

Repairs to your home

We are responsible for keeping the structure and outside of your home repaired.



Emergency repairs

Out of normal office hours, please use the same numbers shown above. Our emergency repairs service is run by a specialist service centre. You can also report repairs to us online by visiting our website at www.residentsonline.org.uk - just follow the instructions under the 'Repairs' menu option. You should tell us quickly about repairs that need doing, especially where a problem may be a danger to yourself or others.

Your repair responsibilities

You are responsible for minor repairs such as replacing tap washers, fuses and light bulbs. You must also deal with lost keys and lock changes.

Our Repairs Helpdesk staff can give you advice if you are not sure. We will charge you for any damage to your home that we have to repair, such as broken windows, if this was caused by you, members of your family or your visitors.

Priority times

When you report a repair we will give it a priority rating from 1 to 4. This tells you how long to expect the repair to take.

- 1 Emergency** – within 24 hours - for example, burst pipes, fires, flooding, blocked drains, lack of security or complete power failure.
- 2 Urgent** – within five working days - for example, faulty plumbing, water leaks or faulty heating.
- 3 Essential repairs** – within 20 working days - for example, repairs to windows and doors.
- 4 Miscellaneous** – within 40 working days - for work such as laying a

REPORTING REPAIRS

To report a repair, please phone our Repairs Helpdesk using the Freephone number for your region.

South East Thames Region	0800 0565 700
L&Q Bexley Homes	0800 0565 601
North Thames Region	0800 0565 800
South West Thames Region	0800 0565 900
L&Q Beacon Homes	0800 0155 550
L&Q Beaver Homes	0800 970 1122

Repairs appointments

Either our contractor or a member of our staff will contact you to arrange a convenient time (morning or afternoon) to call to inspect or carry out the repair.

Please make sure you are at home for the appointment so contractors can get on with the work as soon as possible. If you break the appointment, you may be recharged for this.

Insurance

We recommend that you take out home contents insurance to cover theft or damage to your belongings. We are not responsible for insuring your possessions and are not legally able to do so.

We have negotiated a special discounted policy for residents with a major insurer.

For further information or an application form please contact our insurance section at:

Insurance Section
L&Q Group
Osborn House
Osborn Terrace
London SE3 9DR
Tel: 020 8852 9181

Emergencies and safety

Following a few simple guidelines can help prevent emergencies in the home, and we will work with you to help make your home safer.



Burst pipes

You should turn off the water at the mains stopcock. Report the problem immediately to the Repairs Helpdesk. It is a good idea to make sure you know where the mains stopcock is.

To prevent pipes freezing and bursting in cold weather, keep the heating on low, even if you are going away. If your pipes do freeze, lower the temperature of your central-heating boiler, and drain the water out of the system by turning off the water supply at the mains stopcock and leaving the sink taps on with the plug taken out. When the ice in the pipes melts, turn the taps off and the water supply back on.

Electricity

If you have an electrical fault, you should turn off the supply at the mains. This is in the fuse box. Report the problem to us immediately.

Fire Safety

You can help to prevent a fire by unplugging electrical appliances like televisions and DVD players before you go to bed and when you go away. Keep matches away from children and never leave lit candles unattended.

Smoke alarms can save your life by giving you an early warning of a fire so you should check them regularly to make sure they work. If you have a battery-

operated smoke alarm replace the batteries when you hear the warning signal, and never remove them to use somewhere else.

If you have a fixed/hard-wired alarm it will be checked annually when you have your gas inspection.

For more information about fire safety visit the London Fire Brigade website at www.london-fire.gov.uk

Planned maintenance

Planned maintenance is different from day-to-day repairs. It means major repairs or improvements such as replacing the roof or installing new windows, or it can include full refurbishment such as installing central heating, new windows, a kitchen or a bathroom.

Every 5 years we will redecorate the outside of your home and communal areas. If we are going to include your home in a programme of planned work we will talk to you about this first.

Gas appliances

By law, we have to carry out a yearly safety inspection of any gas appliances, pipework and flues that we have installed in your home.

Our specialist gas engineer will contact you to arrange an appointment to do this. As this is so important for your health and safety, you must allow our engineer into your home to carry out this work. If you do not allow our engineer to carry out the inspection we will have to take legal action.

If you smell gas, do not switch electrical appliances or lights on or off, but do turn off the gas supply and open all windows and doors. Report the problem to TRANSCO immediately on 0800 111 999.

Decorating your home

You are responsible for keeping your home in a good decorative condition.

We may be able to offer you help towards the cost of this by giving you decoration vouchers when you move in, but it will depend on the condition of the existing decorations.

