



# **WORKING BETTER YOUR REPAIRS AND MAINTENANCE HANDBOOK**



## WHAT YOU CAN EXPECT FROM US

At Your Housing Group (YHG) we're Working Better to provide the best experience and service for all our customers. And part of that commitment is this. Your new and improved handbook.

In here you'll find everything you need to know about your Repairs and Maintenance Service. Who does what. The types of repairs we do and details on things such as annual gas safety checks.

As your landlord we're legally required to carry out certain repairs and to maintain your home to a safe standard.

That's the textbook answer. What we actually want to do is help you maintain your property so you can be happy and proud of where you live.

**Before you move in**, we'll inspect your property to make sure it's safe, secure and ready for you.

**After you've moved in**, we'll carry out repairs and maintenance to keep your home in good condition.

We've tried to cover everything, but if you still have any questions please visit [yourhousinggroup.co.uk](http://yourhousinggroup.co.uk)

## DON'T FORGET

you can sign up to My Hub to report a repair at your convenience, simply visit [yourhomehub.co.uk](http://yourhomehub.co.uk)

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## WHAT WE'RE RESPONSIBLE FOR

### **The exterior of your home**

This includes the external walls, maintenance of the roof and gutters, windows and external doors.

### **Internal shared areas**

We'll maintain the shared areas, such as entrances, halls, stairways, lifts, passageways, walls, ceilings, paintwork and external communal TV aerials.

### **Internal fittings**

Kitchen units and cabinets, flooring to bathrooms and kitchens as a result of wear and tear, bathrooms, (subject to reasonable wear and tear) water and gas pipes, heating systems and electrical wiring (including hard-wired smoke alarms).

### **Environmental repairs**

We'll repair common areas outside the property, such as paths, communal boundary walls, drains, bin stores and communal parking areas.



## WHAT YOU'RE RESPONSIBLE FOR

It's up to you to take care of your home and garden.

Always report any repairs or damage to your home, plus external and shared areas.

We'll always respect your privacy, but you'll need to allow us access to your home so we can carry out repairs, inspections, maintenance and annual gas servicing.

If you, or someone visiting your home causes damage to the property, it's your responsibility to pay for the damage to be repaired.

## WHAT YOU'RE RESPONSIBLE FOR

### You'll need to maintain or replace

- Plugs/chains on sanitary ware, toilet seats, bath panels and shower curtains
- Tap washers (to stop dripping)
- Light bulbs, including sealed units and fluorescent lighting
- Lost or broken keys
- Batteries in smoke detectors
- All floor coverings (excluding those in kitchens and bathrooms)
- Internal doors and changes to accommodate carpets
- Keys or fobs
- TV aerials and sockets (excluding communal aerials)
- Fencing and gates
- Unblocking of baths, sinks and showers
- Bleeding of radiators
- Minor movement crack to plaster work
- Fitting additional locks and sockets
- Door numbers, door bells, locks to doors, letter plates, internal sealants

## LEASEHOLDER RESPONSIBILITIES

As a homeowner, you're responsible for the internal repairs within your home, including the safety of gas and electrical fittings. You'll need to use a qualified contractor to carry out any required work. In certain situations, such as a serious leak that is causing damage to other properties, or where there is a health and safety risk, we may ask you to carry out the repair immediately. If you can't do so, we may arrange to carry out the work on your behalf and charge you for any costs we incur.

If you live in a flat and Your Housing Group is the freeholder, we'll keep the structure, shared areas and outside of the flats, including parking and green spaces in good repair.





## THE YHG REPAIRS AND MAINTENANCE SERVICE PROMISE

Whenever you get in touch, we promise to do everything we can to help you get the problem fixed as soon as we can.

### WE'LL TELL YOU

If it's an emergency repair, or one that can be scheduled in.

### WE'LL ASK THE RIGHT QUESTIONS

To make sure we fully understand the problem and send out the right team to fix it.

### WE'LL TELL YOU STRAIGHT AWAY

If we're responsible for the repair or if you'll have to pay for it.

### WE'LL BOOK AN APPOINTMENT

At a time that suits you. We'll endeavour to book an appointment to carry out the repair at first contact with you. If things change or you need to change the appointment, simply contact us to arrange another convenient time.



## TYPES OF REPAIRS

### Emergency and priority

When there's a serious risk to you or your home, we'll attend the job within 4 hours and fix the job within 24 hours. When you need a repair quickly, if you're without heating for example, we'll get to you within 24 hours.

### Routine and minor

Minor repairs will be carried out within 21 days of you reporting it to us, at a time agreed with you.

### Improvements

These are scheduled well in advance and include fitting new bathrooms and kitchens. We'll always give you plenty of notice if we're planning to do this.

### Rechargeable repairs

If you or a visitor have caused damage to the property, or you've lost your keys and need the locks replacing, you'll be charged for these repairs. Where appropriate, we'll quote for the repair up front so that you know how much it's going to cost.

## WHAT'S AN EMERGENCY?

We'll never leave you in danger. So, if there's an immediate risk to your health and safety, or we need to take quick action to prevent serious damage to your home, we'll class it as an emergency repair.

Examples include:



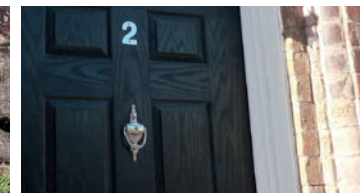
**No heating  
or hot water**



**Dangerous  
electrical wiring**



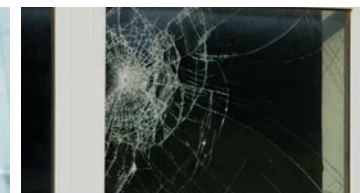
**Sewage overflowing**



**Front door not  
secure**



**No cold water supply**



**Broken windows**



## APPOINTMENTS

Repairs appointments are available Monday to Friday from 8am to 4:30pm.

To make life easier, you can book morning (8am - 1pm) or afternoon (12pm - 4.30pm) appointment slots.

### How to recognise our people

All YHG and contract staff will have photo identification with them so be sure to check this before you allow them into your property.

Once in your home, we promise to treat it with respect. Our staff will always conduct themselves in a professional and orderly manner. They'll do what they can to minimise the noise and disruption in your home.



## ANNUAL GAS SAFETY CHECKS

Your safety is our number one priority. Always. So as your landlord we'll make sure all your gas appliances, heating and flues are well maintained, safe and compliant and adhere to the latest standards.

We service our gas connections every year to keep them in safe and good working order.

We'll send you an advanced notice advising you of the date we will come to carry out your gas service.

If you won't be at home that day please call us on **0345 345 0272** to arrange an alternative appointment.

Remember, by law you must allow us access to your home so we can carry out the gas safety check.

## IF YOU SMELL GAS

Immediately call Cadent, on free phone **0800 111 999**. They'll deal with any report of a gas leak, free of charge.



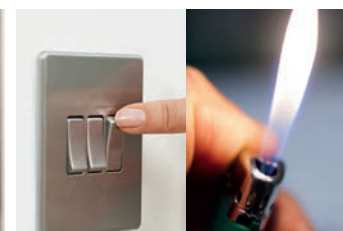
**Open all doors and windows**



**Move outside into fresh air**



**Turn off gas at meter (unless the meter is in a cellar or basement)**



**Don't use electric switches or naked flames**

**If someone has collapsed or is displaying severe symptoms, seek medical help by calling 999 or 112.**



## KEEPING SHARED AREAS CLEAN AND TIDY

It's our responsibility to keep shared areas clean. These include shared corridors, staircases, landings, lifts, communal kitchens, bin areas, rubbish chutes and porches.

These will be cleaned on a regular basis. How often depends on the requirements of each site and this will be detailed in your tenancy or leasehold agreement.

All we ask you to do is keep these areas free of personal items. This not only helps keep the place tidy, but anything clogging up shared areas can also be a fire hazard and may have to be removed.





## GROUNDS MAINTENANCE

We know that keeping outside areas well maintained makes a big difference to your home and to the look of the whole neighbourhood. It's why we take the responsibility for maintaining all our green shared areas very seriously.

### WHAT WE'RE RESPONSIBLE FOR

We'll keep shared areas such as communal gardens clean and tidy. We'll also maintain our paths and car parks. We'll take care of any trees and shrubs, making sure they're safe and healthy. For retirement properties, we'll maintain the lawns, hedges and carry out weeding.

### WHAT YOU'RE RESPONSIBLE FOR

As part of your tenancy or leasehold agreement, you're responsible for maintaining your own private garden. We're not looking for show gardens, just please try to keep your garden looking tidy and cared for. Trees in your garden are your responsibility, however if you're concerned about the safety or stability of a tree then please get in touch and we'll have a look at it. If you live in one of our retirement properties and you have sought permission to add your own bedding plants, then it's your responsibility to maintain them.



# TELL US WHAT YOU THINK

What you think matters to us.

If you're really happy with the service we're providing to you, let us know and we'll make sure our teams are rewarded. If you're not happy, let us know too. It's the only way we can learn and improve what we do.



We know life is busy, that's why we've developed Your Home Hub. One online area to report a repair, pay rent and much more.

Be among the first to try this out, simply email us at [mefirst@yourhomehub.co.uk](mailto:mefirst@yourhomehub.co.uk) and we'll be in touch to get you started.

## WAYS TO GET IN TOUCH

Facebook: [@yourhousing](#)

Twitter: [@Your\\_Housing](#)

Phone: **0345 345 0272**

Email: [repairs@yourhousinggroup.co.uk](mailto:repairs@yourhousinggroup.co.uk)

Website: [yourhousinggroup.co.uk](http://yourhousinggroup.co.uk)

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