

Reporting housing repairs



Homes for Haringey

www.homesforharingey.org



What repairs does Homes for Haringey carry out?

If you are a council tenant

Homes for Haringey is responsible for maintaining the outside of your property, the main structure and any fittings or facilities in shared (communal) areas. We are also responsible for any fences or walls built by the council, main paths that lead to the front and back doors, and some outbuildings.

Inside your home we are responsible for all water and gas pipes, electrical wiring, heating systems, drainage, power and light fittings. We are also responsible for any fittings and appliances we have provided. We are not responsible for maintaining any items you have installed or that are listed as your responsibility in the Tenants' Charter.

If you are a leaseholder

We are responsible for maintaining the outside of your property, the main structure and any fittings or facilities in shared (communal) areas.

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

Gas safety

By law we must inspect every property to find out whether there is a gas supply. Where there is a gas supply, we must carry out an annual safety check and service. These are carried out by our gas maintenance contractors.





How can you report a repair?

Before you contact us, please look in your repairs handbook to see what details we need to know. This will help us fix the problem first time. Some repairs are your responsibility and the repairs handbook will tell you what these are.

For all repairs including emergencies but not gas heating

By telephone

You can phone us to report your repair 24 hours on the following numbers:

Freephone (from landlines):
0800 195 3404

Phone (cheaper from mobiles):
020 8489 5611

For the benefit of people with hearing, speech or visual impairments, all our telephones accept calls made using the Typetalk and TextDirect Relay Services.

Online

You can report a repair online – and book an appointment time to suit you – using the picture based Graphical Repairs Ordering (GRO) system. Just go to www.homesforharingey.org/gro

Email

(not for urgent or emergency repairs) You can report a repair by emailing us at:

repairs@homesforharingey.org

In person

Visit one of our Customer Services Centres:

- ◆ 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; or
- ◆ 48 Station Road, Wood Green, London N22 7TY.

If you live on Broadwater Farm you can visit:

- ◆ Broadwater Farm Neighbourhood Office, 108c Gloucester Road, Tottenham, N17 6GZ.

Gas heating repairs

The number you contact depends on where you live.

- ◆ South Tottenham
- ◆ Broadwater Farm (except Northolt and Kenley)
- ◆ Hornsey
- ◆ Wood Green

Oakray Limited

0800 056 4495 or
020 8370 4500

- ◆ Northolt and Kenley

Switch 2

0844 477 2010

- ◆ North Tottenham
- ◆ Supported Housing
- ◆ Garton House (Hornsey)

Kinetics Group

020 8251 3094

- ◆ Private sector leasing

Purdy Contracts Ltd

01992 703 410

Loss of water:

Contact Thames Water
0845 920 0800

Loss of electricity:

Please contact your supplier.
You should be able to find their number on your bill.





Reporting a repair

When you contact us, let us know:

- ◆ your name, address and telephone number where you can be contacted;
- ◆ details of the item that needs to be repaired – please refer to the repairs handbook before getting in touch with us; and
- ◆ whether you are hard of hearing or have difficulty getting to the door.

When you contact us, we will enter details of the repair onto our computer system and tell you how soon we will respond. How we categorise repairs and our response times are explained on page 6 of this leaflet.

For all priority A, J, B or C repairs, we will make an appointment on a specific date to fix the repair. If it is a job that will be completed by one of our contractors, they will contact you separately to agree a date with you.

We will send you a letter giving:

- ◆ your repair order number, which you should use each time you contact us about the repair;
- ◆ a target date for the repair to be done;
- ◆ the date of any appointment we have made with you; and
- ◆ a customer feedback form.

A text so you don't forget

It costs about £20 every time one of our tradespeople turns up to do a repair and the tenant isn't at home. We're now offering to remind you of your repairs appointment by sending a text message to your mobile or home phone number.

If you choose to use this free service we'll send you confirmation of your appointment when you book your repair and again the day before our tradesperson will call. We'll also text you if we have to rearrange the appointment.

Allowing us into your home

You must allow our staff or contractors into your home at any reasonable time to carry out repairs, inspections, gas safety checks, or improvement work.

Safety first

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 ensure they are genuine. All repair workers directly employed by us wear our blue uniform with the Homes for Haringey logo.



Response times

When you report a repair to us we will look at the work that needs to be done. We will then tell you what response time category we have placed it in. The response times are measured from the time you report the problem to us.

Emergency – we respond within 24 hours. For repairs to remove immediate danger to people or avoid major damage to the property, or to make the property secure. We aim to make extreme situations safe within two hours.

Priority A – we complete work within three working days. For work that needs to be done quickly, to prevent immediate damage to the property, to overcome serious 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 the repair does not cause immediate inconvenience or present a danger.



Priority C – we complete work within 80 working days. This is mainly for work to the exterior of properties, in gardens and in communal areas.

Surveyor visits – a surveyor will visit within 10 working days.

Sometimes a surveyor has to visit your home if the person you speak to is unable to diagnose the fault at the time of reporting the problem. For example, to assess if a rotten window needs to be repaired or replaced or to investigate the cause of reported dampness.



Gas heating and gas heated hot water

- ◆ We will respond **within 24 hours** for total loss of either heating or hot water. If it is a serious water leak from the system we will be with you in **two hours**.
- ◆ We will respond within **five working days** for all other gas related problems.

Specialist equipment

- ◆ Shared (communal) lifts – we will respond within four hours, and replace parts within five days.
- ◆ Door-entry systems – we will respond within four hours if the door will not open, within 24 hours for all other problems.
- ◆ Shared aerials – we aim to respond within 24 hours.

Service standards

Our code of conduct

Anyone working in your home will:

- ◆ introduce themselves and show you photo identification before entering your property;
- ◆ treat you with respect and be culturally sensitive;
- ◆ explain what they are going to do and discuss how this will affect you;
- ◆ take precautions to protect your belongings from dust and damage;
- ◆ make sure materials and tools do not cause a danger to anyone in your home;
- ◆ keep mess and noise to a minimum;
- ◆ make sure electricity, water and gas are connected at the end of each day; and
- ◆ clear rubbish from your home at the end of each working day and when all the work is complete.





Repair workers **must not**:

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

Repair workers **must ask permission to**:

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



Let us know what you think

Were you happy with the service you received? Homes for Haringey welcomes feedback because it helps us improve our services to you. If you have a compliment, complaint or suggestion please contact our Feedback team by:

- ◆ phoning us on
020 8489 4337,
020 8489 4321 or
020 8489 4235;

For the benefit of people with hearing, speech or visual impairments, all our telephones accept calls made using the Tynetalk and TextDirect Relay Services.

- ◆ faxing us on
020 8489 1144;
 - ◆ emailing us at
feedback@homesforharingey.org
 - ◆ writing to us at
**Homes for Haringey
Feedback team,**
FREEPOST RLYE – ELRG –
ASSB,
6th Floor, River Park House,
225 High Road
London N22 8HQ.
- or
- ◆ completing our online
feedback form on
www.homesforharingey.org





Making a complaint

Our complaint process has four stages and is designed to be as user-friendly as possible. If you would like some informal advice on making a complaint, please call Homes for Haringey's Feedback team.

Stage zero: sorted out sooner

When we receive a basic complaint, we will try to sort it out in two working days. If that is not possible or you remain unhappy we will automatically carry out a stage one investigation.

First stage: local resolution

We will write to you within two working days to acknowledge your complaint. We will then aim to investigate your complaint fully within 10 working days and write to you with our findings.

Second stage: service investigation

If you are not happy after the first stage of our complaints process, you can contact a member of the Feedback team to let them know why. If we are not able to sort out the problem immediately an independent senior manager will investigate and write to you within 25 working days with their findings.

Third stage: independent review

If you are still not happy after the second stage of our complaints process, you can contact Haringey Council's Feedback and Information team to say why. The team will independently review how we have handled your complaint, and carry out an unbiased investigation. Their contact details are:

Feedback and Information team
Haringey Council
Freepost RRJG-YJB14-UCRZ
7th floor River Park House
London N22 8HQ.
Phone: 020 8489 2550
Fax: 020 8489 2533
E-mail: complaints@haringey.gov.uk

The Feedback and Information team will write to you and give you the name and contact number of the person who will deal with your complaint, and reply to you in full within 20 working days to report their findings.

You will find full details of our feedback process in our 'Complaints, compliments and suggestions' leaflet.

Translation and interpreting services

This leaflet contains information about reporting housing repairs. If you would like this in your own language, please tick the box, fill in your name and address and send the form to the Freepost address below.

Albanian

Kjo fletushkë përmban informacion mbi raportimin e riparimeve shtëpiake. Nëse e doni këtë në gjuhën tuaj, ju lutem shënjoni ✓ kutinë, plotësoni emrin dhe adresën tuaj dhe dërgojeni formularin në adresën e mëposhtme me postim falas.

Arabic

تحتوي هذه ورقة الإعلان معلومات حول تقديم تقرير التصليحات السكنية. إذا كنت تودُّ هذا في لغتك الخاصة، رجاءً أشطب في المربع، أملئ اسمك و عنوانك ثم أرسل الإستمارة إلى العنوان في البريد المجاني Freepost في الأسفل

Greek

Το φυλλάδιο αυτό περιέχει πληροφορίες για το πώς να αναφέρετε τις επισκευές που χρειάζεστε στο σπίτι σας. Αν το θέλετε στη δική σας γλώσσα, παρακαλούμε σημειώστε το τετράγωνο, συμπληρώστε το όνομα και τη διεύθυνσή σας και στείλτε το έντυπο στην πιο κάτω διεύθυνση χωρίς ταχυδρομικά.

Kurdish

Di vê belavokê de li ser tamirên xanî agahî heye. Heke hun wê bi zimanê xwe dixwazin, ji kerema xwe qutîkê îşaret bikin, nav û navnîşana xwe binivîsin, û formê ji navnîşana posta bêpere ya jêrîn re bişînin.

Somali

Buugyarahan waxaa ku qoran macluumaad ku saabsan sida loo sheego dayactir guri. Hadaad rabto in nuqul ku qoran luuqadaada lagugu soo diro, fadlan sax mari sanduukha, soo buuxi foomka kuna soo dir ciwaanka hoose ee boosta diristu bilaash tahay.

Turkish

Bu broşür konut tamiratlarının bildirilmesi hakkında bilgiler içermektedir. Kendi dilinizde bir kopyasını isterseniz lütfen kutuyu işaretleyip isim ve adresinizi yazarak formu aşağıdaki ücretsiz posta (freepost) adresine yollayınız.

Please tell us if you would like a copy of this leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print

On CD-ROM

On audio tape

In Braille

In another language Which language? _____



Name: _____

Address: _____

Telephone: _____

Email: _____

Please return to: **Freepost RLXS-XZGT-UGRJ Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ**



Homes for Haringey uses recycled paper as part of its commitment to improving the environment.