ILLUMINATING ADVICE ON REPAIRS

A handy guide to our repairs service
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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  Freephone 0800 0730184
            From mobiles 01253 477918

Online  www.bch.co.uk
         “Report a repair”

In writing  FAO The Repairs Hotline,
            Coastal House,
            17-19 Abingdon Street,
            Blackpool, FY11DG

Text  Text “Repairs” to 07786201409

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

In your message, please include your address and 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 12pm
PM appointment 1pm 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 urgent or 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
- Gas leak
- 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)

YOU CAN REPORT EMERGENCIES AT ANY TIME, DAY AND NIGHT USING OUR FREEPHONE NUMBER

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 TRANSCO on 0800 111 999

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**DO**

- Smoke
- Strike a match
- Operate light/switches
- 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 Transco

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**DO NOT**

- If you do, we may charge you for the cost of the callout.
Responsive Repair
Priority Type

• This applies to work that needs to be done quickly to prevent damage to the property and overcome serious inconvenience to you or where there is a possible Health and Safety risk.

Examples

• Loss of hot water
• Blocked sink
• Leaking roof
• Containable leak
• Shower not working where there is no other form of bathing

Response

3 or 7 days (dependent on the nature of the problem)
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

- Loose internal door handle
- General woodwork
- Small plumbing jobs such as dripping taps
- Gates and fencing repairs

Response

28 days
Responsive Repair Priority Type

- These are non urgent repairs that may require a pre-inspection, are complicated and may require more than one visit.

Examples

- Plastering works
- Brickwork such as pointing and flagging
- Roofing works
- Guttering works

Response

120 days
YOUR RESPONSIBILITIES

AM appointment
8am to 12pm

PM appointment
1pm 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
• 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

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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 head office within 14 days.

Rechargeable Repairs

Top Recharges

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gain Access/Lock Change</td>
<td>£43.65</td>
</tr>
<tr>
<td>Secure Property</td>
<td>£43.65</td>
</tr>
<tr>
<td>Plumbing Leak – water left on</td>
<td>£51.74</td>
</tr>
<tr>
<td>Blocked Toilet – due to foreign objects</td>
<td>£32.63</td>
</tr>
</tbody>
</table>

Clearances, when property becomes void

<table>
<thead>
<tr>
<th>Clearance Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Clearance</td>
<td>£280</td>
</tr>
<tr>
<td>Medium Clearance</td>
<td>£150</td>
</tr>
<tr>
<td>Small Clearance</td>
<td>£85</td>
</tr>
<tr>
<td>Fridge/Freezer Clearance</td>
<td>£35</td>
</tr>
</tbody>
</table>

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”
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.

Send your requests into:
Blackpool Coastal Housing
Coastal House
17-19 Abingdon Street
Blackpool
FY1 1DG
REPAIR CONTRACTORS

Technical and Electrical Services Ltd are electrical contractors who have been established since 1988 and are vastly experienced in providing a diverse range of electrical services to Blackpool Coastal Housing tenants.

With a wide range of technical knowledge they can provide a complete solution to all our electrical needs and our repairs are carried out professionally and with a minimum of fuss.

Read & Errington are established in the Blackpool and Fylde area as one of the leading independent gas and heating installers.

Read & Errington are committed to providing Blackpool Coastal Housing tenants with the best service. Their constant development policy has seen us combining technology and experience to build a unique company using modern, energy efficiency techniques in the Fylde area.
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.
• You can also purchase drain un-blocker from the local supermarket.

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.
Blackpool Coastal Housing
Coastal House
17-19 Abingdon Street
Blackpool
FY1 1DG
enquiries@bch.co.uk
www.bch.co.uk