

HOMESURE
PROPERTY

Tenant Repair Handbook



We have put together this repair handbook for you to use as and when you need it. The booklet gives you some useful advice about repair services and your responsibilities.

To report non-emergency repairs please use the website link below and ensure that you provide the location, a detailed description and a photograph of the issue.

<https://homesureproperty.propertyfile.co.uk/tenant>

Except in the case of emergencies (as defined under Priority A of this booklet) maintenance/repair issues reported in this way will be given priority over emails or phone calls.

For Emergency Repairs ONLY please call:

0151 722 22 22 and listen to the available options

Our Objectives

To provide an effective, efficient and economical repair service for our clients' properties ensuring works are carried out promptly and under our Customer Service Charter.

Landlord's Repair Responsibilities Tenant's Repair Responsibilities

The Landlord is responsible for the upkeep of:

The structure of the building. The outside of your home, which includes the communal areas. The plumbing, electrical and heating systems that were originally provided by us (not including those that you have installed yourself).

This includes:

- The roof, drains, gutters and outside pipes
- Outside walls, doors, window sills, window frames & glass
- Outside painting and decoration
- Internal walls, skirting boards, doors & door frames, door jambs, thresholds, floors and ceilings (but not internal painting & decor)
- Fences, pathways, boundary walls, steps, ramps and stair-lifts
- Garages and outbuildings (where provided)
- Water pipes & tanks, gas pipes and electrical wiring
- Electrical sockets and smoke detectors (where fitted by us), light fittings (but not plugs or other fittings that are not fitted by us)
- Basins, sinks, baths, toilets, flushing systems and waste pipes
- Silicon seals around baths, sinks and showers are to be maintained.
- Water heaters, boilers, fireplaces, fitted fires and radiators

You are responsible for:

- Internal repairs caused by the Tenant
- Maintenance of appliances and fittings that have been installed by you
- Painting and decorating the inside of your home (subject to landlord's permission)
- Replacing lost or damaged keys (We will charge you for the cost of replacing keys and fobs)
- Replacing electric plugs, fuses & light bulbs
- The upkeep of your garden (if equipment is supplied by the Landlord)
- Replacement of smoke alarm batteries
- Ventilation of the property to allow fresh air from outside to avoid condensation problems.

This list is neither exhaustive nor exclusive.

If repairs are necessary to any of the Landlord's furniture or fittings then please contact us immediately. Do not make your arrangements to have the repairs done as you may have to pay for them and any damage incurred.

You must take reasonable care of your property, both inside and out, and report any repairs.

Rechargeable Repairs

If there is evidence of intentional or accidental damage, misuse or neglect, you must pay for the cost of the repair. Ordinarily, this will occur before the work is carried out.

However, occasionally any damage will only be evident once work has commenced. Homesure Property-appointed contractors may carry out any rechargeable repair which has not been rectified within a reasonable period, and recover the cost from you.

How do I report a repair?

We are committed to providing an excellent repair service for our tenants and we will always deal with any requests for repairs as soon as we possibly can. We operate an AM or PM appointment scheme for most repair requests. Appointments for repairs that fall into this category can be made at the time of reporting or a later date.

- AM appointments run from 8.00 am until 12.00 pm
- PM appointments run from 1:00 pm until 5:30 pm

You are kindly requested to report all repair/maintenance issues online
<https://homesureproperty.co.uk/renting/report-repair>

For Emergency Repairs ONLY (as outlined in Priority A) please telephone **0151 722 22 22**.

What information do I need to give when reporting a repair online?

When reporting a repair online please ensure that you provide the following details:

1. Your name and property address
2. Daytime telephone and mobile number
3. E-mail address
4. Details of the repair
5. Location of the repair

All reports of repairs will immediately be logged onto our computer system and contact will be made with the landlord for permission to repair.

Once we receive landlord authorisation we will supply you with a work order reference and a target timescale. Then one of our approved contractors will contact you directly to arrange access to carry out the work.

Repair Response Times

To ensure that repairs are prioritised concerning how urgent they are, we have agreed to a set of response times. All repairs are put into different categories for which the response times are as follows:-

Priority	Category	Target Timescale
A	Emergency Repairs	24 Hours
B	Urgent Repairs	14 days
C	Routine Repairs	28 days
D	Planned & Capital Works	Depending on the extent of the work

Sometimes it is not possible to complete the repair within the required timescale, such as:

1. Extreme weather conditions
2. If the work is included in a planned maintenance programme
3. If we have to order parts
4. If we need to inspect the work
5. If there are access difficulties

Priority A: Examples of Emergency Repairs

An emergency is defined as something which could not have been foreseen and which could cause danger to health, tenants' safety, or serious damage and destruction to property. Emergency call-out contractors will usually make it safe to enable full and proper repairs to be undertaken during normal working hours.



The types of work they attend include:

- Severe roof leaks
- Burst pipes
- Blocked drains
- Blockage of your only toilet
- Loss of electrical power or light
- Loss of gas
- Loss of heating in cold weather where there is no other form of heating available
- Loss of immersion heater if this is the only source of hot water
- Emergency door repairs when there is a threat to safety or property.

Please note: If a contractor is called out to repair an emergency when an emergency repair is not justified then you are liable to be charged for all costs concerned

Priority B: Examples of Urgent Repairs

These are repairs which materially affect the comfort or convenience of the tenant. In certain circumstances, these repairs could be treated as emergencies. The list includes:



- Partial loss of electrical power or light
- Unsafe power, lighting socket or electrical fitting
- Partial loss of water or gas supply
- Repair washing machines, dishwashers, fridges and cookers

(if supplied by the landlord)

- 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
- Tap which cannot be turned
- Leak from water or heating pipe, tank or cistern
- Leaking roof
- Insecure external window, door or lock
- Loose or detached stair handrail
- Rotten timber floor or stair tread
- Extractor fan not working in a kitchen or bathroom with no other ventilation.

Priority C: Examples of Routine Repairs

These are less urgent repairs that can wait a short time (**up to 8 Days**) before being dealt with and include:

- Minor plumbing works
- Repairs to doors, windows and floors
- The door entry phone not working
- Plumbing repairs where no damage is involved
- Repairs to walls, brickwork and slates or tiles
- Plaster Repairs
- Internal Joinery Works
- Repairs or clearing of gutters and downpipes
- Other minor day-to-day repairs or replacements



Priority D: Planned & Capital Works

These works are undertaken on rolling programmes; some examples of projects are:

- Installing central heating
- Cavity wall insulation
- Loft insulation
- Double glazing
- Renewal of roof coverings
- PVCU window installations
- External redecoration



Apartment Blocks

Homesure Property is not responsible for the maintenance and repairs of common areas of Apartment Blocks. All reports of repairs in the common area must be reported to the appointed managing agents of the Management Company.

A Management Company is a company limited by share or guarantee whose members are residents of a development. These companies are run by Directors elected from amongst the residents who in turn usually appoint Managing Agents to administer the company and manage the block.

Carrying out repairs

1. All of our tradesmen are approved sub-contractors and will carry identity cards. You should always ask to see this card before letting them into your home.
2. The tradesman will try to cause as little mess and disruption as possible and clear up when they are finished.
3. If you are not at home when the property inspector or tradesman calls, they will leave a card asking you to call and arrange a further appointment, (if you have arranged to be at home for an appointment and you are not at home you may be charged a call out charge). You must call the contractor promptly, as the repair will be cancelled if we have not heard from you within 14 days.
4. On completion of the work you will be asked to sign a 'job satisfaction' form by the contractor, and we also ask you to log your satisfaction on our website.

Gas Safety Inspections

By law, we must carry out a safety check of our gas appliances at least once a year to make sure they are safe.



Our contractor will make an appointment to visit your home to carry out this safety check.

We must also make sure that our gas appliances are fully serviced regularly. Depending on the type of appliance you have, this may be either every year or every three years. Our contractor will contact you to make an appointment to carry out the service. There is no extra cost to you for this service.

You **must** allow our contractor into your home so that they can carry out important work. If you fail to do so, we will take legal action to gain entry to carry out the work, and we may charge you for these legal or access costs.

Gas or fumes

If you think that you have a gas leak, can smell gas, or think that you or any of your family are suffering ill effects caused by fumes from a gas appliance, you should take the following actions:

If there is a strong smell of GAS, take the following precautions IMMEDIATELY:-

- Put out any cigarettes, don't light any naked flames (lighters/matches) and switch off electric fires
- Check that all cooker knobs are turned off
- Check if a pilot light has gone out on a cooker or boiler
- If there is a leak turn off the pilot light if you can
- Turn off the gas meter control lever - located on the side of your gas meter where the supply comes in
- Do not operate electrical switches or doorbells - either on or off
- Do not switch on or off any lights/sockets or appliances
- Open all windows and doors to air your home
- Do not use your telephone or mobile telephone. It is possible that either one could cause a spark and ignite any gas in the area
- Leave your house / flat
- Ring **TRANSCO** – Freephone **0800 111 999**

We want your opinion on our service

We're always looking for ways to improve all aspects of our service and your comments are most important in helping us achieve this. Please send us your comments and let us know how we can improve our services by contacting us at lettings@homesureproperty.co.uk.

If you think something has gone wrong, we need to know so that we can put it right. There is a formal complaints procedure online at www.homesureproperty.co.uk/contact.