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About this book

| | |
|-------------------|-------|
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

About this book



This book gives you information about our repairs service. We reviewed and updated the book after consulting tenants and leaseholders.

We expect this book to be used by council tenants and leaseholders, although leaseholders will usually only need to contact us about repairs to shared areas or structural parts of the building.

Where we use the words '**you**' or '**your**', we mean tenants and leaseholders, unless it clearly states that it only refers to one or the other. Where we use the words '**we**' or '**us**', we mean Homes for Haringey.



Message from Paul Bridge, Chief Executive, Homes for Haringey

I am pleased to provide you with this repairs handbook. It tells you about your rights, the repairs service you can expect from us and your repair responsibilities (what we expect from you). It also helps you describe any repair problems you report to us.

We want to provide you with an efficient repairs service. Use this handbook when you contact us about a repair, you will help us get accurate information about your repair problem.

Staff may refer to the book when they discuss the repair with you. Please keep it in a safe place so you can refer to it when you need to.

About us

Our mission is to work with residents to provide good-quality housing services and decent homes. We, Homes for Haringey, provide your housing service on behalf of Haringey Council. We were set up in April 2006. We are a non-profit arm's length management organisation (ALMO) set up and owned by Haringey Council to manage its housing. Haringey Council is still your **landlord**, and owns the houses and flats. Our Building Services Unit carry out all the repairs the council is responsible for.

You can get other information about our services on our website at **www.homesforharingey.org** or by phoning us on freephone 0800 195 3404. Staff will be pleased to help you.

Equality statement

We are committed to reflecting the diversity of the community we serve and to promoting equal opportunities for everyone. This means that we will treat all people equally. You can expect to have equal access to our services and be provided with a service sensitive to your needs.

We are committed to preventing discrimination because of someone's age, disability, colour, ethnic origin, nationality, national origin, race, sex, HIV status, marital status, religious belief, responsibility for dependants, sexuality or unrelated criminal conviction.

It is the responsibility of all our employees to follow this policy. The policy also applies to our employees. They have the right to challenge discriminatory or offensive language or behaviour towards them by tenants or other service users. We will treat all complaints seriously.

| | |
|-----------------|---|
| About this book | 1 |
|-----------------|---|

| | |
|----------------------|--|
| Contacting us | |
|----------------------|--|

| | |
|-------------------|---|
| Reporting repairs | 5 |
|-------------------|---|

| | |
|-------------|---|
| Our service | 7 |
|-------------|---|

| | |
|------------------|---|
| What you must do | 9 |
|------------------|---|

| | |
|--------------|----|
| Improvements | 11 |
|--------------|----|

| | |
|----------------|----|
| Response times | 13 |
|----------------|----|

| | |
|-------------------|----|
| Service standards | 15 |
|-------------------|----|

| | |
|---------------|----|
| Your comments | 17 |
|---------------|----|

| | |
|-------------|-------|
| Handy hints | 19-32 |
|-------------|-------|

| | |
|---------------|----|
| Baths, basins | 33 |
|---------------|----|

| | |
|--------------|----|
| Doors, locks | 35 |
|--------------|----|

| | |
|----------------|----|
| Drains, wastes | 37 |
|----------------|----|

| | |
|-----------|----|
| Electrics | 39 |
|-----------|----|

| | |
|----------------|----|
| Floors, stairs | 41 |
|----------------|----|

| | |
|---------|----|
| Garages | 43 |
|---------|----|

| | |
|-------------|----|
| Garden area | 45 |
|-------------|----|

| | |
|---------|----|
| Gutters | 47 |
|---------|----|

| | |
|---------|----|
| Heating | 49 |
|---------|----|

| | |
|-------------|----|
| Pipes, taps | 51 |
|-------------|----|

| | |
|-----------------|----|
| Roofs, chimneys | 53 |
|-----------------|----|

| | |
|--------------|----|
| Shared areas | 55 |
|--------------|----|

| | |
|---------|----|
| Toilets | 57 |
|---------|----|

| | |
|-----------------|----|
| Walls, ceilings | 59 |
|-----------------|----|

| | |
|---------|----|
| Windows | 61 |
|---------|----|

Contacting us



Before you contact us about a repair

Please look up your problem in this book to see what details we need to know. Use the index at the side of each page to find the pages that will help you. By giving us as much information as you can, you will help us get your repair done right first time.

If you smell gas, call National Grid..... 0800 111999

For all repairs including emergencies (for gas heating see page 4):

• Phone

- 24 hours freephone number (free from landlines)..... 0800 195 3404
- 24 hours number if phoning from a mobile 020 8489 5611

• Use our secure on-line repairs service

at www.homesforharingey.org
You can identify and report repairs from a series of clearly designed pictures using a computer. You will also be able to book an appointment on line.

• E-mail..... repairs@homesforharingey.org (not for emergency or urgent repairs)

• Visit one of the council's customer service centres.

These centres are open Monday to Friday between 8.45am and 5pm.

- Hornsey Town Hall Annexe, The Broadway, Crouch End, London N8 9JJ
- Apex House, 820 Seven Sisters Road, London N15 5PQ
- 639 High Road, Tottenham, London N17 8BD
- 48 Station Road, Wood Green, London, N22 4TR

If you live on **Broadwater Farm Estate**, you can also report repairs to the Neighbourhood Office, 108c Gloucester Road N17 6GZ. This office is open at the following times.

- Monday, Tuesday, Thursday: 9am to 12 noon and 2pm to 4.45pm
- Wednesday: 5pm to 7pm. Friday: 9am to 12 noon

For gas heating repairs

- Gas heating repairs (8am to 6pm Monday to Friday)
 - Hornsey, Wood Green, South Tottenham and Broadwater Farm (Oakray Limited)..... 0800 056 4495 or 020 8370 4500
 - North Tottenham and Supported Housing (Kinetics Group)020 8251 3094

For loss of water or electricity

- Thames Water0845 920 0800
- Electricity (various suppliers) see your bill for the contact number

Warning - Before you let anyone into your home to carry out a repair or gas servicing, you should **check their identity card** and works order to make sure they are genuine. All the repair workers we employ wear our navy blue uniform with the Homes for Haringey logo.



Reporting repairs

 0800 195 3404

About this book 1
Contacting us 3

Reporting repairs

Our service 7
What you must do 9
Improvements 11
Response times 13
Service standards 15
Your comments 17
Handy hints 19-32

Baths, basins 33
Doors, locks 35
Drains, wastes 37
Electrics 39
Floors, stairs 41
Garages 43
Garden area 45
Gutters 47
Heating 49
Pipes, taps 51
Roofs, chimneys 53
Shared areas 55
Toilets 57
Walls, ceilings 59
Windows 61

When you call, let us know:

- your name, address and phone number where we can contact you;
- details of the item that needs repairing; and
- whether you are hard of hearing or have difficulty getting to the door.



We will record the repair

- We will enter details of your repair onto our computer system.
- We will tell you how soon we will respond. See **Response times** on page 13.
- We will place an order, or we will arrange for a surveyor to visit your home to look at what needs to be done.

We will confirm the repair

- We will make an appointment on a specific date.
 - Morning (8am to 1pm)
 - Afternoon (12 noon to 4pm, Fridays 12 noon to 2pm).
 - Wednesday evening (4pm to 8pm).
 - Saturday morning (8am to 12pm).
- Or**, our contractor will phone you to agree a date with you.
- For priority B and priority C repairs, we will confirm:
 - your repair order number;
 - a target date by which the repair should be done; and
 - the date of any appointment we have agreed with you.
- See page 13 for what we mean by priority B and priority C.

When you report a repair, you need to be aware of the following

- We may need to inspect the problem before we can order the repair.
- If it is an emergency, you must stay at home until a repair worker arrives. They will carry out the repair, but if this is not possible they will make the situation safe. We will tell you about any more work we need to do.
- If you exaggerate the urgency of the problem to get a quicker (emergency) response, we may charge you the emergency call-out fee.
- We will charge you for the cost of repairing any damage that you cause, and for any repairs that are not a result of fair wear and tear or are your responsibility under the tenancy agreement. See **What you must do** and **Damage to your home** on page 9.
- Once you have agreed an appointment date with us, we expect a responsible adult to be at home on that date to allow repair workers into your home.

When work is going to be done in your home

- If any furniture needs to be moved or if any floor covering (carpets, laminate, sheet vinyl) needs to be taken up, you are responsible for doing this. Repair workers may be willing to help, but cannot accept responsibility for any damage.
- You need to make sure your home is clean and clear of obstructions to make sure repair workers can get on with their work easily. This includes keeping children safe and making sure pets are out of the way.
- All staff and contractors are expected to be considerate and respectful towards you. We expect you, members of your household and any visitors to behave in a similar way towards them.

| | |
|-------------------|---|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |

Our service

| | |
|-------------------|-------|
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Our service

Our responsibilities

We are responsible for repairing and maintaining the structure and outside parts of the property you live in, and any fittings or facilities in shared areas.

For tenants.

We are responsible for all water or gas pipes, electrical wiring, heating systems, drainage, power and light fittings. This does not include items that you have installed, or those listed as your responsibilities. See **What you must do** on page 9.

We are responsible for any fences or walls provided at the beginning of your tenancy, main paths that lead to the front and back doors, and some outbuildings.

For leaseholders.

We have limited responsibility inside your home. The details will be set out in your lease.



Gas safety

By law, we must inspect every property with a tenant where there is a gas supply and carry out a safety check and service every year. A specialist contractor does this for us.

You must let us in

You must allow staff or contractors into your home at any reasonable time to carry out repairs, inspections, gas safety checks or improvement work. We will give you at least 24 hours' warning. If it is an emergency and you do not let us in, we may have to force entry or take legal action to get into your home. We will charge you for the cost of doing this.

What repairs and maintenance does Homes for Haringey carry out?

We are responsible for the outside of your property, the main structure and shared areas. For tenants, we are also responsible for fittings and appliances we have provided with the home, but not for items that you have installed yourself and/or repairs that are your responsibility. See **What you must do** on page 9. By law, we must service all gas-fuelled heating appliances in homes with a tenant, once a year. See **Gas safety** on page 7.



What if I can't carry out my repair responsibilities?

You are responsible for taking care of the inside of your property and for certain repairs. See **What you must do** on page 9. If you are the tenant and are aged 60 or over, or are disabled and you have no-one to help you with these repairs, we may carry them out for you. If, for reasons of safety or security, we have to carry out repairs that are your responsibility, we will charge you the full cost of the work.

Can I claim for damage to my personal property?

You should take out home contents insurance to cover the cost of any other damage, for example, accidents. See **Home contents insurance** on page 30. If damage was caused by our repair workers or contractors working for us, you need to write to your tenancy management officer.

Do I have to pay for any repairs?

You must arrange the repair of any damage done by you or anyone in your home, and carry out any repairs that are your responsibility. See **What you must do** on page 9. You must not ask any of our repair workers to do this work. They are not allowed to work privately for our tenants or leaseholders. See **Service standards** on page 15.

Our service

| | |
|-------------------|---|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |

What you must do

| | |
|-------------------|-------|
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

What you must do

Your general responsibilities

Under your tenancy agreement (or your lease if you have bought your home), you must:

- keep your property clean and in a reasonable condition, including decorating the inside (see **Decorating** on page 12);
- let us know as soon as a repair is needed and, if possible, take action to prevent it getting worse;
- allow us into your home to carry out repairs, yearly safety checks and any inspections that are necessary;
- repair and maintain any fixture, fitting or appliance you have put in (see **Improvements** on page 11);
- take action to prevent and control condensation (see **Handy hints** on page 23); and
- take action to prevent pipes from freezing (see **Handy hints** on page 27).



Damage to your home

If you, anyone who lives with you or your visitors, cause damage to your home, we expect you to arrange for it to be repaired. You must do this work immediately. You may decide to do this yourself, or you may need to find someone to do it for you, which may involve paying them. If we have to do the repair to make sure you and your family are safe, you will have to pay us the cost of the repair.

If someone breaks into your home, or if it is vandalised or damaged, we will make your home safe and carry out any necessary repairs. You must report the incident to the police, get a police crime number (not an incident number) and give it to us when you report the problem to us.

Home contents insurance

We strongly advise you to take out insurance. See page 30.

You are responsible for certain tasks.

You are expected to carry out the following tasks yourself, or find someone who can do them for you. All tenants are responsible for:

- repairing, adjusting or replacing inside doors, locks and handles, linings, stops and architraves;
- maintaining kitchen units (including sink unit and taps);
- repairing or replacing floor coverings;
- replacing light bulbs, fluorescent tubes or starters, and electric plugs and fuses;
- replacing plugs and chains on baths, basins and sinks;
- replacing fixtures and fittings such as curtain rails, hooks and shelves;
- cleaning windows (except in shared areas);
- making sure that all your appliances are properly ventilated, for example, washing machines, dishwashers and tumble dryers;
- replacing door keys or locks when keys are lost or you get locked out;
- replacing door knockers, knobs, doorbells, spyholes and letter boxes;
- filling minor cracks or holes in wall plaster;
- resetting trip switches;
- repairing or replacing toilet seats;
- replacing bath panels;
- replacing lost window keys; and
- maintaining private gardens (not shared gardens), including looking after grass, shrubs, trees, all paths except those that lead to front and back doors, and any features originally provided.

If you are a tenant and are aged 60 or over, or are disabled and you have no-one who can help you, we may carry them out for you. However, this does not cover repairs to any changes you have made to the property. See **Improving your home** on page 11.

Improving your home



| | |
|-------------------|---|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |

Improvements

| | |
|-------------------|-------|
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Each year we plan and manage programmes of major repairs and improvements to our housing. We will consult you before we start any project that will affect you directly. We will give you our customer agreement for major works at the start of the project. This tells you the standard of the service that you can expect from us.

The Decent Homes planned programme will cover those properties which fail to meet the standard because they may need new roofs, windows, kitchens and bathrooms, as well as environmental improvements on estates.

We also have a planned preventative maintenance programme that will cover properties where outside and shared areas need new lifts and door entry systems, major structural repairs, improved energy efficiency and minor repairs and redecoration.

These programmes are managed by the asset management section. They are responsible for consulting you about the work planned to your home and can give you more information.

We will not carry out any renewals or replacements where programmed work will take place within the next 12 months. However, we will carry out temporary or emergency repairs where there is a health or safety risk.

Some repairs you report to us, for example bath and fencing renewals, will be held back and put into a package of work (batch) with other similar repairs. We do this to get good value for money. We will tell you how long you will have to wait, and will contact you shortly before the work begins.

For information on adaptations, see the **tenants' charter**.

Getting permission

For certain changes to your home, you must get our permission in writing before you do any work.

First, you need to check with Haringey Council whether you need official planning permission or building regulations approval. You are responsible for applying for these. Then, you must write to us to ask for our permission.

Examples of such changes include:

- removing a wall or partition;
- installing or removing a gas supply;
- moving radiators or putting in your own heating system;
- putting up a satellite dish;
- changing kitchen or bathroom fittings and installing a shower; and
- putting down fixed floor coverings such as laminate or tiles.

We have the right to insist that work is done correctly, and to inspect it at certain stages.

Responsibility for repairs

You will be responsible for any repairs to the changes you have made, and for removing and reinstalling them if we need to carry out a repair.

Compensation for improvements

You may get compensation for certain improvements you have done, but only when you leave at the end of your tenancy.

The amount we pay will be based on the original cost of the improvement and how long it has been in use. There are some situations when we will not pay compensation.

Decorating inside your home

You are responsible for decorating inside your home. If you are a tenant and aged 60 or over or disabled, we aim to redecorate up to three rooms in your home every six years.



Response times

We measure response times from the time you report the problem to us.

Emergency - we respond within 24 hours. This is for repairs to remove immediate danger to people, to prevent major damage to the property, or to make it secure.

Priority A - we complete work within three working days. This is for work to prevent damage to the property, to overcome inconvenience to the tenant, or where there is a possible health, safety or security risk.

Priority J - we complete work within seven working days. This is generally for roofing work.

Priority B - we complete work within 20 working days. This is for work where there is no immediate inconvenience or danger.

Priority C - we complete work within 80 working days. This is for work to the outside of properties, in gardens and shared areas.

| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |

Response times

| | |
|-------------------|-------|
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Inspections

If we need to inspect before we can order the repair work, we will do this by appointment within 10 days.

Gas heating and hot water

- **Within 24 hours** for total loss of either heating or hot water. If it is a serious water leak, we will be with you in **two hours**.
- **Within five working days** for all other gas-heating problems.

Specialist equipment

- Lifts - we will respond within four hours, and replace parts within five days.
- Door-entry system - we will respond within four hours if the door will not open, and within 24 hours for all other problems.
- Shared aerials - we aim to respond within 24 hours.

How long will it take?

When you report a repair, we will put the work into a response time category. Each category has a maximum time allowed for the work to be done. See **Response times** on page 13. For emergency repairs, a repair worker or contractor will call at your home as soon as possible. For all other repairs, we will make an appointment for a specific day, or a contractor will phone you to arrange a date.



Most repairs will be done in one visit, but if measurements need to be taken and parts need to be ordered, a second visit will need to be arranged.

What if it is an emergency?

We treat repairs as emergencies if they are necessary to avoid danger or risk to the health of anyone living in, or visiting, our properties, or serious damage to the property. For an emergency repair you should phone **0800 195 3404** (free from landlines) or **020 8348 3148** if you use a mobile (as it's cheaper). Both numbers are open 24 hours, seven days a week.

What if I can only be in at certain times?

We cannot give you an exact time when a repair worker will come. We will try to take account of the times you tell us are most convenient for you. If you cannot be in during our normal working hours, you should arrange for a neighbour, relative or friend to wait in on your behalf. If you are not in when the repair worker comes, they will leave a 'no access' card asking you to contact us again within two working days. If you do not contact us within this period, we will cancel the repair and you will need to report the problem again.



Response times



Service standards

Our code of conduct

Anyone working in your home will:

- introduce themselves and show you photo identification before entering your home;
- wear the blue Homes for Haringey uniform with our logo on it (this is for our repair workers only);
- treat you with respect and be sensitive to your culture;
- explain what they are going to do and discuss how this will affect you;
- protect your belongings from damage, dust and so on;
- make sure materials and tools do not cause danger to anyone in your home;
- keep mess and noise to a minimum;
- clear rubbish from your home at the end of each working day and when all the work is complete; and
- make sure electricity, water and gas are connected at the end of each day.

| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |

Service standards

| | |
|---------------|-------|
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Repair workers must not:

- smoke or drink alcohol in your home;
- use offensive language or behave inappropriately;
- make or receive personal phone calls during their work;
- be in your home without you or a responsible adult being present;
- take payments or gifts for the work they do;
- accept or keep keys to your home; or
- do work privately for tenants or leaseholders.

They must ask your permission to:

- use your phone or electricity supply;
- use your toilet; or
- enter other rooms in your home.

We will keep you informed

We will tell you if, for any reason, there is a delay in getting your repair completed on time.

What standard of service can I expect?

We will respond to repair problems in an efficient and helpful way. All repairs are carried out by our Building Services section, or by approved contractors. They must complete repairs on time and to a high standard. Anyone working in or around your home must follow certain rules of behaviour. See **Our code of conduct** on page 15.



Do you check up on the quality of workmanship?

We carry out regular checks to make sure that we are maintaining a good standard of service. We do this by randomly selecting a number of completed repairs, and visiting those properties. We also carry out phone surveys asking for feedback on completed repairs.

What if I am not satisfied with the service?

Please let us know immediately and we will do our best to correct the situation. If you are not happy with our response to the problem and you want to make a specific complaint, you need to follow our recommended procedure which is set out in the tenants' charter.

What is the tenants' right to repair?

It is part of the Governments' Citizen's Charter Scheme. It gives you the right to have certain repairs done within set time limits. These are small urgent repairs which, if not done on time, might affect your health, safety or security. They are called **qualifying repairs**. If we do not complete a qualifying repair within the time allowed, you have the right to ask us to get another approved contractor to do the work. If the second contractor fails to do the work on time, you may get compensation. We can send you a leaflet or you can collect one from one of the council's customer service centres.

Service standards

| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |

Your comments

| | |
|-------------|-------|
| Handy hints | 19-32 |
|-------------|-------|

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Your comments

Feedback

We want to hear your views about our service. This helps us to improve areas where you are not satisfied.

A satisfaction card is included with your repair confirmation letters for all **priority B and priority C** repairs.

After the work has been done, please fill this in and return it to us. The postage is free. Your name will go into a monthly draw for a cash prize.

We are committed to making sure that we use customer feedback to help us improve our services and focus on the needs of our customers. Our staff will accept feedback from you in any form, and as a customer you should never hesitate to offer feedback of any kind.



Complaints and putting things right

If your repair is not done within the response time given, or if you are not satisfied with the standard of work that has been done, please let us know immediately and we will do our best to correct the situation.

If you are not happy with our response to the problem, you can make a complaint by filling in the tear-out form in our feedback leaflet, **Complaints, compliments and suggestions**, which you can get from any customer service centre or visit our website www.homesforharingey.org. See the **tenants' charter** or the **leaseholders' charter** for more details.

What if I am not satisfied?

If your repair is not done within the response time given, or if you are not satisfied with the standard of work that has been done, please let us know immediately and we will do our best to correct the situation. If you are not happy with our response to the problem and you want to make a specific complaint, you need to follow our recommended procedure which is set out in the **Complaints, compliments and suggestions** leaflet.

How can I get involved in decisions about the service?

We want to make sure that our customers get the standard of service they want. We have a range of groups, panels and forums where customers can put forward views and ideas about our service. For more details on these groups contact the Residents' Involvement Team on 020 8489 4463 or send an e-mail to resident.involvement@homesforharingey.org. If you would like to attend a forum or become a member of a group or panel, please contact us. See page 3 for the address and telephone number.

What if I want to take legal action?

As your landlord, the council is legally obliged to provide you with an address at which you may serve notices on it concerning your tenancy. In accordance with Section 48 of the Landlord and Tenant Act 1987, notice is hereby given that the address at which notices (including notices in proceedings) may be served by you as the tenant on the council as your landlord is **The Head of Housing, London Borough Haringey, Apex House, 820 Seven Sisters Road, London N15 5PQ.**

Your comments

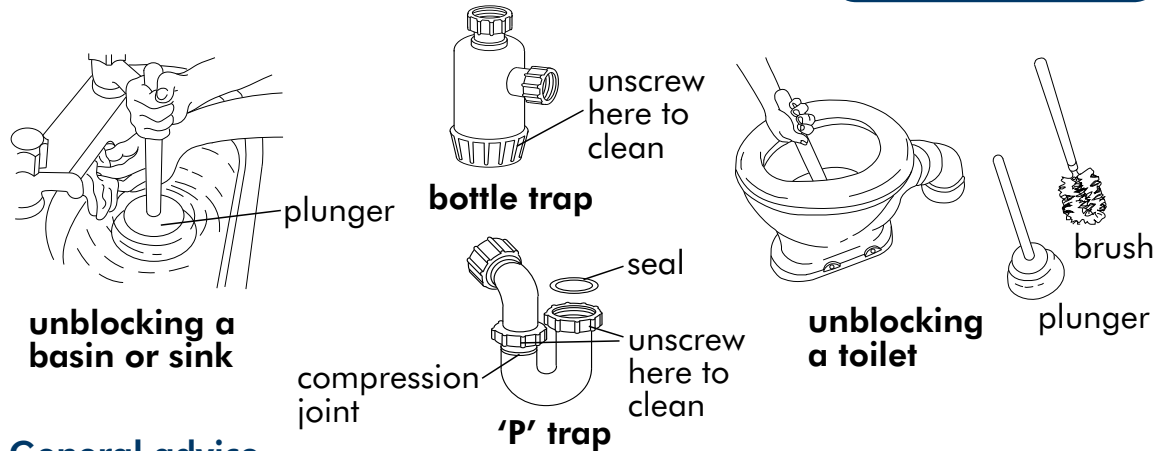
Clearing a blocked wastepipe



| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |

Handy hints

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |



unblocking a basin or sink

General advice

- Blockages in basins and sinks are usually caused by waste building up in the trap (fat, tea leaves, hair, cooking oil and so on). You should clear wastepipes and traps at least once a month with a domestic cleaning product. Always follow the instructions carefully. Do **not** use caustic soda as it destroys plastic fittings.
- The trap always holds some water which stops air or bad smells coming up the drain. However, waste can build up and become stuck in it.
- If more than one fitting (bath, basin or sink) is blocked, the blockage may be in the soil stack or main drain. We will need to clear this so please contact us.
- Blockages in toilets are usually caused by unusual objects such as nappies, toys and toilet fresheners. You must not put any rubbish down toilets.

What to do

You need:

- a bowl or bucket;
- a jug or cup to be used as a scoop;
- a wet rag or dishcloth;
- a plunger (for the toilet, you can use a toilet brush or mop); and
- protective gloves.

To unblock a bath, basin or sink:

- scoop out most of the water;
- hold the rag tightly over the overflow opening; and
- place the plunger over the plug hole and pump it up and down quickly.

To unblock a toilet:

- if the pan is already full, remove some of the water into a bucket using some form of scoop, such as a jug or cup;
- push the brush or plunger to the bottom of the pan;
- pump it up and down vigorously about 10 times (this creates a vacuum and pressure, which may shift the blockage); and
- flush the toilet to see whether the blockage has gone.

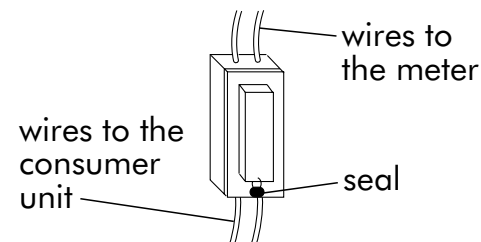
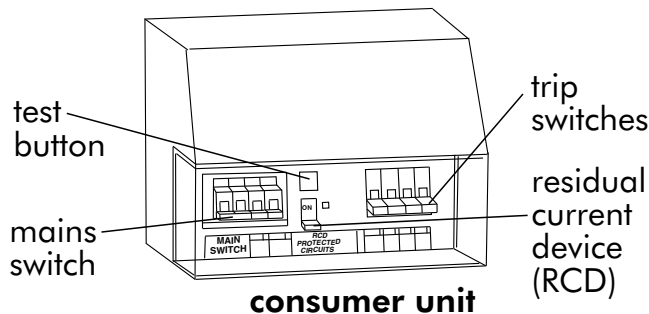
You may need to repeat this process several times before the toilet flushes normally. If there is no improvement after a couple of attempts, don't worry. Contact us immediately.

Thoroughly wash your hands and all equipment after you have finished.

Resetting a trip switch



If you are a tenant and you have an old 'fuse board' unit with rewirable fuses or cartridges, do not touch it and contact us immediately.



**electricity company fuse
(do not touch)**

General advice

- Modern electric circuits are fitted with circuit breakers called trip switches. If a fault develops, a switch is tripped and the circuit is broken.
- All of the fuses or trip switches are in the consumer unit. Some consumer units have buttons rather than switches.
- A trip switch or button usually operates because:
 - there are too many appliances on a circuit and it is overloaded;
 - an appliance is faulty or has been misused, such as a kettle has been over-filled or a toaster has not been cleaned;
 - water has leaked into a circuit or spilt onto a plug;
 - a light bulb has blown; or
 - an immersion heater is faulty.

| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |

Handy hints

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

General advice (continued)

- If one of your electrical appliances is faulty, leave it unplugged and get a qualified electrician or service engineer to check it.
- If a wall or ceiling light is faulty, keep it switched off (put some tape over the switch) and contact us.
- **Make sure your hands are dry when you touch electrical fittings.**

To reset a trip

(This advice only applies to modern consumer units. If you have an old 'fuse board' type with rewirable cartridges, do not touch it and contact us immediately.)

- Open the cover on the consumer unit to expose the trip switches or buttons.
- Check which switches or buttons have tripped to the OFF position and which rooms (circuit) have been affected.
- Put these switches or buttons back to the ON position.

If the trip goes again, it is probably being caused by a faulty appliance or light. You need to identify which circuit is being affected and which appliance on that circuit is causing the problem.

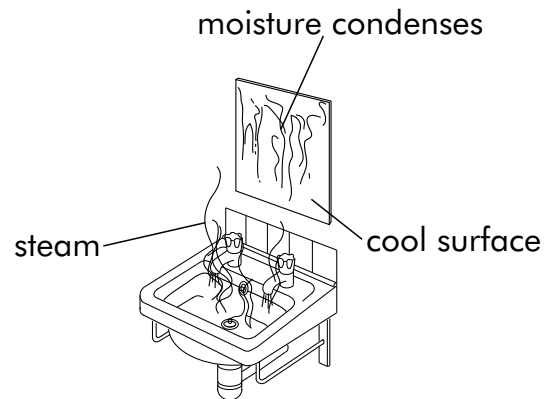
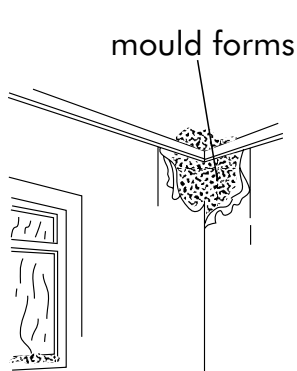
- Check all the rooms and note which set of lights or sockets is not working.
- Unplug all appliances on that problem circuit, and switch off the immersion heater.
- Switch the 'tripped' switch to the ON position (press it in if it is a button).
- Plug in the appliances or switch on each light one at a time until the trip goes again. Do not use adaptors or multi-plug extensions when testing appliances.

If you are in any doubt, don't touch anything and contact us.

Condensation



Condensation can appear in any home. You can take steps to prevent it.



What is condensation?

- It starts as moisture that is produced by cooking, washing or drying clothes indoors on radiators.
- This moist air condenses on cool surfaces such as walls, mirrors, wall tiles and windows, and even some clothes.
- The moist air rises when it is warm, and often ends up on ceilings and in upstairs rooms and then forms mould.

If mould forms

- Wipe the mould off immediately with water. Do **not** use washing-up liquid.
- Apply a recommended product available from a hardware or DIY store. Always follow the instructions carefully. Do **not** use bleach.

| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |

Handy hints

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Control extra moisture

- Close kitchen and bathroom doors to prevent steam going into other colder rooms.
- Open the windows when cooking or washing so that steam can escape, or use an extractor fan if you have one fitted. Leave these on for a while (up to 20 minutes) after you have finished cooking or washing.
- Open some windows in other rooms for a while each day, and open any trickle vents fitted in your window frames. This allows a change of air.
- Wipe down surfaces where moisture settles to prevent mould forming.
- Do not block air vents and allow air to circulate around furniture and in cupboards.
- Do not use bottled gas or paraffin heaters - these produce a lot of moisture.
Note: Your tenancy agreement or lease says that you must not use these in flats.

Produce less moisture

- Dry clothes outdoors whenever possible, otherwise use well-ventilated rooms.
- Cover fish tanks and remember that houseplants and pets also produce moisture.
- Cover pans when cooking.
- Vent any tumble driers to the outside.

Keep your house warm

- Take steps to prevent heat loss.
- Keep the heating on low when the weather is cold or wet. This doesn't necessarily cost more than switching it on and off.

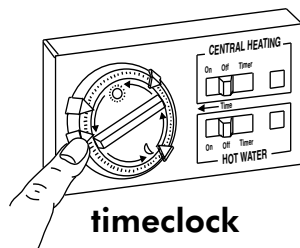
Adjusting heating controls



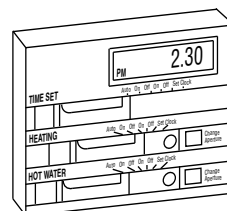
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|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |

Handy hints

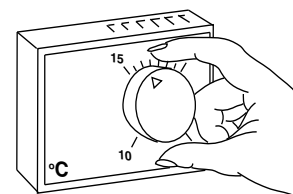
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|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |



**timeclock
programmer**



digital programmer



room thermostat

General advice

- A timeclock or digital programmer automatically turns the heating and hot water on and off at the times you set. You can set them to come on once or twice a day, or stay on all the time. You have three switches.
 - 'Auto', which turns the heating and hot water on or off at the times you set.
 - 'On', which you can use to override the set starting time.
 - 'Off', which you can use to override the set finishing time.
- Set the heating to go off during the night and when the home is empty in the day.
- During freezing spells, keep some background heat on all the time.
- A room thermostat keeps the heating in the home at a set temperature. Turn the dial so that the arrow or marker points to the temperature you want. A comfortable and economic temperature is between 18°C and 20°C.
- You can control the temperature in each room by adjusting the thermostatic valve on the radiator.

Timeclock programmer

- Check the clock is showing the correct time and adjust it if necessary.
- Decide when you want the heating and hot water to come on and go off.
- Timeclock programmers will have sets of pins or arrows for setting the heating programme.

Pins

- Push them in opposite the times when you want the heating to come on.
- Pull them out opposite the times when you want the heating to go off.

Arrows

- Slide the 'On' arrows (usually red) around to the times you want the heating to come on.
- Slide the 'Off' arrows (usually blue) around to the times you want the heating to go off.
- Check that the programmer is switched to 'Timer' (or 'Auto') to make the heating come on and go off at the times you have set.

Digital programmer

- Check the clock is showing the correct time. If not, put the timer switch to 'Clock' and adjust the time using the 'Forward' and 'Reverse' buttons.
- Set the switch to 'On' and 'Off' in turn, adjusting the times when you want the heating to come on and go off.
- Reset the timer switch to 'Auto' and double-check that the settings on display are as you have set.

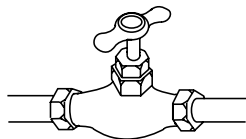


Cold weather

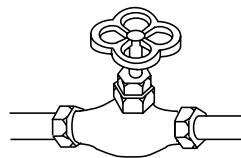
| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |

Handy hints

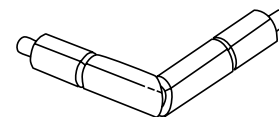
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|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |



stoptap



gate valve



pipe lagging

General advice

- Check that all lofts, water pipes and tanks are insulated. If not, contact us. We will arrange for insulation to be done for all properties with tenants living in them, and any shared pipes or roof spaces.
- Never insulate under a water tank in the loft. It needs the heat coming up from the house.
- In very cold weather, you should take action to prevent a freeze up. If you can, it is a good idea to leave the heating on all the time on a very low heat. You may want to open the loft hatch to allow heat into the loft.
- Know where your stoptap is. It is where the water pipe enters the house, usually under the kitchen sink or near the front door.
- Know where the gate valves for the hot-water and cold-water tanks are.
- Make sure that you can easily turn all the taps and valves.

What to do

Frozen pipes

- Contact us immediately.
- Turn off the water at the main stoptap.
- It is probably best to leave the pipes frozen, but you may try to thaw them using hot-water bottles.
- If the hot-water system is frozen, turn off any water heaters and contact the gas contractor for your area.

Burst pipes

- Contact us immediately.
- Turn off the water at the main stoptap.
- Turn off any water heaters.
- Turn on all taps to drain water from the system. This may take about 15 minutes.
- When the water stops running, turn all taps off.
- If electricians are getting wet, **do not touch them. Turn off the electricity at the consumer unit or fuse box.**

Damage to leaseholder properties

If your property is damaged from a neighbouring or shared part of the building, you should contact us and ask to be put through the council's insurance section for further advice.

Health and safety



| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |

Handy hints

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Smell of gas - what to do

- × **Don't** smoke or strike matches.
 - × **Don't** turn electrical switches on or off.
 - ✓ **Put out** naked flames.
 - ✓ **Open** doors and windows.
 - ✓ **Turn off** the supply at the meter.
 - ✓ **Keep** people away from the area.
- Call 0800 111999** from outside your home. **Using a phone inside could cause an explosion.**

Electrical safety

- ✓ **Turn off the electricity supply** to loose or faulty switches or sockets at the consumer unit and contact us.
- × **Don't** touch bare wires or wet fittings.
- × **Don't** use double adaptors. Use a multi-point extension.
- × **Don't** install new electrical fittings, for example, showers, without our permission.

Preventing fumes

- Faulty gas appliances can produce carbon-monoxide fumes. These are poisonous and can kill.
- We service and repair the appliances we installed, and carry out a gas safety check once a year.
- Keep rooms well-ventilated and make sure vents are not blocked or closed.
- Use Gas Safe (formerly CORGI) registered installers to connect and service your gas appliances.

Preventing fires

- ✓ **Test your smoke detector** regularly, and replace the battery if it beeps.
- × **Don't** dry clothes over gas or electric fires or heaters.
- × **Don't** leave the kitchen when using chip pans.
- × **Don't** smoke in bed, and make sure all cigarettes are put out properly.

Home contents insurance

You are strongly advised to take out home contents insurance. This will cover you against damage to your personal belongings, carpets, furniture, decorations and other household contents.

Contents insurance will provide cover when, for example, your bath overflows or washing machine leaks, or you must pay for any damage to your home or a neighbour's home. You should make sure that your policy covers you for accidental damage and items stolen from your home during a break-in.

You can use any insurance company you choose to insure the contents of your home. Haringey Council offers a scheme run by Royal & Sun Alliance Insurance Plc to help tenants and leaseholders. For more details, look on our website at www.homesforharingey.org, or visit www.royalsunalliance.com or pick up a leaflet from your local customer service centre.

If you do not have home contents insurance we are not responsible for repairing any damage unless it is our fault.

If a neighbour has caused damage to your property, you should talk to your neighbour about the problem.

| | |
|-------------------|----|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |

Handy hints

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Asbestos

What is asbestos?

Asbestos is a natural mineral that was used to make some building materials but this practice was banned by law in 1999.

Why was asbestos used?

Asbestos was mainly used in building materials for its heat and insulation qualities.

What if I think there is asbestos in my home?

If you find what you believe to be asbestos in your home, contact us immediately on **0800 195 3404**. We will check our records or assess the material and give you a report.



Where might I find materials containing asbestos?

Asbestos has been used in many different products and could be in materials inside and outside your home.

- **Outside** - roof sheets, tiles and roof felt; gutters and down pipes; wall cladding and coatings; soffit board panels; and window panels.
- **Inside** - partition walls and hollow partition walls, panels under windows and behind heating, electrical equipment and meter cupboards, lining service ducts, on access hatches, on or inside fire doors and bath panels.
- **Other areas** - floor tiles, textured wall and ceiling coatings (Artex), cement water tanks and many other building materials and fixtures (see the asbestos leaflet for more details).

Haringey's policy

By law, Haringey Council must keep a record of asbestos in all of its properties and have clear procedures for managing asbestos. We have this responsibility and manage asbestos on the council's behalf.

It is often safer to leave the building materials (containing asbestos) that are in good condition, in place and undisturbed. We will record this information and regularly check the material to reduce the risk of it deteriorating and fibres being released.

When asbestos is present this does not necessarily mean that it is dangerous, but it is vital that you and contractors working in your home know that it is there, so that you and they are not at risk if it is disturbed. Contractors must be told of any asbestos that is present before they start work.

If the material needs to be removed we will arrange for our approved licensed contractor to do this.

If you are arranging alterations to your home (with our permission) you should first find out whether our records identify any asbestos in your home. If we have no record you will be responsible for having the material surveyed and removed by a licensed contractor.

Over the next five years we will carry out a survey of all our homes as part of the Decent Homes programme. When we do this we will check the condition of any asbestos in your home. We will keep records of what we find and remove it if necessary.

If you want more advice, please contact us on 0800 195 3404 or visit our website www.homesforharingey.org. A leaflet on asbestos is available to download from the website or from customer services centres.

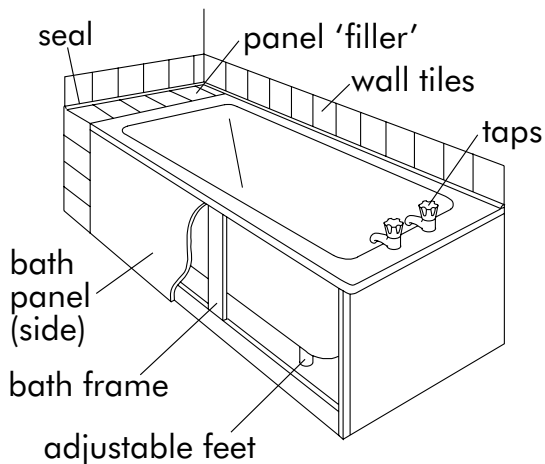
Baths and basins

0800 195 3404

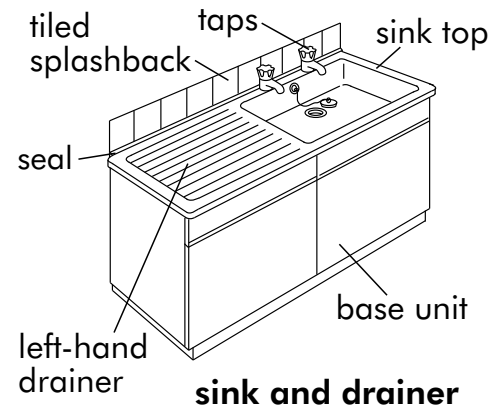
| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

Baths, basins

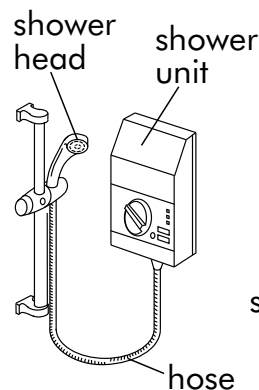
| | |
|-----------------|----|
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |



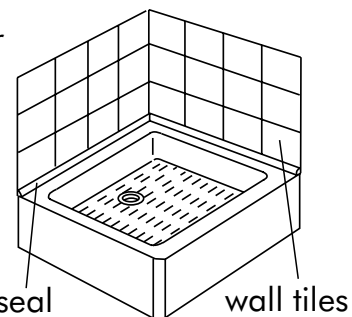
bath



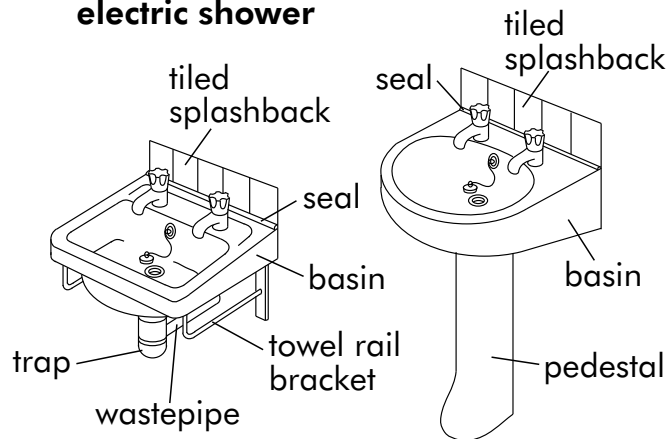
sink and drainer



electric shower



shower tray



wash basins

Tenants' responsibilities

- Cleaning baths, sinks and basins, and descaling showerheads.
- Trying to clear minor blockages (where possible) in baths, basins and sinks. See **Handy hints** on page 19.
- Replacing bath panels, and plugs and chains to baths, basins and sinks.
- Replacing baths, basins or sinks if damaged by misuse or neglect.
- Repairing any items you have installed yourself (shower or extra tiles).
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

- For water leaks or tap problems, see **Pipes, taps** on page 51.
- Do not put food waste, cooking fat or oil down your kitchen sink.
- If you do not succeed in clearing a blocked wastepipe, please contact us.
- If we need to replace bathroom fittings which are part of a suite, we will try to find a colour match, but if we can't we will provide it in white.

We need to know

- **What is the problem**, for example, are bathroom fittings loose or broken; is the wastepipe leaking or blocked; or are the wall tiles cracked or broken?
- **If a bath or basin**, what is it made of (metal, porcelain or plastic)? What colour is it?
- **If tiles**, what size, shape and colour are they? How many are damaged?
- **If a basin**, is it on wall brackets or on a pedestal?
- **If a shower**, is it electric-powered or built into the heating system?

Baths, basins

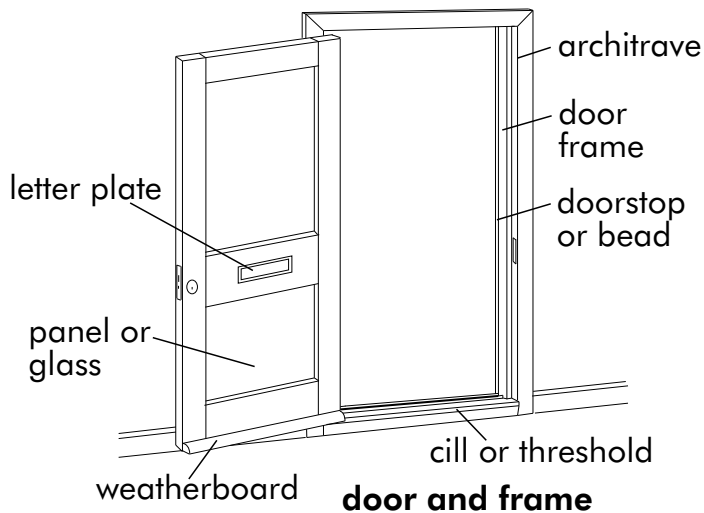
Doors and locks

| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

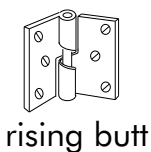
| | |
|---------------|----|
| Baths, basins | 33 |
|---------------|----|

Doors, locks

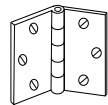
| | |
|-----------------|----|
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |



door and frame

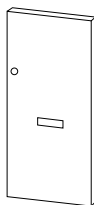


rising butt

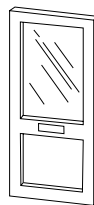


butt hinge

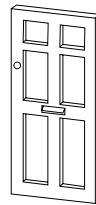
door hinges



flush door



half glass door

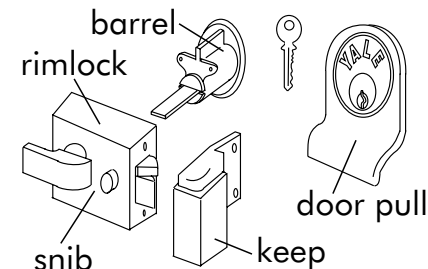


panelled door

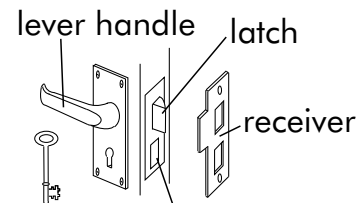
types of doors



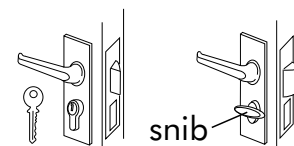
multi-point lock (espagnolette)



cylinder rim nightlatch (Yale or Union)



dead lock mortice latch



cylinder mortice lock (snib inside)

0800 195 3404

Tenants' responsibilities

- Replacing keys or locks when keys are lost or when you get locked out, and providing any extra locks and latches.
- Replacing handles, door knockers, knobs, bells, spyholes and letter boxes.
- Replacing broken glass in doors inside your home.
- Repairing, adjusting and replacing all doors, frames, handles, locks and latches inside your home.

Advice

- If you get locked out, you must arrange to get back in yourself. We will help any tenant who is over 60 or disabled.
- We will only do emergency repairs to make the property safe and secure (if you can't lock or bolt an outside door).
- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime report number (not an incident number).

We need to know

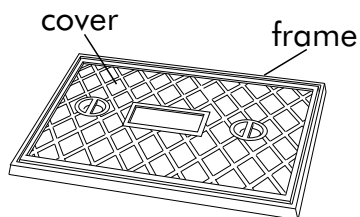
- **What is the problem**, for example, is a lock stiff or not fitting properly into the keep; is a lock or handle broken; or is a door sticking or damaged?
- **Is the property still secure?**
- **Which door is it** (front, back or side, or a sliding patio door)? What type of lock or latch has it got? **What is it made of** (wood, plastic or metal)?
- **What style of door is it** (half glass, panelled or flush)?
- **What type of lock is it** (cylinder mortice, nightlatch (Yale or Union), mortice or multi-point)?



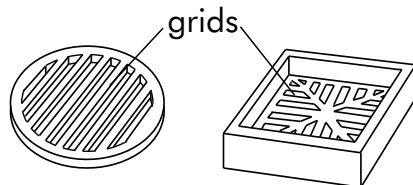
Doors, locks

Drains and wastes

| | |
|--------------------|--------------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |



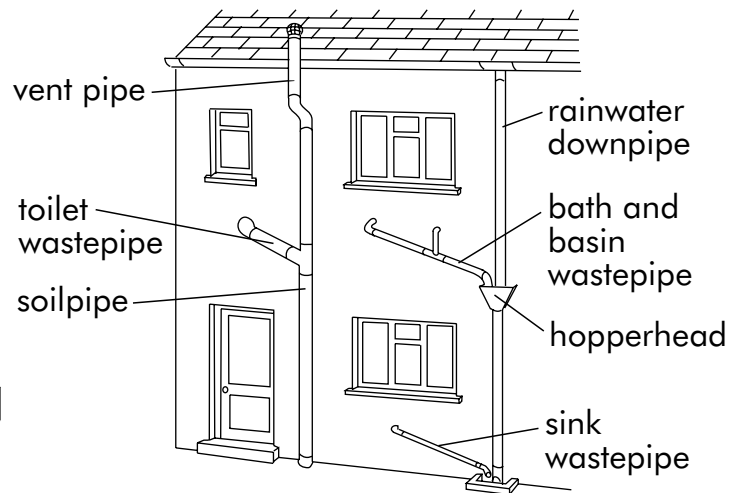
inspection chamber



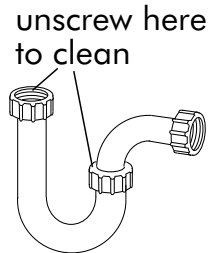
gully grids



bottle trap



two-pipe system



'P' trap



'S' trap

| | |
|-----------------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Tenants' and leaseholders' responsibilities

- **Leasehold properties.** We will clear blockages in the main and shared drain. You must clear all blockages and repair leaks inside your home.
- **Tenanted properties.** We will clear blockages inside and outside your home but you must try (where possible) to clear minor blockages in wastepipes and toilets. You are also responsible for clearing blockages in your own washing machine or dishwasher.

Advice

- If you do not succeed in clearing a blocked wastepipe, please contact us immediately because there may be a general problem in the drainage system outside your home. See **Handy hints** on page 19.
- Do not use the bath, basin, sink, shower or toilet until it has been cleared.
- You must not put things down toilets that will cause blockages, such as kitchen roll, nappies, air fresheners, toilet rolls or tampons. If you keep having blockages and there is nothing wrong with your drain, we may charge you for the cost of clearing your drain.

We need to know

- **What is the problem,** for example, is a wastepipe blocked or leaking; is a drain smelling or blocked; is a gully blocked; or is a gully grid missing?
- **If a wastepipe is leaking, where does it come from** (bath, basin, sink, shower or toilet)?
- **If a wastepipe is blocked,** is more than one wastepipe blocked or is anyone else in your block of flats or row of houses affected?
- **If the drain is blocked,** is it overflowing?



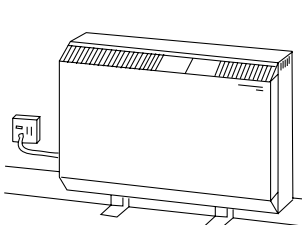
Drains, wastes

 0800 195 3404

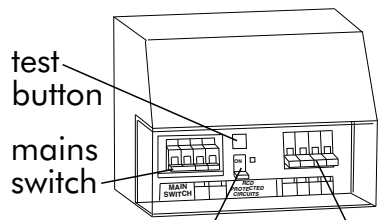
| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|------------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | |
| Floors, stairs | 41 |
| Garages | 43 |
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| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

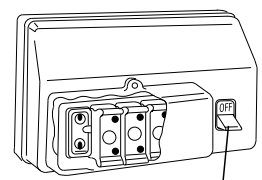
Electrics



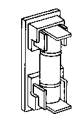
electric storage heater



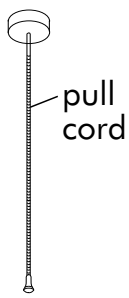
consumer unit
Residual current trip device (RCD) switches



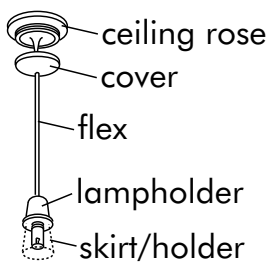
fuse board



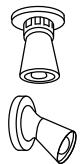
cartridge fuse



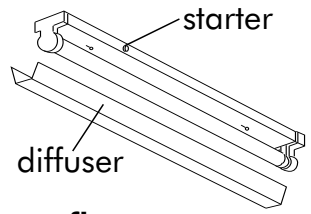
ceiling switch



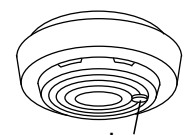
pendant lampholder



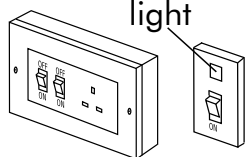
batten lampholders



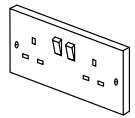
fluorescent strip light



smoke detector



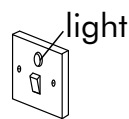
cooker control units



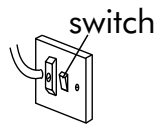
double socket



single socket



immersion heater switch



spur outlet switch



double switch



single switch

sockets

switches

Tenants' responsibilities

- Resetting trip switches and, if necessary, turning off the mains supply. See **Handy hints** on page 21.
- Replacing light bulbs, fluorescent tubes and starters.
- Replacing plugs (not the socket outlet) and plug fuses for your appliances.
- Replacing batteries in any battery-operated smoke detectors you have put in.

Advice

- **Do not touch** bare wires. **Do not touch** sockets or switches with wet hands. **Always** switch off electricity at the consumer unit (mains).
- If all your lights have gone out, check whether there has been a power cut. If there has, the lights outside (or in your neighbours' homes) will also be out.
- If you have caused any damage or you call us out when you have no credit in your meter, we will charge you for calling out a repair worker and for the cost of any repair work carried out.
- If water is leaking onto electrical fittings, do not use any switches connected to it, turn off the electricity supply and contact us immediately.
- If you have a smoke detector, you need to push the test button occasionally to check that it is working properly.

We need to know

- **What is the problem**, for example, are there no lights or power in part of or throughout the property; is a light or light switch not working; or is a socket loose or broken?
- **What type of fitting or socket is it?**
- **Are your neighbours' homes affected?**

Electrics

Floors and stairs

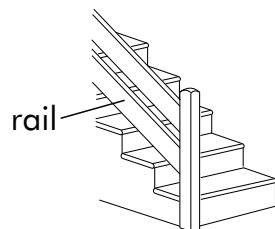


| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |

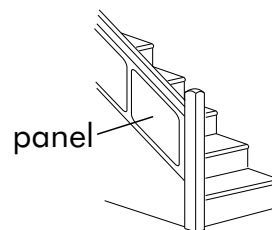
Floors, stairs

| | |
|-----------------|----|
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |



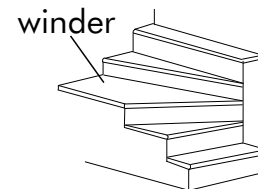
rail

ranch style



panel

panel style



winder

balustrade

banister
handrailbaluster
(spindle)

newel post

stair riser

backboard (if fitted)

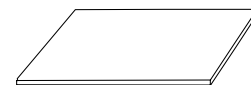
handrail

bracket

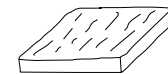
stair tread

architrave

skirting



vinyl tile



quarry tile

stairs and wooden floor

Tenants' responsibilities

- Repairing and replacing any floor covering, for example, any vinyl tiles or sheeting we have provided, or any carpet, tiles or laminate you have put in.
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

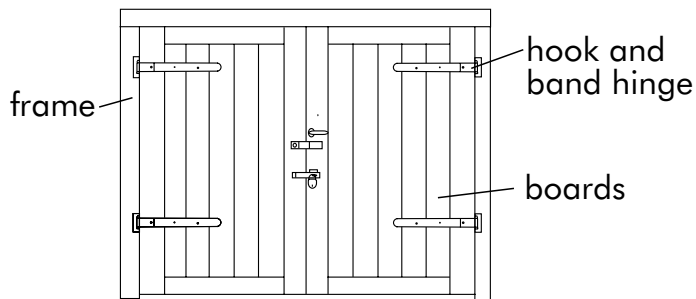
- If we tell you that flooring needs to be taken up to carry out a repair, you are responsible for doing this before repair workers arrive to do the job. Repair workers may be willing to help, but they cannot accept responsibility for any damage.
- If you lay carpets, these must be tacked down not glued. This allows them to be lifted for repairs without causing damage to the carpet.

We need to know

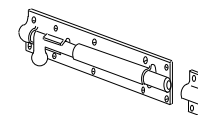
- **What is the problem**, for example, is the floorboard or skirting loose, rotten or damaged; is the tread or riser broken; is the handrail loose; or is the floor covering lifting or damaged?
- **What is the floor made of** (floorboards, chipboard, plywood or concrete)?
- **What type of floor covering is it** (quarry tiles, vinyl tiles or sheeting, carpets or laminate or flooring blocks)? **Did you have it put in, or was it already provided when you moved in?**
- **Is it in a shared area?**
- **How many boards, panels or tiles are affected?**

Garages

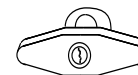
| | |
|--------------------|--------------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |



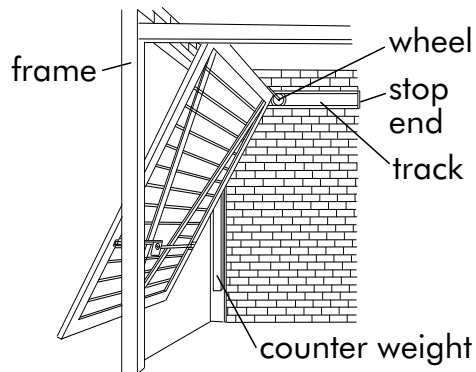
side-hung garage door



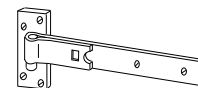
barrel bolt



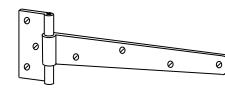
henderson lock



up-and-over garage door



**hook and band
hinge**



'T' hinge

hinges

| | |
|----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |

Garages

| | |
|-----------------|----|
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Tenants' responsibilities

- Replacing keys or locks to garage or shed doors when keys are lost.
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime report number (not an incident number).
- If your garage is separate from your home, you need to explain how we can find it and get in.
- If a garage cannot be closed or locked, you are responsible for the security of anything you have left inside.
- If you cannot get into your garage, we will only treat it as an emergency if your car is inside.

We need to know

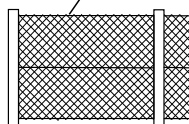
- **What is the problem**, for example, is the garage door jammed; is the key lost or stolen; is the frame damaged; or is the roof damaged?
- **If it is a garage, what type of door is it** (up-and-over or side-hung)? **Is the car stuck inside?**
- **If it is a garage roof, what type is it** (corrugated, flat with asphalt or felt, or pitched with tiles or slates)?



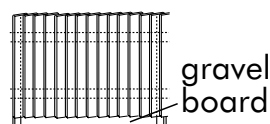
Garden area

| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

straining wire

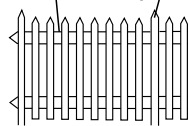


chain link

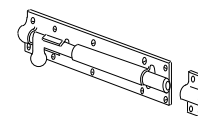


**feather-edged
board or
larchwood panels**

arris rail pale



palisade



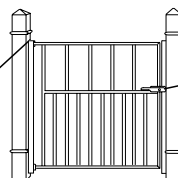
barrel bolt

| | |
|----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |

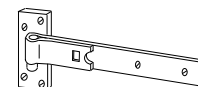
Garden area

| | |
|-----------------|----|
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

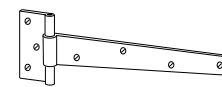
hook hinge gate latch



metal gate



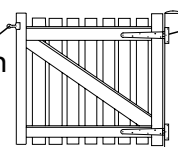
**hook and band
hinge**



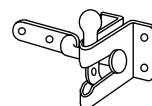
'T' hinge

hinges

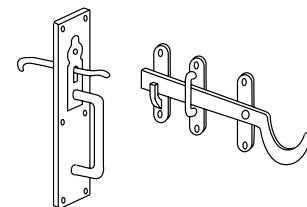
latch 'T' hinge



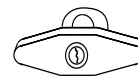
wooden gate



automatic latch



suffolk latch



henderson lock

Tenants' responsibilities

- Maintaining garden paths (except in shared areas), but not paths that lead to the front and back doors.
- Looking after grass, shrubs, trees and any other garden features we have provided.
- Replacing keys or locks to shed doors when keys are lost.
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime report number (not an incident number).
- To get better value for money we put most fencing repairs into a package of work (batch) which is carried out with other work in the area.

We need to know

- **What is the problem**, for example, is the fence loose or broken; is the gate sticking; is a gate catch missing; or is the path uneven or damaged?
- **If it is a fence, what type is it** (wooden boards, chain link or palisade)?
How much is affected?
- **If it is a gate or post, what type is it** (wooden, metal or concrete (posts only))?
- **If it is a path, what is it made of** (slabs, concrete, tarmac, or brick paving)?
- **If it is steps, what are they made of** (tiles, stone, brick, slabs, metal, wood or concrete)?



Garden area



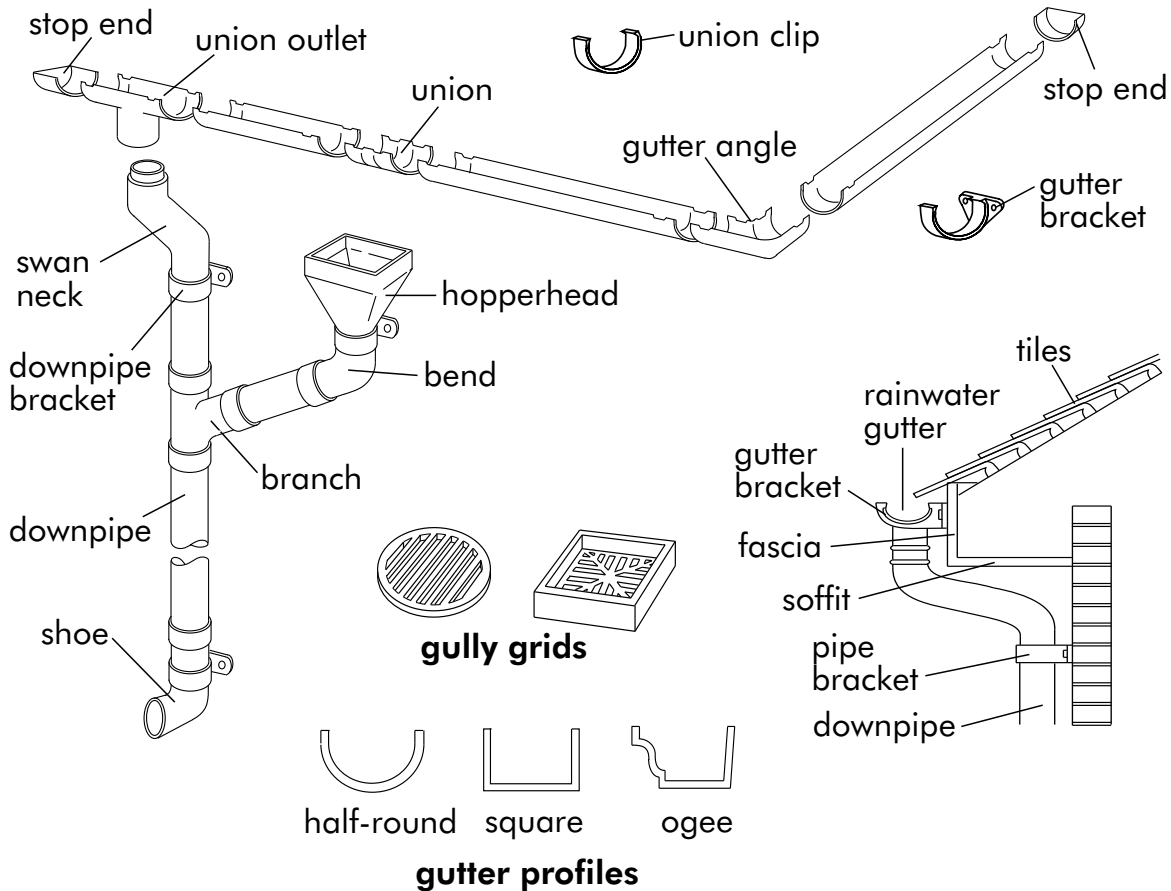
Gutters

| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |

Gutters

| | |
|-----------------|----|
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |



Tenants' responsibilities

- Keeping gully grids clear of leaves, rubbish and so on.
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

- Do not put flammable paint, oil or fatty liquids down sinks or drains.
- We may need to put up scaffolding when we repair a gutter.
- In bad weather conditions, repair workers cannot work at height (on ladders, scaffolding or on the roof) for their own safety.

We need to know

- **What is the problem**, for example, is the gutter or downpipe loose, leaking or blocked; or is a bracket, joint or shoe loose or broken?
- **Which gutter or downpipe is it** (front, back or side)?
- **What is the gutter or downpipe made of** (cement, metal or plastic)?
- **What shape is it** (half-round, square or ogee)?
- **How many floors high is the building?**
- **Are there any other connected problems?**
- **How do we get access?** If we need to work at the back of the property, is there a gate? Is it likely to be locked?



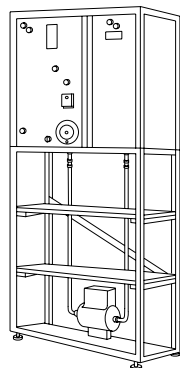
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|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |

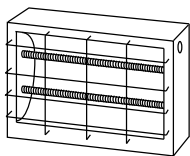
Heating

| | |
|-----------------|----|
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

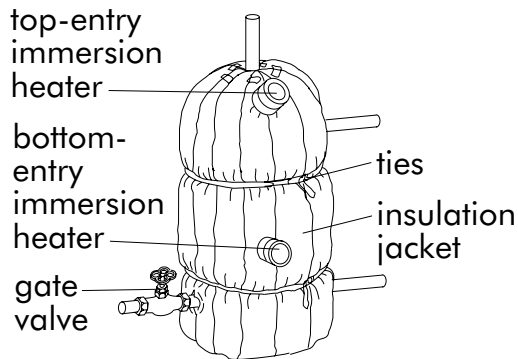
Heating



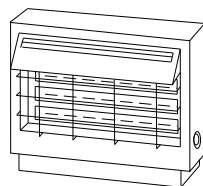
combination tank



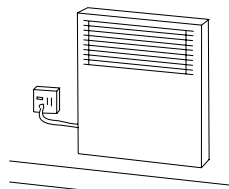
electric bar fire



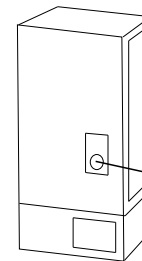
hot-water cylinder with jacket



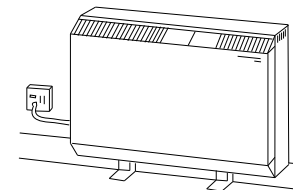
gas fire



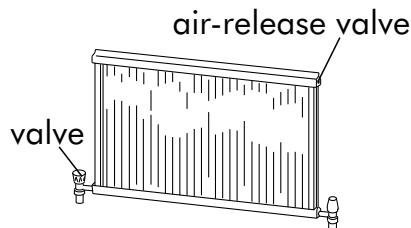
wall-mounted convector heater



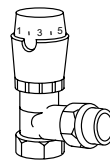
floor or wall-mounted central-heating boiler



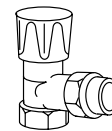
storage heater



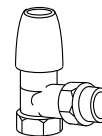
radiator



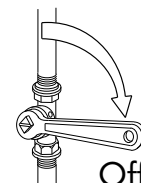
thermostatic valve



wheelhead valve



lockshield valve



mains gas tap

 **0800 195 3404**

Tenants' responsibilities

- Letting our contractor into your home to carry out servicing and safety checks.
- Keeping your home properly heated and ventilated to prevent condensation.
- Keeping your home properly heated to prevent pipes from bursting.
- **Leaseholders.** If you have a gas heating appliance in your home, you should have it serviced once a year by a Gas Safe (formerly CORGI) registered heating engineer.

Advice

- **If you suspect a gas leak, call National Grid immediately on 0800 111999. Do not use a phone inside your home (not even a mobile phone or your intercom system). It could spark an explosion. Use a phone outside your home. Turn off the gas at the mains and open windows. Do not smoke or switch anything electrical on or off until the problem is fixed.**
- If your boiler fails, you can still get hot water by switching on your immersion heater. See **Pipes, taps** on page 51.
- To see how to adjust your heating controls, see **Handy hints** on page 25.

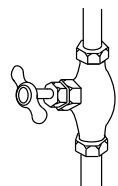
We need to know

- **What is the problem**, for example, is the central heating not working; is a radiator leaking or not getting warm; or is there no hot water?
- **What type of heating is it** (gas, electric or solid fuel (coal))? Is it a stand-alone boiler, fire with back boiler, electric storage heater, or is it district heating (a shared boiler)?
- **If it is a fire or heater**, is it a convector heater or fire?
- **Are there any other connected problems?**

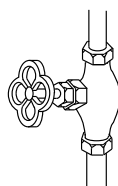
Heating

Pipes and taps

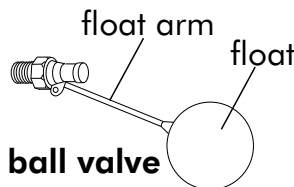
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|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |



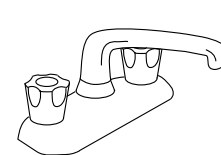
stoptap
(mains water)



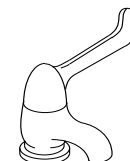
gate valve
(controls part of the system)



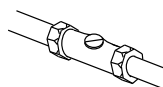
ball valve



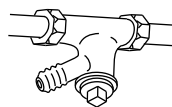
mixer tap



lever tap



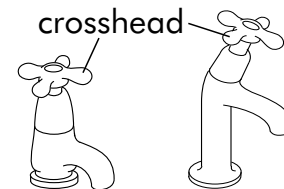
service valve



draintap (drain valve)



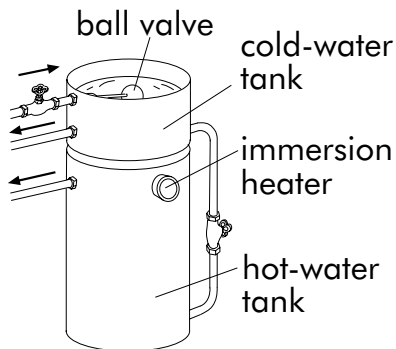
modern pillar taps



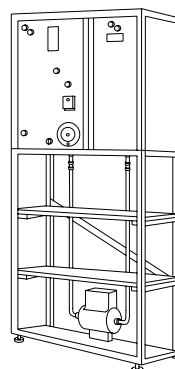
standard pillar taps



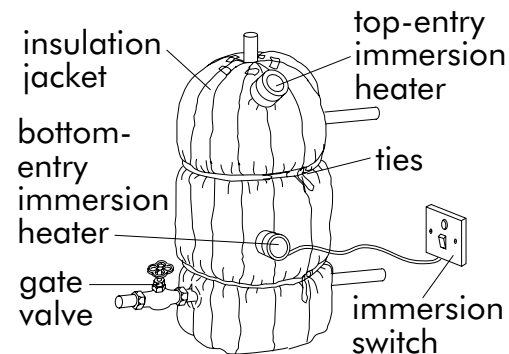
high neck pillar taps



combination tank



combination tank



hot-water cylinder with jacket

| | |
|--------------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |

Tenants' and leaseholders' responsibilities

- Preventing pipes from bursting in cold weather and turning off your water supply at the stoptap if a water pipe has burst. See **Handy hints** on page 27.
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

- **For tenants**, we are responsible for all pipes and the water supply inside your home from the water supplier's stopcock outside the property. **For leaseholders**, our responsibility ends where the main water pipe connects to the stoptap inside your home.
- If there is a water shutdown, make sure all your taps are turned off and sink, basin or bath plugs are not in so there is no risk of flooding when the water comes back on again.
- If water is leaking onto electrical fittings, do not touch them and isolate the circuit at the consumer unit. See **Handy hints** on page 21.

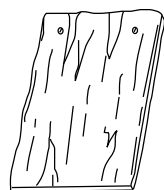
We need to know

- **What is the problem**, for example, is there no water, is a pipe leaking or burst; is an overflow running or broken; or is a tap dripping or faulty?
- **If water is leaking into your property**, is it coming from the flat above? What is the address? Is anyone in, and can you contact them? **Are there any other connected problems?**
- **If it is hot water**, is it from the central heating system, or separate gas or electric heater? **If it is a tap**, what type is it?
- **If it is an overflow**, is it coming from a toilet or a water tank in the roof?

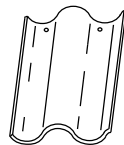
Pipes, taps

Roofs and chimneys

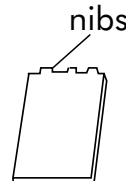
| | |
|--------------------|--------------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |



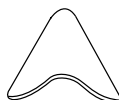
natural slate



interlocking plain tile



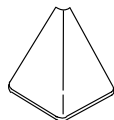
nibs



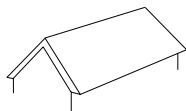
half round ridge tile



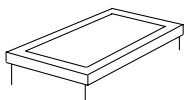
angle ridge tile or metal ridging



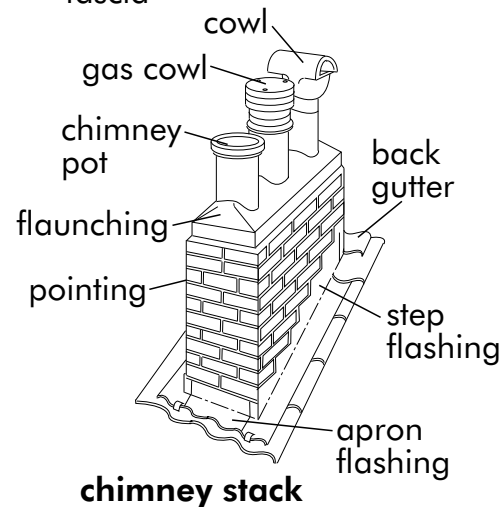
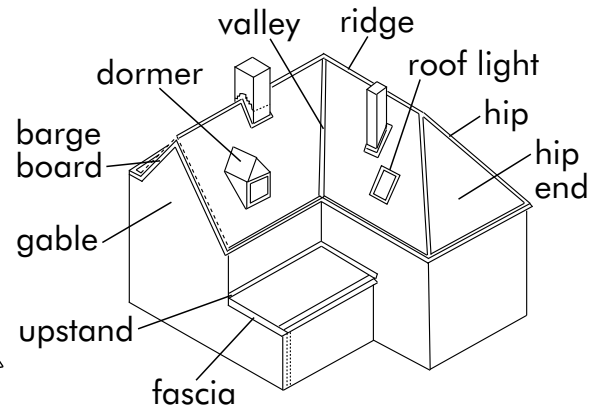
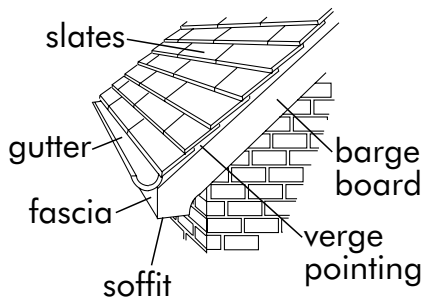
hip tiles



pitched roof



flat roof



chimney stack

| | |
|------------------------|----|
| Roofs, chimneys | |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |

Tenants' responsibilities

- Putting up your own aerial and taking it down if we need it out of the way while we do work.
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

- If you want to put up a satellite dish, you must always get our permission.
- We may need to put up scaffolding when we repair a roof.
- In bad weather conditions, repair workers cannot work at height, for example, on ladders, scaffolding or the roof.
- Do not use electrical fittings if the roof is leaking and they are getting wet. Do not use any switches connected to them and contact us immediately.

We need to know

- **What is the problem**, for example, is the roof leaking; are tiles or slates loose or broken; is the chimney pot or cowl fallen or loose; or is the chimney stack crumbling?
- **What type of roof covering is it** (slate, tiles, corrugated sheeting, flat felting or asphalt)? **How many floors high is the property?**
- **If it is tiles, what type are they** (flat, ridge, interlocking or hip)?
- **If the roof is leaking**, can you see where water is coming through?
- **Is the chimney shared with another property?** What is the address?
- **How do we get access?** If we need to work at the back of the property, is there a gate? Is it likely to be locked?

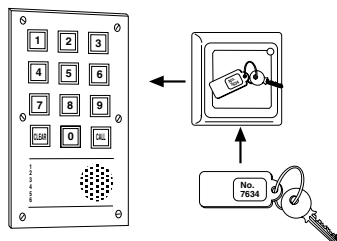


Roofs, chimneys

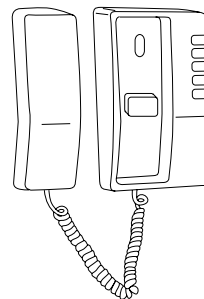
Shared areas



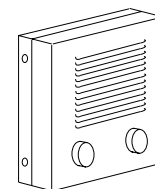
| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |



door-entry system



**entry phone in your flat
(with handset)**

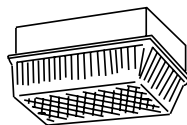


**entry phone in your flat
(without handset)**

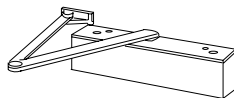
| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |

Shared areas

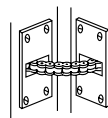
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|-----------------|----|
| Toilets | 57 |
| Walls, ceilings | 59 |
| Windows | 61 |



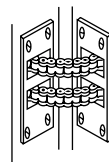
bulkhead light



overhead door closer

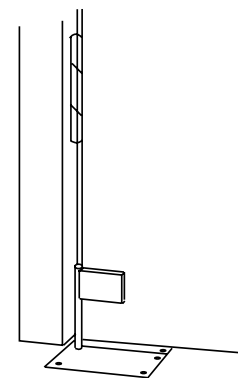


single chain



double chain

perko door closers



floor spring door closer

Tenants' and leaseholders' responsibilities

- Replacing keys or fobs to shared entrance doors when they are lost. See **Advice** below.
- Keeping all shared staircases, corridors, hallways, landings and outside areas tidy, safe and free of obstructions.
- Reporting repairs to us quickly.

Advice

- Lights on shared stairs and hallways are our responsibility. You should report any faults directly to the call centre.
- If lights have gone off on the street or around the estate, you need to contact Haringey Council's Streetlighting Section on 0500 236458, e-mail streetlighting@haringey.gov.uk or go on the website at www.haringey.gov.uk
- If you need replacement keys or fobs to shared entrance doors, you should contact your tenancy management officer.

We need to know

- **What is the problem**, for example, is the door entry phone not working; is a door closer loose or broken; is a lock broken, missing or jammed; is a lift out of order; or are lights not coming on?
- **If it is an entry phone**, is the problem in your flat or at the main entrance? Is the door closing properly?
- **If it is lights**, is it a lamppost (with a number), or a wall or ceiling light? See **Advice** above.
- **If it is a bulkhead light**, where is it and how high is it?

Shared areas



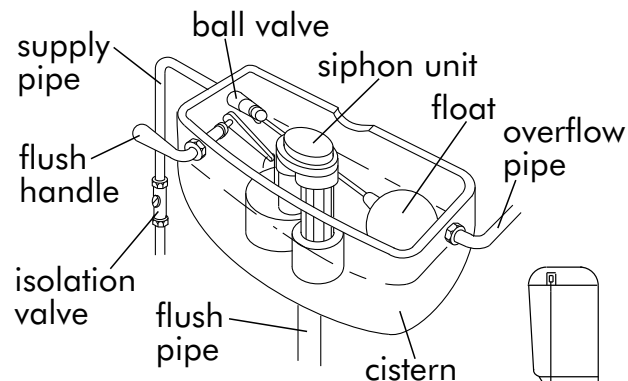
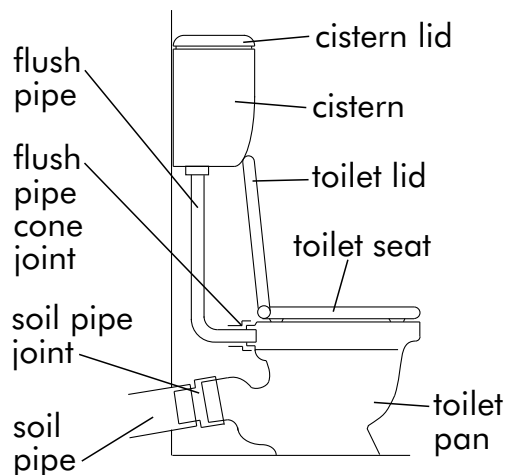
Toilets

| | |
|--------------------|--------------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |

Toilets

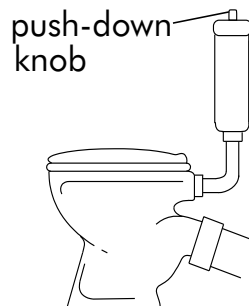
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|-----------------|----|
| Walls, ceilings | 59 |
| Windows | 61 |



toilet cistern



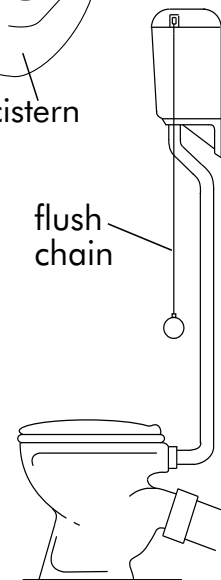
close-coupled



flush panel
low-level cisterns



standard



high-level cistern

Tenants' responsibilities

- Repairing or replacing toilet seats unless you are over 60 or disabled.
- Trying to clear minor blockages (if possible). See **Handy hints** on page 19.
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

- If you do not succeed in clearing a blocked toilet, please contact us immediately because there may be a general problem in the drainage system outside your home. See **Handy hints** on page 19.
- You must not put things down toilets that will cause blockages, such as kitchen roll, nappies, air fresheners, toilet rolls or tampons. If you keep having blockages and there is nothing wrong with your drain, we may charge you for the cost of clearing your drain.
- If we need to replace a toilet which is part of an existing suite, we will try to find a colour match, but if we can't we will provide it in white.

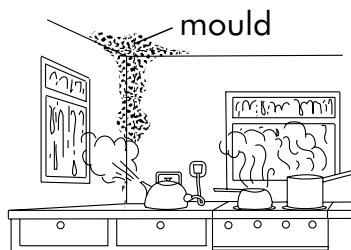
We need to know

- **What is the problem**, for example, is the toilet blocked; is the overflow running; is the cistern leaking; is the seat broken; is the pan cracked or leaking; or is the flush handle or chain broken?
- **What type of cistern is it** (high-level, low-level, close-coupled)? If low-level, is it the flush panel type or standard? **What colour is the suite?**
- **What type of handle is it** (lever handle, push-down knob or chain)?
- **If a toilet is blocked in a block of flats**, are any other flats affected?
- **If it is a cistern, what is it made of** (plastic, metal or porcelain (china))?

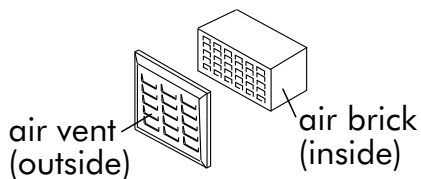
Toilets

Walls and ceilings

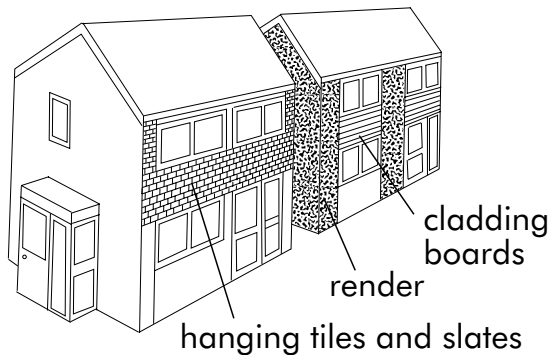
| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |



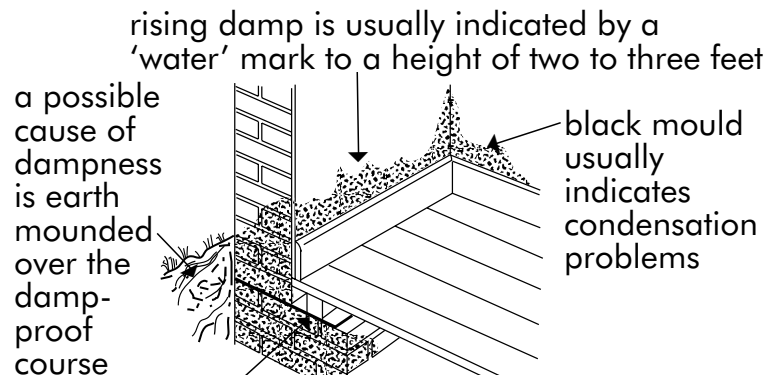
condensation



ventilation

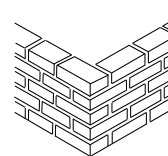


| | |
|------------------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | |
| Windows | 61 |

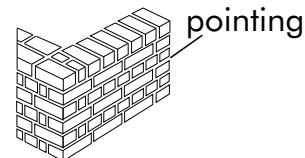


damp-proof course

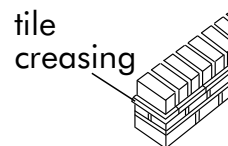
damp and mould



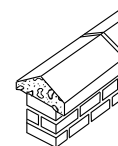
half-brick wall



full-brick wall



brick on edge coping



precast concrete coping

boundary walls

Tenants' responsibilities

- Filling minor cracks and holes in wall and ceiling plaster.
- Keeping air vents clear.
- Putting up and repairing fixtures and fittings such as shelves, shower and curtain rails and battens, hat and coat hooks.
- Repairing any damage caused by you, a member of your family or a visitor to your home. See **Damage to your home** on page 9.

Advice

- Try to keep condensation to a minimum to prevent damp and mould on the walls or ceiling. See **Handy hints** on page 23. If you have an extractor fan in a kitchen or bathroom, please use it whenever you cook or have a bath.
- If damage is caused by water leaking, you may be able to make a claim on your home contents insurance. See **Home contents insurance** on page 30.

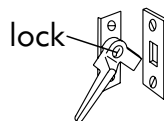
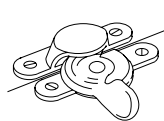
We need to know

- **What is the problem**, for example, is wall or ceiling plaster loose, crumbling or bulging; or is there condensation or mould on walls or ceiling?
- **Is there any damage caused by water leaking from a pipe or radiator, or through the roof?**
- **If outside, what type of wall surface is it** (render (pebbledash or smooth), upvc boards, timberboards, hanging tiles or slates, or brick)?
- **If it is cladding boards or fascia, what are they made of** (wood or plastic)?
- **If it is wall tiles inside your home**, what size, shape and colour are they? How many are damaged?



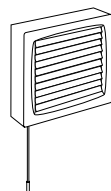
Walls, ceilings

Windows

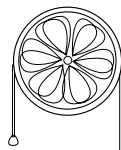


sash fastener

casement fastener



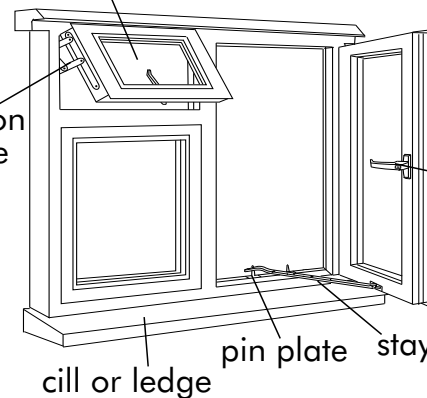
electrical fan



spinner vent

espagnolette fastener

top-hung fanlight



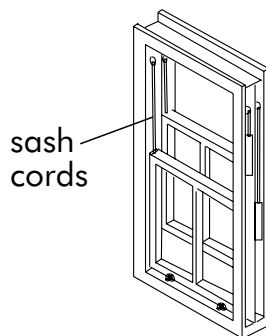
friction hinge

locking handle

cill or ledge

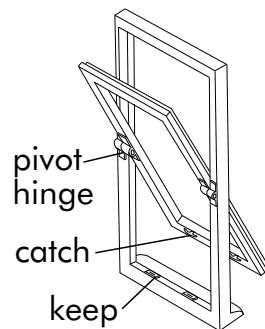
pin plate

stay



sash cords

sash window

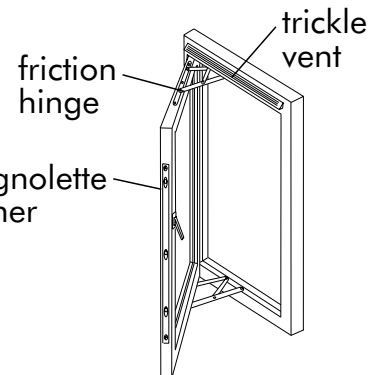


pivot hinge

catch

keep

pivot window



friction hinge

trickle vent

espagnolette fastener

casement windows

| | |
|-------------------|-------|
| About this book | 1 |
| Contacting us | 3 |
| Reporting repairs | 5 |
| Our service | 7 |
| What you must do | 9 |
| Improvements | 11 |
| Response times | 13 |
| Service standards | 15 |
| Your comments | 17 |
| Handy hints | 19-32 |

| | |
|-----------------|----|
| Baths, basins | 33 |
| Doors, locks | 35 |
| Drains, wastes | 37 |
| Electrics | 39 |
| Floors, stairs | 41 |
| Garages | 43 |
| Garden area | 45 |
| Gutters | 47 |
| Heating | 49 |
| Pipes, taps | 51 |
| Roofs, chimneys | 53 |
| Shared areas | 55 |
| Toilets | 57 |
| Walls, ceilings | 59 |

Windows

Tenants' and leaseholders' responsibilities

- Fitting extra security locks to windows.
- Cleaning windows (except in shared areas).
- Replacing lost window keys.
- Keeping window trickle vents clear.
- Repairing any damage caused by you, a member of your family or a visitor to your home.

Advice

- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime report number (not an incident number).

We need to know

- **What is the problem**, for example, is the glass cracked or broken; is a frame loose or jammed; or is a stay or fastener broken?
- **How many floors high is the property?**
- **What type of frame is it** (wooden, plastic or metal)?
- **What style of window is it** (casement, pivot, sliding sash or horizontal sliding)?
- **What type of glass is it** (plain, obscure, or wired)? **Is it double-glazed?**
- **If it is a fastener, what type is it?**
- **Are there any other connected problems?**



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