

Reporting Repairs



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 recharged?	Tenant's are responsible for:
Gas leak	Check you have not left an appliance on	Switch off the gas at the mains. Open windows to ventilate and phone Transco on 0800 111 999	No	Any damage caused by yourself or people visiting your home. Any damage caused by neglect or misuse.
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 Alan Chew & Co. direct on 0161 737 9393	Failure to keep appointments made with the contractor may be recharged. If fault is due to no credit on gas or electric meter.	Some minor repairs: Replacement of broken glass. Replacement of lost keys and locks.
Electrical Fault	Check that the fuse has not blown. Also that you have credit on the 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 fault is found to be a blown fuse or no credit on the meter the cost incurred will be recharged	Replacement of toilet seats. Unblocking sinks, basins or baths. Replacing plugs and chains to baths, basins and sinks.
Emergency Call Out	Make sure that the repair is an emergency. See Tenant's handbook 'Reporting Repairs' for specific guidance	Refer to Tenant's handbook 'Contractors Directory' for the appropriate emergency call out number	If the repair is found not to be an emergency you will be recharged	Checking and changing electrical fuses. Replacing light bulbs, fluorescent tubes and starters. Filling minor plaster cracks.
Damage by unknown person, including break-ins, attempted break-ins or 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 automatically issued. This should be completed and returned to enable us to review the circumstances. Failure to return the form will result in the work being recharged	Internal decoration. Bleeding of radiators. TV aerials (except if shared with others.) Adapting doors to accommodate carpets. Fitting extra catches and safety devices. Plumbing-in washing machines or dishwashers.
General Repair	Check that it is not a repair you are responsible for. See Tenant's handbook last page of 'Maintaining your Home' section	Report to maintenance department	Failure to keep appointments made with the contractor may be recharged	Connecting cookers. Curtain rails, shelving and coat rails. Door bells and smoke alarm batteries.

When reporting a repair please provide your name, address, telephone contact number(s) along with details of the repair on 0161 214 4120

When tenants report that a repair is needed they have a right to expect that the Association 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 a tenant is unhappy about the speed of the service, he/she has 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

1. Telephone direct to the Maintenance Department – 0161 214 4120
2. Contact their Housing Officer by telephone or in writing who will pass on the details to the Maintenance Department.
3. Call at the office in person where the details will be taken by the Maintenance Department or if not available, by a Housing Officer.
4. By post.

Outside office hours

Tenants who ring the normal office number will be connected to an ansaphone service allowing messages to be left for the attention of the Maintenance Department.

Most of Arcon's contractors operate a 7 day 24 hour emergency service. The relevant out of hours numbers are published in Information for Tenants Leaflet No. 10B.

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:

1. 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.
2. When they might expect the first visit and the response time associated with the type of repair requested.
3. Why the work may be delayed or may not be done, for example repairs which are the tenants responsibility as published in the Tenants' Handbook.

Response times for repairs

Emergencies (Category 1)

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

- a. Damage to windows and doors at ground floor or basement level which may result in a breach of building security.*
- b. Lack of water (excluding mains water).
- c. Blocked drains, etc, likely to cause flooding or further damage.
- d. Major plumbing leaks.
- e. Serious electrical faults.
- f. Damage likely to be hazardous to life or limb, for example loose masonry.
- g. Repairs to the homes of victims of harassment.
- h. Failure of security systems.

Note : *In all circumstances break-ins or attempted break-ins must be reported to the Police and a Crime Incident Number obtained.

Urgent Repairs (Category 2)

Respond within 3 working days and where necessary effect temporary repairs or supply temporary appliances.

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

Non Urgent Repairs (Category 3)

Respond within 10 days :

- a. Blocked gutters.
- b. Broken rainwater pipes.
- c. Blocked yard gullies.
- d. Broken or defective windows above ground floor.
- e. Minor plumbing leaks.
- f. Minor roof leaks.

Routine Repairs (Category 4)

Respond within 20 working days

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

Programmable repairs, major repairs and insurance claims (Category 5)

Within 90 working days:

- a. Damp/defective DPC.
- b. Subsidence.
- c. External paths, steps and fences.
- d. Brickwork and external joinery.
- e. Repairs caused by trees.

Repairs to Central Heating and Hot Water Supplies

Alan Chew & Co Ltd have been instructed to provide a comprehensive Service Contract for the repair of central heating boilers. This service ensures an annual visit and safety check and if a breakdown occurs, priority attention, free labour and parts.

Alan Chew & Co Ltd have undertaken, subject to workload and labour availability, to call within 24 hours, in response to any breakdown or failure of the central heating.

If you require repairs, please do not contact this office but ring Alan Chew & Co Ltd on telephone number 0161 737 9393, quoting your full postal address including post code and stating that you are an Arcon tenant.

So that we are able to monitor the performance of Alan Chew & Co Ltd, repair monitoring forms are available on request from the office. These should be returned immediately if you consider the service received to be inadequate.

Heating and Insulation

Funds may be available to improve existing heating and insulation and if you consider these could be improved please inform the Maintenance Department in writing.

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.

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 issued 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 Police log number or Crime Incident Number must be provided. Depending on the circumstances a repair may still remain fully rechargeable even after a Police log number or Crime Incident Number has been provided.

