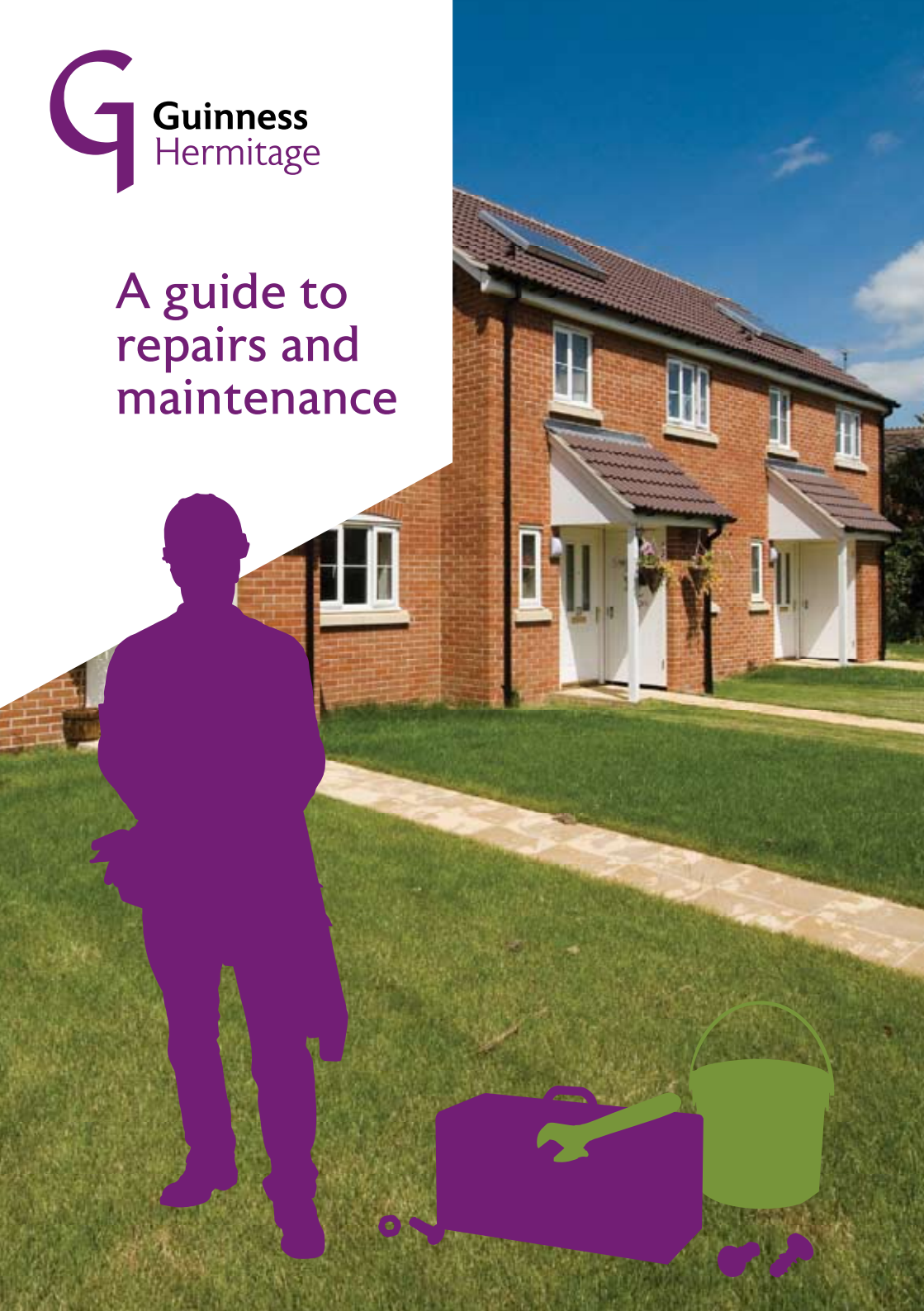




A guide to repairs and maintenance



A guide to repairs and maintenance

At Guinness Hermitage we understand that your home is important to you and we will work with you to maintain the condition of your home because looking after and providing our customers with the services they require is a priority for us.

Our teams within Guinness Hermitage have a range of repairs and maintenance services available for you to access including:

- Emergency repairs
- Health safety advice
- Customer response repairs
- Regular maintenance
- Major repairs and improvements to your home
- Aids and adaptations to your home to make them more accessible
- Communal grounds maintenance
- Estate caretaking
- Energy efficiency advice
- Customer home improvement advice for planned maintenance
- Gas safety checks

Comments and complaints

We work to a high standard. However we do understand that sometimes things go wrong and would ask you to refer to our complaint leaflet for

more information on this.

This guide will help you understand our repairs and maintenance service and your responsibilities to maintaining your home.

Contact information

Report a repair Monday to Friday, 8am to 5pm

Call: Customers serviced by the Havant office call **023 9248 4355**

or email enquiries@parchmentpropertyservices.co.uk

Customers serviced by Bristol, Exeter, Marlborough, Plymouth or Gloucester offices call **0845 603 6339**

or email enquiries-swr@parchmentpropertyservice.co.uk

Online: use our online non-emergency repair reporting form which you will find on our website www.guinnesshermitage.co.uk

Email: enquiries@parchmentpropertyservices.co.uk

Out of hours emergency contacts

Gas leaks – 0800 111 999

All other emergencies

Customers serviced by Havant office call

0845 057 7097

Customers serviced by Bristol, Exeter, Marlborough, Plymouth or Gloucester offices call **0845 057 7094**



Customer repair responsibilities

As a resident you have certain responsibilities to maintain your home including minor repairs which may be needed from time to time and are part of the resident's general obligations:



- Replacement of domestic electrical fuses
- Sweeping the chimneys as often as necessary to prevent fires
- Repairs/replacement of internal doors and ironmongery

- Unblocking any blockages in sinks, baths and sanitary conveniences
- Taking any necessary steps to prevent water in pipes and tanks from freezing
- Replacement of keys
- Repairs to cupboards
- Replacement of hat and coat hooks
- Draught proofing of doors and windows
- Cleansing of WCs, baths and basins
- Making good minor plaster faults and cracks
- Replacement of batteries in smoke detectors
- Any damage caused by the resident or member of the residents household or invited visitors to your home to fixtures and fittings

This list is not exhaustive. Customers are able to carry out some repairs themselves if they wish to. However, if you are unable to carry out repairs please contact the customer service team to find out more about maintaining your home.

Guinness Hermitage repair responsibility

We will maintain the structure and exterior of your home to a reasonable state of repair including:

- Drains, gutters and pipework
- The roof but not including any aerial or satellite equipment erected on it by the resident, outside walls, outside doors, window-sills, window catches, sash cords and window frames including necessary external painting and decorating
- Internal walls, floors and ceilings, doors and door frames and skirting boards but not including internal painting and decoration
- Chimneys, chimney stacks, and flues but not including sweeping
- Principal pathways, steps or other means of access
- Plasterwork
- Built-in garages and stores
- Boundary walls, gates and fences

To keep in good repair and working order any installations for space heating, water

heating and sanitation and for the supply of water, gas and electricity including:

- Basins, sinks, baths, toilets, flushing systems and waste pipes
- Electrical wiring including sockets and switches, gas pipes and water pipes
- Water heaters, fireplaces, fitted fires and central heating installations, where supplied and fitted by Guinness Hermitage.

To take reasonable care to keep the common entrances, halls, stairways, lifts, passages, rubbish chutes, and any other common parts, including lighting, in reasonable repair and fit for use by the resident and other occupiers and visitors to the premises.

To keep the exterior of the premises and any common parts in a good state of decoration and to decorate these areas at regular intervals.

To carry out all repairs within such reasonable timescales as may be determined from time to time.

How to report a repair

Should you wish to report a repair please contact:

Monday to Friday, 9am to 5pm

Customers serviced by the Havant office call **023 9248 4355**

Customers serviced by Bristol, Exeter, Marlborough, Plymouth or Gloucester offices call **0845 603 6339**

A works order will be issued and a receipt will be sent to you providing the repair details, the date when the work will be completed by, and details of the contractor carrying out the work.

Repair target times

We have three main categories of repair and we set different time targets for each category:

Emergencies - time target 24 hours

An emergency is defined as something which could cause danger to health, residents' safety or serious damage to property. Emergency call out contractors will normally make the area safe enough to enable full and proper repairs to be undertaken during normal working hours.

Examples: total loss of gas, water or electricity where the fault is responsibility of Guinness Hermitage rather than a failure of supply by the utility provider; or due to your non-payment of bills or failure to change pre-payment meters; total loss of space heating during the heating season; blocked drains; severe roof leaks; burst pipes or tanks.

Urgent - time target five working days

Urgent repairs are those which materially affect the comfort or convenience of the resident.

Examples: partial loss of gas, water or electricity; partial loss of space heating; minor roof, plumbing and heating system leaks; insecure window, door and lock; fan not working.

Routine - time target 22 working days

Although generally carried out earlier through the service provider's appointment system, routine repairs are those that can wait a short time.

These categories are for unexpected repairs. All other repair,

maintenance and improvements will be carried out in the annual programme of work designed to replace components just before they are likely to fail.

Allowing Access

It is important that you make every effort to allow access for the work to be carried out within the target date.

If we fail to carry out the repair within the original target date then please contact us as soon as possible after the expiry date. Again, the details of when the work is to be completed, and which contractor is to carry out the work, will be confirmed by the issuing of a further repairs receipt. We also monitor the progress of the works order.

As before it is important that you make every effort to allow access for the work to be carried out within the target date, otherwise the repair no longer qualifies under the "Right to Repair" scheme.

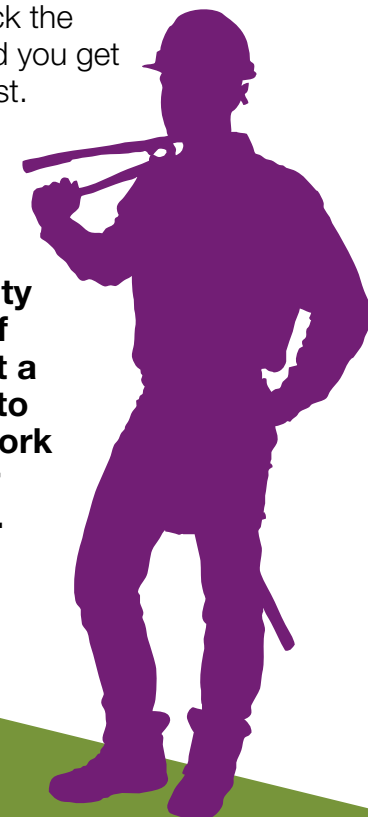
Compensation

Should we fail to carry out the work within the revised target date then you will be entitled to compensation. The compensation is £10, plus £2 for every day that the work is outstanding past the revised target date up to a maximum of £50.

Completing the Repair

If after this, we still have not carried out the repair, you may have the right to arrange for the work to be carried out yourself and claim back the cost, provided you get permission first.

Guinness Hermitage will not accept responsibility for the bill if you instruct a contractor to carry out work without our permission.





Recharging customers

We have a right to recharge you for certain works.

For all tenants, leaseholders and shared-owners

We can recharge you for any damage caused to our property by you, your household or visitors to your home.

The Residents Handbook clearly sets out a range of repairs which are your responsibility.

If you are unable to carry out these repairs we would be happy to do so for you at cost plus VAT.

If you choose to use another contractor or chose to undertake the work yourself we would still need to check the quality of the repair to ensure that it meets current quality standards.

Payments

These are usually required in advance.

However, if it is an emergency we will carry out the work and then ask you to pay immediately afterwards.

If you are in financial difficulties we would be happy to discuss this with you and see if there is anything we can do to help or advise.

Local Credit Unions are usually a good source of low interest loans which can be repaid over a reasonable period.

Home Improvements

You have the right to improve your home with our permission. Please contact us first to discuss your proposed home improvement.

We will need to arrange for our surveyors to check your improvements, possibly during and certainly after you have

completed the work to ensure that it has been done to a satisfactory standard.

For some improvements you are entitled to compensation if you leave your home within a certain amount of years. To take advantage of this scheme please request details at the same time as seeking permission to undertake improvements to your home.

When you leave your home you may be required to reinstate your home to its original condition. We would be happy to discuss this likelihood with you before you commence any works.

Regular maintenance

Our aim is to minimise the number of repairs we have to carry out by carrying out regular maintenance where we can check, clean and service systems and other components regularly so that they continue to work efficiently and last longer before replacement.

This work which we call regular or cyclical maintenance includes:

- **Individual and communal heating systems**
- **Individual and communal lighting and electrics**
- **Communal door entry systems**
- **Individual and communal smoke alarms**
- **Communal fire alarms**
- **Lifts**
- **Car park barriers**
- **Warden call alarms**
- **Regular five yearly prior to painting repairs and internal and external painting of communal areas and the exterior of homes**
- **Regular five yearly external maintenance to paths, fences, roofs, rain water pipes, doors, windows etc.**



Gas servicing

Our aim is to ensure that our gas appliances are working efficiently and effectively.

This service is carried out every 11 months.

We are required by law to undertake an annual service to gas appliances in our properties.

- When a safety check is due we will notify you at least two weeks before we need to get into your home of the date and time the gas engineer will visit. If this date is not convenient please ring us to arrange a more convenient time.
- If we do not hear from you within five working days we will consider the date and time as a firm appointment and will tell the engineer to call at that time.
- If you are out at the time you have agreed for the visit, the engineer will leave a card to ask that you telephone to arrange another visit within seven days.
- We will write to confirm you have missed this appointment asking you to make another appointment. If we do not hear from you after seven days, your Housing Officer will visit your property, if you are not at home, they will put a final warning letter through your door attach a sticker to your front door to remind you to make and keep an appointment urgently.
- If you fail to be there on the second appointment, our gas service partner will leave another card and a warning label across your front door.
- If you don't respond to this reminder, we will have to start legal action to get into your home. This action will take place within 12 months of the last day the appliance(s) had been serviced.
- If we smell gas or are concerned for your welfare, we reserve the right to force entry to your home to take emergency action to protect your health and safety and that of your neighbours.
- We may charge you for all costs arising from forcing entry, repairs to the property and coming out to your home. Persistent refusal to allow entry may result in you losing your home.
- We take this approach because failure to service your gas appliance could lead to death by carbon monoxide poisoning or an explosion, and we must not put your safety or that of your neighbours at risk in this way.



Electrical servicing

Our aim is to ensure that all our electrical systems in common areas such as lighting, portable electrical appliances that we supply e.g. kettles in common rooms and the electrics in your home, are safe for you to use.

Communal TV aerial servicing

Our aim is to ensure that your communal television systems operate as effectively as possible at all times and deliver to you an improved choice of digital channels.

Our television servicing partner CIA will inspect communal CCTV systems every 12 months.



Lifts servicing

Our aim is to ensure that all our lifts work effectively and are safe for you to use.

Our lifts will be serviced by a contractor every 12 months. In addition our lifts are inspected every six months by our insurance company.

Water hygiene

Our aim is to ensure that our communal water supply systems are maintained in a safe condition.

Our commercial boiler plants and large water tanks receive weekly, monthly, quarterly, half yearly and annual checks by our own scheme staff and by our water safety consultants.

Fire alarm & appliance servicing

Our aim is to ensure that our fire safety systems alert you quickly to the risk of fire and help firefighters to tackle a fire effectively.

We employ fire consultants to carry out our testing:

- Our fire alarms and our emergency lighting are checked and tested every three months
- Our dry risers are checked and tested every six months; and
- Our fire extinguishers are checked and tested every 12 months

Regular five yearly home maintenance

Our aim is to ensure that we keep your home safe, secure and in a reasonable state of repair.

Our regular five yearly maintenance is carried out by approved contractors.

The work includes painting internal communal areas, external painting, cleaning gutters, soffits, fascias, window frames, plastic cladding and minor repairs e.g. refitting or replacing roof tiles, repairing footpaths, fencing and external doors.

Major repairs and improvements

Our aim is to ensure that all our homes are brought up to at least the Government's Decent Homes Standard and where possible - and funds allow - to a higher standard.

The work is carried out by our approved contractors.

Please remember any work is subject to a further detailed survey (which would usually take place several months before the work is proposed) which may conclude that we either go ahead with the work because it is required or that the work is not yet required and can be delayed until it is actually required in later years. We will consult with you about this at the time and explain what works need to be done and what work can wait until a later time.

The improvement programme includes:

- **Replacement kitchens**
- **New bathrooms**
- **Installation of double glazed windows**
- **New or replacement heating systems**
- **Replacement of electrical wiring**
- **Medical adaptations**

Each home in the programme is surveyed to determine exactly what work needs completing in that home.

We consult with our residents to allow you to choose the colour and type of fittings you prefer.



Estate services

Guinness Hermitage's estate caretaking service provides a number of services to keep our neighbourhoods clean.

Below is a list of caretaker's duties. However, these may vary from location to location and customers are able to influence the estate service standards as part of the annual service charge consultation. A schedule of services provided will be supplied annually.

Internal cleaning of general needs apartments

Visit each block

Clean floors and landings

Clean stairways

Damp wipe window ledges

Damp wipe walls and internal glazing

Damp wipe doors

Clean lifts

Remove and clean light covers

External cleaning of general needs apartments

Courtyards and drying areas to be checked and swept if necessary

Bin bays to be checked, swept and cleaned if necessary

Garage sites to be checked and cleared of debris

Car parks to be checked and cleared of debris

All windows in communal areas to be cleaned internally and externally

Courtyards and drying areas to be cleared of weeds, moss and other vegetation

All external areas

Whilst Guinness Hermitage offer a service to remove bulk household items the cost is covered by all our residents through their rent or service charge. You can help keep these costs down by:

- 1) Contacting your Local Authority who may provide a collection service for larger household items although there may be a small charge.
- 2) Take your rubbish to one of the local disposal sites.

Graffiti

Graffiti will be attended to within five working days of being reported

Racially sensitive or other offensive graffiti will be attended to within one working day of being reported

How to request work to communal areas

All sites are inspected on a regular basis but if you have requests for work to communal areas please **contact us**.

Grounds maintenance

Our aim is to provide an excellent grounds maintenance service that will enhance your neighbourhood.

Grass cutting

- **Grassed areas of communal land owned by Guinness Hermitage Housing will be cut.**

Residents remain responsible for the up-keep and maintenance of their private garden area.



Weed control

All courtyards, garage sites and car parks will be treated as necessary with appropriate herbicides.

Hedge cutting & shrub beds

Hedges in communal areas of land owned by Guinness Hermitage will be cut as necessary depending on the species.

There is legislation that restricts the amount of work that can be undertaken during the nesting season. Only manual cutting of hedges can take place and only where absolutely necessary.

Shrubs will be pruned in accordance with approved horticultural practice i.e. within the season in accordance with the type of shrub.

Trees

Trees will be regularly inspected and necessary works carried out within a planned programme

Tree pruning and maintenance will be carried out in accordance with approved arboricultural practice i.e. within the season and in accordance with the type of tree

Major tree surgery will be carried out during seasonal conditions appropriate to the work required and species concerned.

Emergency work required to trees will be carried out within three working days.

All tree works are dependent on Guinness Hermitage or its contractors being able to obtain necessary permissions to undertake the required works from the relevant Local Authorities Tree Preservation Department.

The standard of service that you can expect

Grass cuttings are not collected but hard surfaces are blown clear of grass.

Overgrown hedges causing obstruction of footpaths etc. will be attended to within 10 working days of the report having been received.



All hedge and shrub cuttings will be removed from the site.

On completion of work to hedges and shrub beds they will be cleared of litter.

How to request work to communal areas

All sites are inspected on a regular basis but if you have requests for work to communal areas please contact us.



Useful information. If you would like any help or advice about anything contained within this leaflet please contact your local office listed on the right:



Guinness Hermitage

33 East Street
Havant
Hampshire
PO9 1AA
Tel: 023 9279 4500

Guinness Hermitage

Hillfields House
Matford Court, Sigford Road
Exeter
EX2 8NL
Tel: 01392 822900

Guinness Hermitage

Building C
Estune Business Park
Wild Country Lane
Long Ashton
Bristol
BS41 9AF
Tel: 01275 395744 or
01275 395741
(administration team);
or alternatively you can contact
your housing officer.

Guinness Hermitage

Unit 5 Woodstock Court
Marlborough Business Park
Salisbury Road
Marlborough
Wiltshire
SN8 4AE
Tel: 0845 603 3894

Guinness Hermitage

Envoy House
61 Longbridge Road
Plymouth
PL6 8LU
Tel: 0845 6037836

Guinness Hermitage

Boyd Court
Downshire Way
Bracknell
RG42 1PY
Tel: 0845 602 2585
(for Basingstoke, Berkshire
and Oxfordshire)

Translation service. This document is available in other languages, large print, in Braille and on audio format on request from your local office.

Arabic

هذا المستند متوفر بلغات أخرى، وبطباعة كبيرة، وبطريقة برايل للمكفوفين، وبتسجيل صوتي وذلك عند الطلب من مكتب المحلي.

Bengali

আপনার স্থানীয় অফিস থেকে অনুরোধ করলে এই ডকুমেন্টটি অন্য ভাষায়, বড় প্রিন্টে, ব্রেইলিতে এবং অডিও ফরম্যাটে পাওয়া যাবে।

French

Ce document est disponible dans d'autres langues, en gros caractères, en Braille et en format audio sur demande auprès de votre bureau local

Polish

Na życzenie, niniejszy dokument dostępny jest w lokalnym biurze w innych językach, wydrukowany dużą czcionką, pisany językiem Brajla lub w wersji dźwiękowej.

Portuguese

Este documento encontra-se disponível em outros idiomas, em letras aumentadas, em Braille e em formato áudio no seu gabinete local.

Punjabi

ਤੁਹਾਡੇ ਸਥਾਨਕ ਆਫਿਸ ਦੁਆਰਾ ਬਿਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਦੁਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅਤੇ ਸੁਣੇ ਜਾ ਸਕਣ ਵਾਲੇ ਰੂਪਾਂਤਰ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

Somali

Dokumentigaan waxaa lagu heli karaa luqado kale, daabacad far waa-weyn, farta indhoolaha Braille iyo hab la dhegaysan karo markii aad ka soo codsato xafiiska xaafaddaada.

Tamil

தங்கள் உள்ளூர் அலுவலகத்தின் வேண்டுகோளுக்கிணங்க, மற்ற மொழிகளிலும், பெரிய அச்சு, பிரெய்ல் மற்றும் ஒலி வடிவங்களில், இந்த ஆவணம் கிடைக்கிறது.

Urdu

یہ دستاویز دیگر زبانوں، بڑی چھپائی، بریل اور صوتی شکل میں اپنے مقامی دفتر سے درخواست کر کے حاصل کی جاسکتی ہے۔