

RESPONSIVE REPAIRS AND GAS SAFETY CHECK

AIM - To provide tenants with a value for money, flexible and quality service across the Together Housing Association. To make available a variety of options to report a repair and to offer an appointment that enables repairs to be completed.

You can report your repair by:

- Logging on to your own account on our website
- Accessing the Together Housing application (App) on your smart phone
- Calling your local Customer Service Centre
- Visiting one of our local offices
- Speaking to any employee of Together Housing.

What is a Tenant Responsible Repair?

You will be charged if:

- A repair is required as a result of damage caused by neglect, carelessness or misuse by you, any household member, pets or visitors to your home
- You continually fail to let us in for agreed appointments

You can find further information relating to “Tenant Responsible Repairs” in your Tenancy agreement and the policy is also on our website.

When you Report your Repair we will:

- Offer you advice and guidance regarding your repair and advise if the repair requires us to attend within 24 hours
- Advise you if the repair is your responsibility.
- Advise you if you will be charged for the repair (see above)
- Consider your circumstances to ensure your repair is given the right priority

- Offer you an appointment
- Offer you a text message reminder of your appointment
- Provide the option to use a password for use by the Technician when he/she visits your home for added security.

When we carry out your Annual Gas Safety check we will:

- Check all Together Housing gas appliances at least once every 12 months by a qualified Gas Technician
- Send you a letter confirming the date of your gas safety check
- Re-arrange the first appointment if it is not convenient, providing you give us sufficient notice and your current gas safety certificate is still valid
- Offer you a text message reminder for a re-arranged appointment
- Disconnect any appliance which may be unsafe/dangerous
- Provide you with a copy of your Landlords Gas Safety Check certificate (LGSR) within 28 days of completing the gas safety check
- Take appropriate action to gain access to complete the annual gas safety check and charge you for any costs incurred.

When will your Repair/Gas Safety Check be carried out?

Your repair will be given a priority when you contact us. We will take into account what the repair is and your individual circumstances.

A Gas Safety check (which is a legal requirement) will be carried out at least once every 12 months.

What will happen if you fail to let us in to carry out the Gas Safety Check or repair?

- If you are not in for your appointment we will leave a card to inform you that we have called and your Repair request will be cancelled until you contact us again
- If you fail to provide access to your home for us to carry out your Gas Safety check or repair, Together Housing will take steps which may lead to forcing entry/taking legal proceedings against you
- Any costs incurred resulting from taking formal action, will be charged to you.



Repair Priorities

	When	Definition	Examples (list not exhaustive)	Appointment Offered?
Priority 1	Attend within 24 hours	A repair that requires making safe/repairing where there is immediate risk to life and/or a danger/risk to property.	Severe leaks which can't be contained, major electrical failure (not a power cut) / exposed live electrical wires.	NO You will need to stay in until we visit
Priority 2	Complete within 28 days	A repair that does not pose immediate risk to person or property and be carried out by appointment.	Leaking radiator, dripping tap, kitchen drawer has become loose, extractor fan not working, window handle loose.	YES An appointment will be offered
Priority 3	Complete within 90 days	A repair that can be carried out as part of a programme of works.	Blocked gutters, roofing work, repairs to footpaths.	NO Unless access is needed for us to carry out this repair
Gas Safety Check	At least once every 12 months	A gas safety check of Together Housing appliances and a visual check of any other installed gas appliances.	N/A	YES And you must be in when we visit

When we call to carry out your Repair/Gas Safety Check we will:

- Arrive at the appointed time
- Introduce ourselves and show our Identification
- Be polite, courteous and friendly treating you, your family, your belongings and your home with respect
- Contact you to re-arrange/explain if we are unable to make the agreed appointment
- Explain if we are unable to complete the repair at this first visit and make another appointment with you before leaving your home
- Not use your telephone or toilet/bathroom without your permission
- Carry out all repairs safely and keep your home safe and secure
- Not smoke or play music
- Provide dust sheets/offer to wear boot protection covers where necessary and clear away any rubbish produced from carrying out the repair
- Ensure our Technicians have the correct skills, materials and tools to complete the work to your home to the required standard
- Leave an acknowledgement card if we carry out an external repair if you were not at home, letting you know that we have carried out the repair.

What you can do to help us:

- Ensure you keep your agreed appointment
- Let us know as soon as possible or at least 24 Hours before, if you are not going to be able to keep your appointment
- If you are not in for your first Gas Safety Check an appointment card with a new date will be left (please ensure that you keep this 'follow-on' appointment)
- Ensure you have credit on both your Gas and Electric meters to carry out a Gas Safety check
- Provide us with your correct up to date contact details including you;
 - Telephone/mobile numbers
 - E-mail address
- Provide us with information about you and your circumstances to ensure that we correctly prioritise your repair/gas safety check

- Provide us with your preferred method of contact to help us to deliver our service to meet your needs
- Ensure your home is safe for us to work in, i.e. pets are kept safe and children under 18 are not left alone in the house
- Move any furniture, ornaments, clothing, towels, flooring ensuring the repair/appliances are accessible
- Treat all Together Housing representatives with respect at all times whether they are in your home, in a Together Housing office, on the phone or in contact with you via the web or app.

How is the Performance of the Service measured?

We will measure, monitor and report how we are delivering our service by:

- Carrying out customer satisfaction surveys
- Reviewing complaints and compliments
- Measuring performance against targets
- Regularly check service standard promises with tenant representatives and as part of our scrutiny function.

How do I find out how well the Service is performing?

You can find out how well the service is performing through:

- Information published on our websites
- Attending tenant events

How can I get involved/provide feedback?

You can get involved/provide us with feedback by:

- Using our Complaints and Compliments procedure
- Responding to our customer satisfaction surveys
- Attending tenant consultation event(s)
- Become a member of Tenant Scrutiny.

Continued..

I am unhappy with the Repair/Gas Safety check Service I have received – What can I do?

If you are unhappy with any aspect of the work or service we have provided:

- Please tell us and give us a chance to put it right
- Contact your local Customer Service Centre and/or a Together Housing Group representative to discuss what you are unhappy with
- If you are still unhappy with the response/resolution you are given please follow the Complaints Procedure
- **Note** - We have a complaints process that is quick, clear and accessible. Please refer to our Complaints Service Standard for details.

Contact us

In the first instance, please use our website (www.togetherhousing.co.uk)

Or call:

Customer Service Centres:

0300 555 5561	WAKEFIELD
0300 555 5556	ROSSENDALE
0300 555 5559	COLNE
0300 555 5557 0300 555 5558	CALDERDALE SHEFFIELD
0300 555 5560	BLACKBURN
Office hours are 9am until 5pm Monday to Friday.	

IMPORTANT - In the event of any GAS LEAK, please telephone National Grid on **0800 111 999**.

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Making a better future, **together**