

## REPAIRS

What repairs are carried out by the Council?

The Council is responsible for the outside of the property, the main structure and appliances, and for the maintenance of common repairs. You are responsible for taking care of the inside of your property.

Who do I contact about repairs?

Telephone the Repairs freephone number 0800 0196 444.

How long will it take to get my repairs done?

- Emergency repairs - within 24 hours - For situations where there is real danger to life or limb, major damage to the property, flooding or the home is insecure
- Urgent repairs - within 7 days - For situations that are causing serious inconvenience or where there is a health or security risk or a risk of damage to the property
- Routine - within 28 days - For situations that do not cause immediate inconvenience or where there is no danger to people's lives

What if I am not in when the worker calls?

A card will be left asking you to contact the repairs number and when it would be suitable to call.

What repairs are tenants responsible for?

- Keeping your house in a reasonable state of decoration
- Heat and ventilate when required
- Maintain the garden
- Latches and keys to doors
- Internal doors
- Smoke detectors, batteries and light bulbs
- Floor coverings
- Bleeding of radiators
- Repair of minor cracks in plasterwork
- Your own fittings and appliances

If I live in a private let what should I do?

- Inform your landlord of the problem
- Give him some time to do the repairs
- If this is not done, put it in writing to him

If you require any help or assistance with repairs to your home, please contact us <http://www.chap.org.uk/html/contactus.htm>