

When you report that a repair is needed you have a right to expect that Arcon will respond within a certain period of time.

This leaflet outlines how emergencies and other repairs should be reported and the maximum time periods within which the Association seeks to carry out reported repairs.

If you are unhappy about the speed of the service, you have the right to ask for a written explanation of why the response time was not complied with.

Tenants may report repairs by any of the following methods:

During office hours

- Telephone 0161 214 4140
- Call at the office in person where the details will be taken by the Maintenance Department or if not available, by a housing officer.
- Email customerservice@arcon.org.uk
- Via our website www.arcon.org.uk

Outside office hours

For an emergency repair outside normal office hours you should telephone 0161 214 4120 our out of hours contractor will arrange for a contractor to attend on Arcon's behalf if it is considered an emergency.

Initial Information to Tenants

Either at the time of their first call or by a follow-up call from Arcon, tenants reporting repairs will normally be given the following initial information:

- Whom they can expect to come round, for example a contractor, a maintenance officer or a housing officer, depending on the nature of the repair and the need for a pre-inspection.
- When they might expect the first visit and the response time associated with the type of repair requested.
- Why the work may be delayed or may not be done, for example repairs which are the tenants responsibility as published at the back of this leaflet.

Repairs to Central Heating and Hot Water Supplies

Liberty Gas repairs all of Arcon's gas and electric heating systems.

If your heating system fails contact Liberty Gas directly on 0330 333 5786, quoting your full address including post code and stating that you are an Arcon tenant.

Liberty Gas will, subject to workload and labour availability, to respond within 24 hours to any failure of your central heating.

Temporary electric heaters can be provided until the boiler or central heating has been repaired. The cost of running any temporary heating is the tenant's responsibility.

To help us monitor the performance of Liberty Gas please complete and return the repair monitoring forms to the office.

Reporting Repairs

Response times for repairs

Emergencies

Respond within 24 hours and repair or overcome the worst effects of:

- Damage to windows and doors at ground floor or basement level which may result in a breach of building security.
Note: In all circumstances break-ins or attempted break-ins must be reported to the police and a crime reference number obtained.
- Lack of water (excluding mains water).
- Blocked drains, etc, likely to cause flooding or further damage.
- Major plumbing leaks.
- Serious electrical faults.
- Damage likely to be hazardous to life or limb, for example loose masonry.
- Repairs to the homes of victims of harassment.
- Failure of security systems.

Urgent Repairs—Respond within 3 working days:

- Roof leaks.
- Overflows.
- Less serious repairs to electrics, gas, water, sewerage and security service systems where the equipment is still functioning.

Non Urgent Repairs—Respond within 10 days:

- Blocked gutters.
- Broken rainwater pipes.
- Blocked yard gullies.
- Broken or defective windows above ground floor.
- Minor plumbing leaks.
- Minor roof leaks.

Routine Repairs—Respond within 20 working days:

- Replacement of defective fittings and installations such as windows, doors, sanitary fittings.

Beyond the previous four categories other works such as cyclical maintenance, major repairs, timber and damp works, subsidence and insurance claims are all undertaken over a longer timescale depending upon the nature of the work.

Rechargeable repairs

Where a repair is undertaken that is considered the tenant responsibility then all costs incurred will be fully rechargeable. To avoid unnecessary expense please refer to the Maintenance Repair Quick Guide on the back of this leaflet and the list of repairs which are the tenant's responsibility at the back of this leaflet.

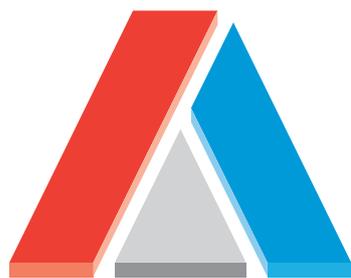
Where damage to the fabric of the building is the result of a break-in, vandalism or a dispute then this must be reported to the police. You will be sent a Rechargeable Repair Notification which must be completed and returned to the office to allow a reassessment of the details surrounding the repair. Where a repair has arisen following break-in, attempted break-in, vandalism or a dispute, a crime reference number must be provided. Depending on the circumstances a repair may still remain fully rechargeable even after a crime reference number has been provided.

Repairs, which are the tenant's responsibility, are as follows:

- Replacement of broken glass.
- Replacing lost keys or the subsequent need to replace locks.
- Replacing door knobs, letterboxes.
- Replacing broken toilet seats.
- Replacing plugs and chains on baths, basins and sinks.
- Checking and changing electrical fuses.
- Replacing light bulbs, fluorescent tubes and starters.
- Filling minor plaster cracks.
- Internal decoration.
- Bleeding of radiators.
- Maintenance of any fixtures and fittings and appliances not provided by Arcon Housing Association.
- TV aerials (except if shared with others).
- Adapting doors to accommodate carpets.
- Fitting extra catches and safety devices.
- Plumbing-in washing machines or dishwashers.
- Connecting and commissioning gas cookers.
- Connecting electrical cookers.
- Curtain rails.
- Shelving.
- Coat and hat rails.
- Door bells.
- Batteries and bulbs.
- Smoke alarm batteries.
- Household pests such as ants, slugs, wasps, silver fish, rodents, squirrels, cockroaches, wasps, bees and bees nests.
Please contact your local authority for assistance

With the EXCEPTION of internal decorations, Arcon may carry out these repairs for tenants who are frail/elderly or have learning difficulties and are unable to carry out the repairs themselves.

NB. You may request Arcon to carry out repairs for which we are not responsible but you WILL be charged for the cost of repair.



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Maintenance Repairs Quick Guide

Following the outline below should help improve the service offered by Arcon and avoid you being recharged for repairs or callouts that are your responsibility.

Repair enquiry	What should you check?	What action should you take?	Will you be charged?
Gas leak	Check you have not left an appliance on.	Switch off the gas at the mains. Open windows to ventilate and phone National Grid UK (formerly TransCo) on 0800 111 999	No
Gas Central Heating Fault, including leaks on radiators	No heating—check your gas supply is in credit. Leak—place container under and close radiator valves if possible.	Phone Liberty Gas Ltd direct on 0333 333 5786	We will be recharged if you fail to keep appointments made with the contractor or if the fault is due to lack of credit on the gas or electric meter.
Electrical fault	Check that the fuse has not blown. Also check if you have credit on your electric meter.	Report to maintenance department once you have established that fault is not a blown fuse and that there is credit on the meter.	If the fault is found to be a blown fuse or no credit on the meter or a faulty appliance then you will be recharged.
Emergency Call Out	Make sure that the repair is an emergency. See page 2 for guidance.	Phone the office on 0161 214 4120	If the repair is found not to be an emergency you will be recharged.
Damage by unknown person, including break-ins, attempted break-ins and vandalism	Make a note of the extent of damage.	Report incident to the police and record log number/crime incident number and date. Report damage to maintenance department. If your belongings are damaged or stolen report this to your home contents insurance company.	A Rechargeable Repair Notification is sent to you. Complete and return it so we can review the circumstances. Failure to return the form will result in you being recharged.
General repair	Check that it is not a repair you are responsible for. See page 3.	Report to maintenance department.	Failure to keep appointments may be recharged.

When you report a repair, please tell us your name, address and contact telephone number(s) along with details of the repair on 0161 214 4140

Information
for Tenants
Leaflet No. 5
(Issue Jan 2017)

Reporting Repairs