

Guide to repairs

A handy summary of the types of repairs we will carry out on your home



Bolton
at **Home**

This guide provides you with a handy summary of the types of repairs that we will carry out on your property and of those repairs that you may need to pay for or be responsible for yourself. (If you're a leaseholder, rather than a tenant, please refer to your lease for details of what responsibilities you have for repairing your home.)

We, Bolton at Home, and you, the tenant, have a joint responsibility to maintain your home and must both follow the conditions set out in your tenancy agreement relating to the upkeep of your property and gardens. If you don't have a copy of your tenancy agreement, you can find a copy on our website: www.boltonathome.org.uk. You can also find a copy of our repairs policy on the website.

What repairs are we responsible for?

We are responsible for the main structure of the property, such as:

- Foundations.
- External walls.
- External doors and door frames.
- Window frames.
- Roofs.
- Gutters and rainwater pipes.
- Drainage.
- Central heating and hot water systems.

What repairs are you responsible for?

You are responsible for keeping the property in good condition and any damage over and above normal wear and tear. That means you must:

- Maintain the internal decoration of your home, and keep your garden and pathways clean and tidy.
- Maintain fixtures and fittings, such as curtain rails, that belong to you or have been installed by you.
- Carry out any minor repairs or work such as:
 - Replacing sink plugs.
 - Tightening screws.
 - Replacing or resetting fuses, trip switches and light bulbs.
 - Replacing any broken glazing.
 - Clearing blockages in waste pipes, gullies and toilets caused by lack of care e.g. fat, nappies and other non-flushable items.



In addition, you must:

- Report to us immediately any repairs that we are responsible for.
- Allow access to our employees, agents or contractors at all reasonable times or in an emergency to carry out repairs to your home or an adjoining property, or to carry out our annual service to gas appliances.
- Replace lost keys and install new locks (where needed) to the correct specification as this may affect your home insurance.
- Take all reasonable precautions to protect your property from damage by fire, frost or water.
- Not store flammable materials or gases other than those that might be reasonably required for domestic use.
- Leave the property and grounds empty, clear and clean when you leave it at the end of your tenancy or if you move to a different home.
- Keep communal areas clean and tidy.
- Make arrangements for furniture etc. to be cleared where necessary to allow repairs to be carried out on your home.

- Treat our employees and other people working on our behalf with respect. We may refuse to carry out a repair if you are abusive or aggressive to them.
- Keep your home and any communal area clean and reasonably tidy. If the property is unhygienic, the area is too cluttered or the operative feels it is unsafe for them to carry out your repair, we may not be able to complete the work until you have resolved the issue.
- Get our permission before you carry out any improvements or alterations to the property. You are responsible for maintaining these.

What repairs or work might you be recharged for?

Sometimes repairs are needed that are not the result of normal wear and tear. Instead, they are due to criminal damage or have been caused by accident, negligence or misuse by you, a member of your household, or any pets or visitors to the property. In these cases, we will carry out the repair or work, but we will charge you for it. A list of sample charges is on our website: www.boltonathome.org.uk.



Repairs or work that carry a charge include:

- Any repairs or renewals resulting from any unauthorised or unacceptable alterations or redecoration.
- Replacing glass in windows and doors as a result of neglect or damage (including accidental damage).
- Removing your fixtures (including internal locks).
- Carrying out disinfestation.
- Clearing or removing rubbish from your home, garden or loft.
- Reinstating any fireplaces and heating appliances that you have removed.
- Replacing lost keys or carrying out repairs resulting from forced entry when keys have been lost.

We will also charge you if we come out to carry out a repair and discover that:

- You, a member of your household, or a visitor to your home has reported a repair which is false, exaggerated or misrepresented e.g. claiming it is an emergency when it is not.
- The fault is because an electrical

fuse has blown or is due to damage caused by you to the circuit, or if the fault is with an appliance that you own.

- Access to your home is denied and we have to gain access by force, for example in order to carry out gas servicing.
- Access to your home is not available or granted at the agreed appointed time and we have to reschedule our visit.

Our charges will be for the full cost of the repair plus VAT and any administration costs. You'll be sent an invoice for the full amount owing but arrangements for payment can be agreed. We may also take legal action if rechargeable repairs remain unpaid or where you refuse access to your home for work to be carried out.

If you wish, you can carry out rechargeable repairs at your own expense by employing a competent or appropriately qualified and insured person to carry out the repair. We will inspect any work to ensure it complies with our standards and if it doesn't meet them we may charge you for any remedial work that we carry out.

Our Tenant Insurance Scheme provides cover against some rechargeable repairs and more details are available on our website: www.boltonathome.org.uk.



Remember



If the electricity goes off in your home, first check the trip switches and reset them if needed. Then check if the power is off in the street. If yes, then there could have been a power cut.

Remember, if you're unsure whether the repair is your responsibility or ours, just call us and we'll advise you: 01204 328000.

When will we complete your repair?

We will usually give you an appointment when you report the repair. If we can't give you an appointment straight away, we will contact you as soon as we have an available appointment. We won't give you an appointment for some external works but we will give you a timescale for completion.

Remember



If you suspect a gas leak or fumes you must contact National Grid on 0800 111 999 immediately. Do not light any flames or use any electrical equipment.

When you report a repair, it will be assigned a priority according to how urgent it is.

An extreme emergency will be responded to **within two hours**. This might include a flooded property or if wiring is causing electric shocks.

An emergency will be responded to **within 24 hours**. This might include repairs that put your welfare or property at risk, e.g. no electricity or water, no working toilet, no heating or hot water.

For extreme emergencies and emergencies, we will fix the problem if we can on the first visit, if not we will make the property safe and then return later to complete the repair.

Urgent repairs will be responded to **within seven calendar days**. These repairs might include a loose tap, faulty gas fire (but not leaking gas) or leaking water pipe.

Routine repairs are responded to **within 21 calendar days**. These are repairs that don't pose an immediate risk e.g. broken guttering, roof repairs with no leak.

Other work that is needed but non-urgent is picked up by our Improvement Programme. For example, a replacement kitchen or bathroom, external brickwork or plastering. When this work is due to start, we will contact you in advance.

We recognise that you have individual needs and may need repairs completing more quickly than normal due to special circumstances. If you tell us about something that makes the repair more urgent, we will consider your request and may increase the priority of your repair and respond faster than normal. If the repair is your responsibility but you can't complete it because of special circumstances and you don't have a family member or friend to help, we may complete the repair.

Remember

Outside our main hours we will only respond to extreme emergencies and emergency repairs. We will fix the problem if we can on the first visit, if not we will make the property safe and then return during working hours to complete the repair. Where there's a heating system fault, we'll also supply temporary heating if required. If the repair can wait until normal working hours, then it will be dealt with then.

Identification

We, and our contractors, will always have identification badges to confirm our identity when we visit your property.

Contact



We provide a number of ways to report a repair, these are:

- **Telephone:** call us on 01204 328000.
- **Face to face:** at Bolton at Home Reception, 98 Waters Meeting Road, Bolton BL1 8SW. Our opening times are on our website.
- **Website:** Use our online reporting form or our web chat facility www.boltonathome.org.uk
- **Email:** info@boltonathome.org.uk
- **Letter:** Bolton at Home, 98 Waters Meeting Road, Bolton BL1 8SW.
- **Facebook:** by sending a message via our Bolton at Home Facebook page.
- **UCANs:** use the facilities at your local UCAN centre. Opening times are on our website.

You must report all emergency repairs by telephone or face to face. Please do not report emergency repairs in any other way. Emergency repairs can be reported any time of day throughout the whole year.

Repairs responsibility

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us (Bolton at Home)	You (tenant)	
Baths and basins that are damaged or loose	✓		We'll recharge for this work unless the damage was caused by normal wear and tear.
Baths and basins that are discoloured, blemished or not matching	✓		This work is cosmetic and may be carried out as part of our Improvement Programme (and not as part of our routine repair and maintenance work).
Blocked drain, gully or grid		✓	
Carbon monoxide alarms	✓		We will check these alarms and replace them or change the batteries as part of the annual gas and electric safety check. You are responsible for testing the batteries. If the battery needs changing before the annual safety check you must replace it. You must not change the backup battery in a hard-wired carbon monoxide alarm.
Carpentry	✓		We'll recharge for this work unless the damage was caused by normal wear and tear.
Chains and plugs		✓	This applies to basins, sinks and baths.
Chimneys	✓		
Communal areas	✓		This applies to routine repairs to items such as lights or door entry systems, or repairs that are needed because there is a risk to your health or safety.

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us (Bolton at Home)	You (tenant)	
Door entry system on communal properties	✓		
Decoration (internal)		✓	If the redecoration is required because of a structural defect we may give you vouchers towards the cost of materials.
Decoration to building (external)	✓		This work will be carried out as part of our Improvement Programme (and not as part of our routine repair and maintenance work).
Disabled adaptations	✓		This applies only to those adaptations that have been carried out by us.
Domestic appliances e.g. fridges, washing machines (including fitting)		✓	You must make sure your appliances are installed and maintained by a suitably qualified person. Any repairs to appliances provided as part of a furnished tenancy should be directed to the original supplier.
Doors and frames (external)	✓		This applies to the door, the letterbox and handles, not to any other door furniture or numbers. We'll respond within 24 hours if the property is not secure.
Doors (internal)	✓	✓	We are responsible for kitchen and bathroom internal doors. All other internal doors are your responsibility and we will recharge for this work.
Door frames (internal)	✓		We'll recharge for this work unless the damage was caused by normal wear and tear.

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us (Bolton at Home)	You (tenant)	
Door locks		✓	We'll repair locks to communal doors and any damage caused by normal wear and tear to other external doors.
Double glazing – failed units	✓		
Drainage	✓		We'll respond within 24 hours if there is an urgent risk to your health or safety.
Driveways installed by us	✓		
Driveways installed by you or a previous tenant		✓	If there is a health and safety risk and you are unable to repair it yourself, we will either repair or remove it, whichever is most cost effective and we may charge you for this.
Electrics	✓		You should check fuses and bulbs before reporting a repair. We'll respond within 24 hours (or sooner) where there is total loss of power, or unsafe power, lighting or electrical fittings. You are responsible for appliances and fittings you have installed yourself, including checking and replacing fuses. You are responsible for resetting trip switches.
Faulty taps	✓		If you can't turn your tap off and it is running water, you should turn the water off at the stop tap if possible. We'll respond within 24 hours if a tap can't be turned on or off.

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us (Bolton at Home)	You (tenant)	
Fences, walls and gates		✓	We only replace fencing, walls and gates as part of a planned programme. We will keep in repair those that we have installed from April 2009 onwards. We will also keep in repair communal fencing, walls and gates. You are responsible for repairing any fencing, walls or gates that you have installed or that we installed before April 2009. If there is a health and safety risk and you are unable to repair it yourself, we will either repair or remove it, whichever is most cost effective and we may charge you for this. You must not remove, replace, build or renew any fencing, walls or gates without our permission. You are responsible for the general maintenance of fences and gates, for example painting, oiling and easing.
Fixtures and fittings		✓	Examples include coat hooks, curtain rails, etc.
Floor boards	✓		We'll respond within 24 hours if there is a risk to your health or safety.
Floor coverings		✓	You are also responsible for adapting any doors to accommodate carpets.
Garden maintenance		✓	
Communal gardens	✓		

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us (Bolton at Home)	You (tenant)	
Gas fires	✓		You need our permission to fit your own fire and you will be responsible for any repairs. We will, however carry out a regular safety check. You will need to provide us with your manufacturer's instructions, as we will need to remove the fire to inspect your chimney, carry out a visual safety check of the appliance and refit it when we have finished the check. If we don't have the manufacturer's instructions, we will disconnect the fire. Where a gas fire is beyond repair. We will brick up the fireplace and supply wiring so you can fit your own electric fire. We'll respond within 24 hours if there is an urgent risk to your health or safety e.g. a blocked flue.
Glazing (broken glass)		✓	We'll respond within 24 hours and board up the window if the property is unsecure. This work is rechargeable.
Gutters	✓		This work is done on a scheduled basis however we will respond within 24 hours if there is an urgent risk to your health or safety.

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us (Bolton at Home)	You (tenant)	
Heating	✓		This includes storage heaters, solid fuel and fitted electric fires. We'll respond within 24 hours if there is no heating in the house We do not give permission to install wood burners. If you install a wood burner, we will remove it, for safety reasons and we may charge you for this.
Hot water heaters	✓		We'll respond within 24 hours if there is no other source of hot water available.
Kitchens	✓		We'll recharge for this work unless the damage was caused by normal wear and tear.
Light fittings	✓		We will only replace bulbs/lamps in kitchens and bathrooms. You are responsible for replacing all other bulbs/lamps.
Loss of keys or fobs		✓	We'll recharge for repairs we need to do as a result of damage caused by forced entry if you are locked out. We'll also charge for any new fobs that we supply you and if we have to come out to help you gain access to your home as a result of you being locked out.
Oven hood (installed by us)	✓		
Oven hood (installed by you)		✓	

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Paths, steps and hard standings	✓		We will repair paths and hard standings in line with Bolton Councils' Highway Safety Inspections Code of Practice. You are responsible for any hardstanding, path or steps that you have installed. If there is a health and safety risk and you are unable to repair them yourself, we will either repair or remove it, whichever is most cost effective and we may charge you for this.
Plastering	✓		Any extensive plastering may be done as part of our Improvement Programme (and not as part of our routine repair and maintenance work). We'll respond within 24 hours if there is an urgent risk to your health or safety. You are expected to fill in any small holes and cracks for decorating purposes.
Roof	✓		We'll respond within 24 hours if there is an urgent risk to your health or safety.
Sheds, garages and attached outhouses (if owned by us)	✓		
Unattached outhouses		✓	
Shower (installed by us)	✓		
Shower (installed by you)		✓	

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us (Bolton at Home)	You (tenant)	
Shower rail, toilet roll holder, towel rail, sink plugs and chains, toilet seats		✓	
Smoke alarm (installed by us)	✓		We will check these alarms and replace them or change the batteries as part of the annual gas and electric safety check. You are responsible for testing the batteries. If the battery needs changing before the annual safety check you must replace it. You must not change the backup battery in a hard-wired smoke alarm. We'll respond within 24 hours if a smoke alarm is faulty.
Smoke alarm (installed by you)		✓	
Toilet	✓		If the problem is a blockage, then you should try to unblock the toilet yourself before contacting us. If the toilet can't be used then we'll respond within 24 hours (if it is the only toilet in your home) but we'll recharge for the repair if it was caused by misuse or by non-flushable items e.g. nappies. Toilet seats are your responsibility.
TV aerial		✓	We'll repair any aerials to communal properties.

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us (Bolton at Home)	You (tenant)	
Waste pipes	✓		If the problem is a blockage, then you should try to unblock the waste yourself before contacting us. If it is a blockage then we'll respond within 24 hours but we'll recharge for the repair if it was caused by misuse or non-disposable items such as fat and grease.
Window frames and fittings	✓		

For more information about repairs, contact:

Bolton at Home
98 Waters Meeting Road
Bolton BL1 8SW

Telephone: **01204 328000**
Email: info@boltonathome.org.uk

www.boltonathome.org.uk

If you require this leaflet in any other format, including an alternative language, Braille, audio, large print or translation call 01204 328000.

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