

REPAIRS HANDBOOK



Blackpool Coastal
Housing



ILLUMINATING ADVICE ON REPAIRS

A handy guide to our Repairs service

REPAIRS AND MAINTENANCE



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INTRODUCTION TO REPAIRS

This handbook is for customers 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 and 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 have hearing difficulties or have difficulty getting to the door

WAYS YOU CAN REPORT A REPAIR:

By phone



Call us on 01253 477900
(select option 2)

OR

0800 073 0184

between 8am & 5pm,
Monday to Friday

Emergency repairs can be reported at any time
using these numbers

Self-service portal



Visit my.bch.co.uk

(not for emergencies)

In writing



FAO The Repairs Hotline
@TheGrange,
Bathurst Avenue,
Blackpool,
FY3 7RW

(not for emergencies)

Email



Email repairs@bch.co.uk
with a brief description of
the repair along with your
name and address

(not for emergencies)

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 a 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
- If the repair is due to be completed by one of our partnering contractors, they will contact you directly to arrange a convenient appointment.

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 24 hours.

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 a 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)

OR

0800 073 0184

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 the gas emergency number on

0800 111 999

**Do
NOT**

Smoke

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 the gas emergency number above

REPAIR RESPONSE TIMES

Routine Repairs

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



Planned Repairs

These are jobs which require scheduling and may take more than one appointment.

Examples



Plastering



Structural works



Pointing brickwork



Improvement works, cladding ceilings,
kitchen or bathroom replacement,
installation of new extractor fans.

Response

60 days

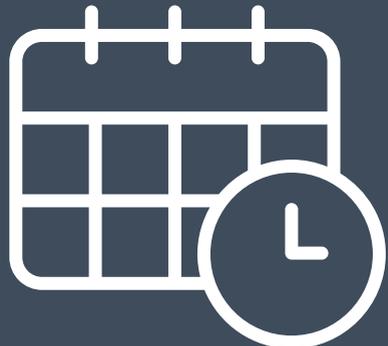
YOUR RESPONSIBILITIES

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.

In some cases, we may need to carry out an inspection before making a convenient appointment with you to complete the repair at a later date.

If you are unable to keep the appointment, please let us know by calling us as soon as possible.



Please ensure any spaces we need to access are clean and tidy before we visit to complete the repair.

If we are unable to access an area, due to poor condition or obstructions, we may not be able to complete the repair job and will discuss with you any action you will need to take.

Once the issues are resolved, we will come back to complete the repair required.



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 is returned to our office @The Grange within 14 days (address on pg7).

Rechargeable repairs

Estimate of cost (minus VAT)

Top recharges

[Correct as of March 2023]

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 a property becomes empty (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

Charges will be dependent on the amount to be removed

Your Blackpool Council Tenancy Agreement states:

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.

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

We understand that you may want to make certain changes or improvements to make your property feel more homely.

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 and you will be required to restore the property to its original condition at your own expense.

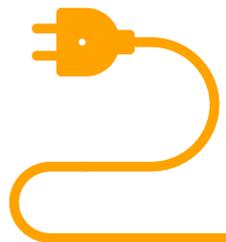
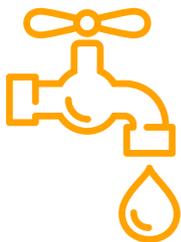
PLEASE SEND YOUR REQUESTS TO:

**BCH Assets Team
Blackpool Coastal Housing
Coastal House
17 - 19 Abingdon Street
Blackpool
FY1 1DG**

REPAIR CONTRACTORS

Blackpool Coastal Housing works 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 carry appropriate forms of identification (ID). You should always ask to see ID from staff or contractors.



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 this check.

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. It also poses a risk to you and people around you.

HANDY HINTS

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

Blockages

- Blocked basin and sinks are usually caused by build up of waste in the trap – fat, hair, cooking oil, tea leaves etc. Dispose of any waste in the bin.
- 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. Don't flush wet wipes or cotton buds down the toilet as these can cause blockages.

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 AND FEEDBACK

We value 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 all feedback - whether positive or negative.

We know that sometimes things can go wrong and when they do, we want you to tell us so that we can try to put things right.

We are committed to making our complaints process accessible to all and can offer help and support to ensure any concerns from customers are listened to and understood.

All complaints are dealt with in confidence.

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



Tel: 01253 477900 (Choose Option 4, then 3)



Email: customerinvolvement@bch.co.uk



In person at our Head Office, Coastal House



Send a private message via Facebook or Twitter



Visit: www.bch.co.uk

DAMP AND MOULD

Blackpool Coastal Housing is committed to ensuring we respond proactively and effectively to the challenges of damp and mould to safeguard the health and wellbeing of residents within the homes we manage.

If you have damp issues in your home then please report it to the BCH Repairs Team:



**Tel: 01253 477900 (Choose Option 2)
or 0800 073 0184**



Email: repairs@bch.co.uk

A leaflet has been developed to provide our customers with information and advice about how to recognise and prevent condensation and mould growth.

The information within the leaflet is on our website www.bch.co.uk or a hard copy can be provided on request.

OUR COMMITMENT TO YOU

There could be a number of reasons for damp and we will identify and resolve the problem by:

- Asking a number of questions to try and identify what the problem is.
- We may offer advice on how to reduce the levels of condensation or provide our information leaflet.
- If the damp situation does not improve following the advice we have provided, or if we think it's necessary when a report of damp is first made, we may carry out an inspection to identify the cause of dampness.
- Where necessary, appointing a specialist damp surveyor to carry out a full damp survey and provide a damp report where required.
- Carrying out remedial works or improvements to rectify any damp problems identified following an inspection.
- Installing specialist monitoring sensors within your home to monitor moisture levels where necessary.
- Referring to other departments or agencies for support.



**Blackpool Coastal
Housing**
Property Care

**A copy of this document can be provided
in an accessible format upon request.**

**Blackpool Coastal Housing
Head Office
Coastal House
17-19 Abingdon Street
Blackpool
FY1 1DG**

**T: 01253 477900
E: enquiries@bch.co.uk
W: www.bch.co.uk**