

Chapter 7

Repairs

This chapter tells you:

- which repairs we are responsible for;
- which repairs you are responsible for; and
- how to report a repair.

We (on behalf of the council) are responsible for repairs to the outside of your building, communal (shared) areas and the structure of the building (such as the brickwork or the foundations). We are also responsible for the estate, including fences and paths. You are responsible for everything inside your flat, except the brickwork and the joists that support the floors and ceilings. There is more information about this in your lease.

You should not carry out any repairs or maintenance to the areas we are responsible for, but you must tell us as soon as you notice something that needs repairing. Please see page 60 for how to report a repair.

Our 'Repairs Handbook' tells you more about the types of repairs we will carry out and the best way to report problems. The 'Repairs Handbook' should make it easier to report a repair. You can get a copy

from any customer services centre or from our website,
www.homesforharingey.org.

Who is responsible for what?

The table on the following pages shows who is responsible for repairing what.

Type of repair		Who is responsible	
		Us	You
Plumbing			
Putting a new washer on mains stopcock	For the block	•	
Repairing or replacing the internal stopcock	Inside the flat		•
Repairing a burst or leaking water pipe	Outside your flat or garden	•	
	Inside your flat		•
Repairing or replacing a water-storage tank	In a shared loft	•	
	Inside your flat		•
Repairing or replacing a bath, a basin, a sink, taps or a toilet or any pipes inside your flat			•
Clearing a blockage or repairing a leaking waste pipe, drain trap, and so on inside your flat, up to the soil stack outside your flat			•
Clearing a blockage or repairing a leak to the main soil stack, rainwater pipes or gutters		•	
Floors			
Repairing flooring in shared areas		•	
Repairing flooring inside your flat	Joists and wall plates (under the floor)	•	
	Floorboards		•
	Concrete floor surfaces		•
	Floor tiles		•
	Skirting boards		•
Walls and ceilings			
Repairing, maintaining and decorating walls and ceilings	Shared corridors, stairways, landings and so on	•	

Type of repair		Who is responsible	
		Us	You
Repairing, maintaining and decorating all ceilings, plasterwork, woodwork and walls	Inside your flat		•
Repairing roofs			
		•	
Repairing staircases			
	Communal areas	•	
	Inside your flat – banisters, handrails, and so on		•
Doors and windows			
Repairing double-glazed windows and doors in your flat	We will arrange these repairs (as they have to be carried out by a specialist contractor), but you will have to pay for the work	•	
Repairing single-glazed windows in your flat	Window frames and woodwork outside your flat)	•	
	Sashes	•	
	Fixtures, fittings and locks		•
	Cords and weights	•	
	Glass – we will arrange the repair, but you will have to pay for the work	•	
Repairing windows in shared areas		•	
Repairing your front door	The door and door frame, including painting the outside	•	
Repairing doors inside your flat			•
Repairing doors in shared areas		•	

Type of repair		Who is responsible	
		Us	You
Fixtures and fittings			
Repairing or replacing fitted units, cupboards, and so on	In your flat		•
Electrical			
Repairing or replacing light fittings, light bulbs and all electrical circuits and fitting	In your flat		•
Repairing or replacing fuses, fuse boxes, mains wiring, switches, light fittings, doorbells and so on	In shared areas	•	
Repairing shared door-entry systems	Including equipment inside your flat, such as the intercom, and front-door controls	•	
Repairing the Piper alarm system	As long as we provided it	•	
Heating systems			
Repairing the shared heating system (for the whole building)	Radiators and radiator valves in your flat	•	
We service and repair the boiler plant	Hot and cold water pipes inside your flat or a cold-water storage tank		•
	A cold-water storage tank in shared loft	•	

Type of repair		Who is responsible	
		Us	You
Repairing your heating system	You are responsible for having your gas boiler and all parts of your heating system serviced		•
Shared TV aerials			
Repairing the aerial and cables (including the socket)	In your flat	•	
The estate			
Repairing estate areas	Communal gardens, play areas, fences, paths, forecourts and so on	•	
Repairing estate roads	Street lighting, road surfaces, pavements and so on	•	

Reporting a repair

When you report a repair to us Tell us:

- your name, address and phone number;
- about the item that needs repairing; and
- if you have any special needs, such as you are hard of hearing or you have difficulty getting to your door.

We will tell you how long it will take to do the job. If any work is needed

inside your home, we will make an appointment with you.

If the repair is complicated, we may have to do an inspection before we can decide exactly what has to be done. The person who you report the repair to can give you more information and, if necessary, make an appointment for the visit.

Warning – Before you let anyone into your home to carry out a repair or service your gas appliances, you should check their identity card and work order to make sure that they are who they say they are.

How to report a repair

You can report a repair in the following ways.

By phone

- During office hours (for all repairs except gas problems) Freephone 0800 195 3404

Our office hours are:

Mondays and Fridays, 8am to 6pm; and Tuesdays, Wednesdays and Thursdays, 8am to 8pm.

- Minicom (for people who are hard of hearing) 020 8489 4306
- Outside office hours 020 8348 3148 (for emergencies only, including heating emergencies)

Only call the emergency number **020 8348 3148** for **genuine emergency repairs**. If your call is not an emergency, it could affect other residents with more serious problems. **Emergency repairs** are those repairs that need to be done to prevent immediate danger to people, to prevent major damage or to make a property secure.

By visiting us at one of the council's customer services centres to report your repairs problem. You can find details about Customer Services Centres on page 13.

By e-mailing us at repairs@homesforharingey.org
Important: do not use this e-mail address for emergency or urgent repairs. Instead, phone the call centre, visit any Customer Services Centre, or report emergency repairs to our out-of-hours service, 020 8348 3148.

By using our online Graphical Repairs Ordering System

on our website at www.homesforharingey.org. This system helps you to identify and report repairs by using drawings and images that you can choose from the computer screen.

You can also book an appointment for us to do repairs to your home online. You will need your PIN and password, which you should have received in the post. If you have lost your PIN or forgotten your password, or have any other questions about the online Graphical Repairs Ordering System, please e-mail hitsupport@homesforharingey.org or phone the call centre on 0800 195 3404. If you are a new leaseholder, we will send you your PIN and password within a month of you buying your flat. You can also ask us for them by e-mailing hitsupport@homesforharingey.org.

Maintaining your heating system

You are responsible for having your central-heating and hot-water systems serviced.

If you have any problems with gas appliances, you should contact a CORGI-registered engineer or plumber as soon as possible. Their phone numbers are listed in the Yellow Pages.

Remember: you must make sure your gas appliances, gas pipes and flues are all well maintained. You should have your gas appliances serviced once a year. (If you sublet your flat, you have a legal

responsibility to have any gas appliances in your flat serviced once a year. Please see chapter 18, 'Subletting'.)

If your heating and hot water is supplied by a 'district' (shared) heating system or a central boiler, this service is included in your service charge. You should report any fault with the heating system to your local Customer Services Centre.

Gas leaks

If you smell gas, contact National Grid (formerly Transco) immediately on 0800 111999.

Electrical heating

If you have a problem with an electrical heating system, you should contact a qualified contractor (for example, one who is registered with the National Inspection Council for Electrical Installation Contracting). You can find these in the Yellow Pages.

Insurance

If your windows or doors are damaged during a burglary, you will be able to claim the cost of the repairs on the building insurance policy. You may also be able to claim if your windows are damaged accidentally.