



OTHA Tenant Information Leaflet

How We Look After Your Home

This leaflet aims to provide a clear statement of the repairs service that we offer for the things that we are responsible for.

This leaflet can be made available in large print, on tape or in an alternative language or format on request.

At the start of your tenancy, we will hand over your home in a wind and watertight, safe and habitable condition. We will give you a copy of the safety check done on the gas appliances.

Major items in your home (central heating, windows, kitchens and bathrooms) will be replaced according to a planned program and we have set aside money to do this in the future. We also carry out a cyclical program of repairs to deal with regular maintenance such as gutter cleaning and close painting. We will let you know about any plans, which will affect you through the newsletters and through writing to you directly.

Reactive repairs are carried out as problems happen. We usually rely on you to tell us if there is a problem in your house although we do carry out regular inspections to pick up repairs in common areas.

Reporting Your Repair

We try to make reporting a repair as easy as possible. You have four ways you can tell us about a repair. These are:

- Call in at one of our offices. The reception staff will take the details from you or put you through on the internal phone to the repairs line.

- Phone our dedicated repairs line. This takes you straight through to the repairs desk.
- Tell your housing officer or housing assistant if you happen to be seeing them. They will be happy to take details from you.
- Use our website which will allow the details to be emailed to us.

Whichever way you choose, we try to take contact details in case any facts need to be checked and for the contractor to phone you to agree an access time, which is convenient to you. We can offer to make an appointment with the contractor if you request it. If we need to make any special arrangements to assist you, please let us know. This may be, for example, arranging the repair when you have someone else there, or letting the contractor know that you take a while to answer the door.

The time limits we have set for the most common types of repairs are as follows: -

Emergency repairs – Timescale 4 Hours

These are things which could cause danger to health, residents' safety, or serious damage and destruction to property. These should be reported to the office during working hours, but can be reported to the out of hours service when the office is closed.

Contractors carrying out an emergency call out will normally have instructions to make safe only. This enables full and proper repairs to be undertaken during normal working hours.

Examples of work classified as an emergency would include: severe roof leaks; burst pipes; severe loss of water; blocked drains where the problem is very serious; blockage of your only toilet; complete loss of electrical power or lighting; loss of gas (this may be the responsibility of Transco); complete loss of heating; electrical fault which may endanger a building or resident; security of the property following break in or forced entry.

Urgent Repairs – Timescale 2 Working Days

These are repairs, which materially affect the comfort or convenience of the tenant. They include: partial loss of electrical power or light; loss of hot water supply; partial loss of water or gas supply; loss or partial loss of space or water heating; blocked or leaking drains, or soil stack; toilet blocked or not flushing; blocked sink, bath or basin; leak from water or heating pipe, tank or cistern; leaking roof; insecure external window, door or lock or where the problem is less serious than in the emergency category; loose or detached banister or hand rail; rotten timber floor, or stair tread which is causing a significant hazard; door entry phone not working; extractor fan not

working in a kitchen or bathroom with no other venting.

Routine Repairs – Timescale Up to 10 Working days

These are less urgent repairs that can wait a short time before being dealt with and include minor problems with toilets, baths, sinks, doors or windows sticking, plaster repairs, brickwork, and other non urgent internal and external repairs.

Our Quality of Service

We expect our contractors to provide a high standard of service. In particular, they should: -

- Keep appointment times
- Identify themselves to you and provide proof of identification
- To maintain the health and safety of you and your household whilst works are underway
- Carry out works to the industry standard and within reasonable timescales for the job
- Not to smoke, eat or drink within your home without your express permission
- Clean up after themselves
- Ensure that you are kept informed when a job cannot be completed on the first visit and to liaise closely with OTHA and you to ensure it is done as soon as possible.

Customer Feedback

You will receive a letter confirming your repair. The letter will also have a customer satisfaction slip which OTHA uses to monitor the level of satisfaction with the repairs service. Please return the slip to us (you do not need a postage stamp) to let us know your thoughts on the service provided by both the contractor and us.

Access

Your tenancy agreement states that you must provide access at reasonable times to allow inspections and repairs to be carried out. We try to make convenient arrangements to fit in with your needs and can change them at short notice if you let us know.

If you do go out unexpectedly when a contractor is due to call, this causes an abortive trip and ultimately raises the costs of the repairs service. This could mean less money to spend on repairs or a rent increase further down the line!