



**Blackpool Coastal
Housing**

Property Care

REPAIRS AND INFORMATION HANDBOOK

ILLUMINATING
ADVICE ON REPAIRS

A handy guide to our repairs service

REPAIRS AND MAINTENANCE



CONTENTS

Introduction to repairs	4
What is in your home?	5
How to report a repair	6-9
Emergencies... what to do	10-13
Repair response times	14-15
Your responsibilities	16-21
Our repairs service	22-23
Home improvements	24-25
Repair contractors	26
Gas servicing	27
Handy hints	28
Complaints	29
Make notes	30-31

INTRODUCTION TO REPAIRS

This handbook is for tenants of Blackpool Coastal Housing. It explains who is responsible for repairs, how to report them and what we need to know in order to arrange a repair and complete your job “right first time”.

Our main goals within the repairs department are to:

- Provide our customers with high quality homes and services that represent excellent value for money
- Deliver a customer focussed service
- Listen to your feedback to improve

WHAT IS IN YOUR HOME?

To help you out we have listed where the services in your property are:

Mains water stop tap location



Gas meter location



Electric consumer unit location



HOW TO REPORT A REPAIR

When you contact us to report a repair, please have the following information available:

- Your name, address and phone number
- Details of what needs to be repaired (the better the information you give us, the more likely we can repair this on the first visit)
- When you will be at home
- Any circumstances we need to take into account, such as whether you are hard of hearing or have difficulty getting to the door

WAYS YOU CAN REPORT A REPAIR:

By phone 01253 477900 (Select option 2)

Self-service Portal Visit bch.co.uk/My-BCH

In writing
FAO The Repairs Hotline,
Grange Park Housing Office
67 Chepstow Road,
Blackpool, FY3 7PH

Text
Text "Repairs" to
07786201409

In your message, please include your address and a brief description of the repair

Email
Email repairs@bch.co.uk with a brief description of the repair

HOW TO REPORT A REPAIR

When you report the repair we will ask certain questions. This is to help us diagnose the problem and to give us sufficient information to ensure we send the right person with the right tools.

- What is the repair?
- The location of the repair?
- How long has it been an issue?
- Does it pose any Health and Safety risks to you or your family?

AM appointment 8am to 1pm

PM appointment 12pm to 5pm

First appointment 8am

WHAT WE WILL DO

- Advise you of your repair priority
- If it's an emergency, ask you to stay at your home until we arrive
- If it's an routine repair, we will agree a specific date and an am/pm appointment time
- We will confirm a repair job number with relation to your specific repair, this unique reference number should be used in any future correspondence
- If agreed with you, we will send you a confirmation letter for the appointment through the post or via our text messaging facility

EMERGENCIES... WHAT TO DO

An emergency repair is defined as an immediate risk to your safety or that of the property. We will attend within 24hrs.

Examples of emergency repairs are:

- Major fire, flood, complete loss of power
- Dangerous electrical faults
- Blocked toilet
(where only one is available)
- A need to gain entry where no other access is available
- Complete heating failure where no back up is available (Winter Season)

If water leak occurs please turn the water off at the stop tap.

YOU CAN REPORT
EMERGENCIES AT
ANY TIME, DAY AND
NIGHT
01253 477900
(SELECT OPTION 2)

You will be able to discuss your emergency with our designated repairs advisors.

Please be aware that we will only make the situation safe and a follow up appointment is likely.

PLEASE DO NOT
MAKE THE PROBLEM
SOUND MORE URGENT
THAN IT IS TO GET
A QUICKER RESPONSE

If you do, we may charge you for the cost of the callout.

GAS LEAKS

(smell, leak or fumes)

If you can smell gas or in the event of a gas leak, IMMEDIATELY telephone CADENT on 0800 111 999

DO

Smoke

NOT

Strike a match

Operate light/switches

DO

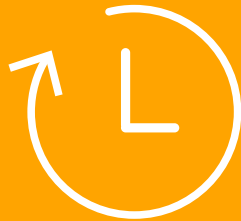
Turn off the gas at the control valve (usually near the meter)

Open the property's windows

Report the gas leak to BCH once you have contacted Cadent

REPAIR RESPONSE TIMES

Routine Repairs



Responsive Repair Priority Type

- These are general jobs that can be left without causing serious inconvenience to you or risk further damage to your home.

Examples

- Containable leak
- Repairs to doors and windows
- Slow draining sinks, showers and toilets

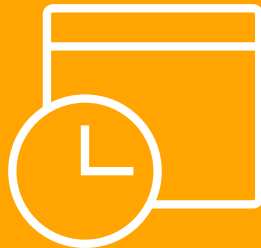
Response

28 days

YOUR RESPONSIBILITIES

AM appointment
8am to 1pm

PM appointment
12pm to 5pm



When you report the repair we will provide you with a job reference number and agree an appointment time. We will also confirm your appointment by letter or text message, confirming the appointment date and time.

If it is a repair which is deemed to be our responsibility, we will arrange for someone to visit you to carry out the repair.

You can help us by making sure you are at your property for the allocated appointment time.

If you are unable to keep the appointment, please let us know via our freephone number as soon as possible.

If you are not at home, the repair will be cancelled and you may be charged for the visit.

YOUR RESPONSIBILITIES

Tenants' repair responsibilities

You are responsible for keeping your home in a good and clean condition and for insuring the contents of your home. We strongly advise you to take out home contents insurance. This will cover you against damage to your belongings, carpets, furniture and decorations.

You have the following repair responsibilities:

- Anything that you have provided personally, including such items as fires, cookers, fridges and washing machines
- Adjusting and/or replacing doors when you fit or remove carpets/ wooden flooring

- Internal decoration of your home, following a leak
- Replacing light bulbs, fuses and plugs
- Maintaining gardens, garden sheds and the general tidiness of gardens
- TV aerials unless they are communal (IRS). You will need permission to install new aerials
- Telephone installation
- Replacing toilet seats and replacing plugs or chains in your bath, sink or wash basin
- Letting us know as soon as you notice a repair is needed to prevent it getting worse or causing injury to anyone
- Allowing our operatives into your home to carry out repairs, safety checks and inspections

YOUR RESPONSIBILITIES

Rechargeable Repairs

Some of the repairs to your home are your responsibility. We may fix these for you but you will then be recharged for the work. This also includes damage within the communal areas, if you live within a flat.

If you report a repair that has been caused by damage and not general wear and tear, we will ask you questions about how it happened and if it is deemed as criminal damage, we will suggest you report it to the local police. We will also send you a “Statement of Truth” form for you to read, fill in and sign.

We ask that this Statement of Truth be returned to our Grange Park office within 14 days (address on Pg7).

Rechargeable Repairs

Estimate of Cost
(minus VAT)

[Correct as Dec 2020]

Top Recharges

Gain Access/Lock Change	£65
Secure Property	£65
Blocked Toilet – due to foreign objects	£35

The above quoted are minimum charges, all recharges will be dependent on actual work carried out

Clearances, when property becomes void

When you terminate your tenancy you must ensure that all personal belongings including carpets and furniture are removed. If the property has not been cleared you will be recharged for items to be removed.

Minimum charge for clearance of property	£85
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Charges will be dependent on the amount to be removed.

You are responsible for repairing, renewing or replacing any items that are damaged by you, your friends and relatives and any other person (including children) living in or visiting the property.

Excerpt from “Blackpool Council Tenancy Agreement, Version 1”

OUR REPAIRS SERVICE

Blackpool Coastal Housing responsibilities

As your landlord we must, by law, keep the main structure and outside of your home in good repair.



Our repair responsibilities include:

- The heating system, water heaters, fitted fires and associated pipework
- Kitchen and bathroom fittings, worktops and cupboards
- Electrical wiring including sockets and switches
- The roof including chimney and chimney stacks
- Drains, gutters and external pipework
- External walls, doors and windows
- Door entry systems (intercoms that have been fitted by us)
- External paths, steps and fences
- Internal walls, doors and floors
- The communal digital TV aerial systems (IRS).

HOME IMPROVEMENTS

You may carry out improvements or alterations to your home. You must however get written permission before you start any work.

You should provide full details of what you want to do and make sure you get all the necessary consents as well as our permission.

We may need to visit your home to inspect the potential works and make sure it won't damage our property or your neighbours.

In the event that we decline your request, we will write to you to give you full details related to our reasons.

If you continue with the work without our permission then you will be in breach of your tenancy agreement.



Blackpool Coastal
Housing

Send your requests into:

Blackpool Coastal Housing
Grange Park Housing Office
67 Chepstow Road,
Blackpool,
FY3 7PH

REPAIR CONTRACTORS

Blackpool Coastal Housing work with a number of selected subcontractors. If we need to send a subcontractor to carry out a repair we will advise you in advance and they will contact you to arrange an appointment. All our subcontractors will have appropriate forms of ID.



GAS SERVICING

Blackpool Coastal Housing has a legal responsibility to carry out a gas safety check in your home every 12 months. It is also a condition of your tenancy agreement to allow us access to carry out the work.

We appreciate that not everyone uses their gas appliances, however we still need to check and maintain any associated pipe work.

If you have a gas cooker it is your responsibility to have this serviced and maintained as we will only inspect the pipe the cooker is attached to.

Failure to grant access could result in action being taken against your tenancy.

HANDY HINTS

There are a few things you can do before reporting issues as a repair.

Clearing a blockage

- Blocked basin and sinks are usually caused by build up of waste in the trap - fat, hair, tea leaves.
- If more than one fitting is blocked then check the main drains for any external blockages.
- Try using a plunger to clear the blockage in the first instance.

Window issues

- For windows that stick, use a soft brush to clear away grit and dust.
- Wipe away any condensation that forms on the sills to avoid mould developing.
- Spray WD40 on locks and hinges to keep them working smoothly.

Blocked air vents

- Clean your extractor fan vents by using a dry cloth or a vacuum cleaner with the brush or nozzle attachment.

COMPLAINTS

We value all feedback as an opportunity to learn from mistakes, to celebrate when you feel we've done things well and to improve our services to you.

We welcome any feedback - whether positive or negative.

We know that things can and do go wrong and when they do we want you to tell us. If we have treated you unfairly or taken too long to deal with an issue without good reason or not correctly followed our policies and procedures for instance, we will investigate what has gone wrong and where possible put things right.

All complaints are dealt with in confidence.

You can make a complaint, compliment or comment in any of the following ways:

- Telephone: 01253 477900 (option 4, then option 3)
- Email: customerinvolvement@bch.co.uk
- In person at any BCH office (Coastal House or Grange Park)
- Facebook and Twitter: @bchblackpool
- Write to: Complaints c/o Involvement and Communications Team, Blackpool Coastal Housing, Coastal House, 17-19 Abingdon Street, Blackpool, FY1 1DG
- For complaints, you can also complete an online form [here](#)

NOTES



**Blackpool Coastal
Housing**

Blackpool Coastal Housing

Coastal House

17-19 Abingdon Street

Blackpool

FY1 1DG

enquiries@bch.co.uk

www.bch.co.uk