



St Luke's Housing Society Limited – Useful Information

Repairs

What repairs will you do?

We are responsible by law (Landlord and Tenant Act 1985) for:

- the structure and exterior of the building, including the walls, stairs and bannisters, roof, external doors and windows
- sinks, baths, toilets, pipes and drains
- heating and hot water
- electrical wiring
- the common parts of a building, such as entrance halls, communal stairways and shared kitchens
- remedial works to internal decorations caused as a result of repair problems that are our responsibility
- ensuring that there are no hazards that could affect the health and safety of anyone in your household, including, but not limited to, damp, pests and vermin
- installations for the detection of smoke or fire.

In addition other elements are specifically identified in most of our tenancy agreements, including plasterwork, sockets and switches.

Where we have provided an electric cooker and/or fridge/freezer we are also responsible for the maintenance/replacement of these.

What am I responsible for?

Tenants are required to use their home in a responsible way including:

- keeping it clean
- not damaging the property or allowing guests to cause damage
- keeping ventilation free of blockages
- minor repairs (but see below)
- seeking formal permission to carry out improvements that are structural or involve the removal or replacement of the landlord's fixtures or fittings
- Reporting repairs as soon as possible.

How do I report repairs?

Just let the office know. It is also OK to speak directly to our Handypersons.

Who will do my repairs?

Our own Handypersons are generally on site each day, and they will be able to complete most repairs. Sometimes we will need to call on a contractor, for example to complete electrical work. We will let you know if this is the case, and liaise with you about when they will attend.

Are there any additional services?

We understand that many of our tenants have neither the expertise nor the tools to carry out basic repairs or improvements such as the installation of curtain rails, shelving, changing of light bulbs (standard light bulbs to be supplied by tenants), washer changing etc. We therefore carry out these jobs as part of our Handyperson service. This type of repair/improvement is completed at our discretion, and will be fitted in around our other repairing responsibilities.

Do you charge for any repairs?

We reserve the right to make a direct charge for repair work which is required as a result of wilful damage or neglect; and for the replacement of lost keys/lock changes.

We will also ask for a refundable deposit for spare keys that are issued in line with our policy.

Otherwise there is no direct charge for any repairs, including the extra services provided at our discretion by the Handyperson service.

How long will it take to complete my repair?

We pride ourselves on the speed of response to repairs requests. We aim to complete all routine repairs within a week (subject to access and the availability of parts/contractors where applicable). If there is a delay we will keep you informed. In practice, most routine repairs are completed the same day, or the day after.

If a repair is urgent (i.e. there is a health/safety risk, or the problem is affecting the fabric of the building) we will prioritise the matter and seek to resolve it without delay. We will take steps to keep any affected person informed, and if health/safety reasons dictate, seek to provide them with temporary alternative accommodation at our expense.

What if I am not happy with the service?

Tell us and we will do our best to put things right. If you are still not satisfied with the service, you can use the formal Complaints procedure. Also, if you have any ideas about how we can improve our service, please let us know.