020 8915 2000.

Tamil 100 மொழிகளில் மேலும் செவ்வடிவமான ஆய்வு பயன்படுத்தி பயன்படுத்தி வருவதற்கான மூலம் மாற்றம் செய்யலாம். மேலும் பயன்படுத்தி மூலம் பயன்படுத்திய மூலம் customercare@suttonhousingpartnership.org.uk மூலம் மேலும் பயன்படுத்தி வருவதற்கான மூலம் 020 8915 2000 மூலம் வழங்கலாம் மேலும் பயன்படுத்தி வருவதற்கான மூலம்.

Turkish 100'den fazla dile çevrilebilen web sitemizde daha fazla bilgi mevcuttur. Bu belgenin çevirisine ihtiyacınız varsa lütfen customercare@suttonhousingpartnership.org.uk e-posta adresinden veya 020 8915 2000 numaralı telefondan bize ulaşın.