

REPAIRS AND IMPROVEMENTS IN YOUR HOME



**Tenants'
Information**



North Kesteven
DISTRICT COUNCIL



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REPORTING YOUR REPAIRS



The Council needs to keep your property in a good state of repair. You must report any faults or damage affecting your property as soon as you can.



To report repairs

Monday to Friday 8am - 5pm

(For out of hours emergency calls please see **page 8**)



General building repairs

For general building repairs such as brickwork, joinery, plumbing or electrical works including electrical heating repairs Phone **Kier Services** on **01529 416399**.



Other heating repairs

For all other heating repairs and appliance servicing (excluding electric heating) including smoke alarms, carbon monoxide detectors, oil fired, coal and gas central heating including radiators Phone **Aaron Services** on **01205 591979**



Online

You can also report repairs online at

www.n-kesteven.gov.uk/residents/housing

Tenants must report all repairs, allow contractors and staff access to their home to carry out repairs, undertake



HOW TO REPORT YOUR REPAIR

You can report your repair by telephone, direct to the contractors. See telephone numbers on page 5. By using this method, you will be given an appointment date and time. Repairs can also be reported by letter, email, in person or by visiting our website, www.n-kesteven.gov.uk.

You will need to check whose responsibility the repair is. There is a detailed list of responsibilities on pages 10 to 15.

You will need the following information:

- Your name, address and daytime or mobile telephone number;
- Details of exactly when someone will be at home;
- Whether the property is secure, for example if an external door won't lock;
- Give as much detail as possible, exactly where and what the fault is. For example, a radiator in the living room isn't working
- What has happened as a result of the fault?

APPOINTMENTS

An appointment will be pre-arranged with you when the repair/s is reported. Please co-operate with the contractor as much as possible when making appointments. If you cannot keep to an appointment, please contact the contractor to re-arrange it. You may be charged for un-kept appointments if you do not let the contractor know. Please make sure that an adult is at home for the appointment.

ACCESS

Your tenancy agreement states that you must provide Council employees access to your property to carry out repairs, property inspections and gas servicing.

The law states that councils must safety check all gas appliances every year to make sure families are safe within their homes. If you don't allow access we will need to take legal action.



PROOF OF IDENTITY

Always ask to see proof of identity before letting staff or contractors into your home. Genuine callers never mind waiting while you check their identity. If in doubt, telephone the Council on **01529 414155**.

The contractor's operatives should have identification with them and be in branded vehicles.



INSPECTIONS

Some repairs may need to be inspected to determine exactly what needs fixing, and how. If your repair does need to be inspected, you could either be contacted by a Repairs Inspector or a representative from the contractor. They will then make arrangements to visit when you are at home.



HOW WE PRIORITISE REPAIRS

Reported repairs are prioritised to ensure the most urgent jobs are done first.

All emergency repairs are carried out within 24 hours and the most urgent within 2 hours. For example gas escape, internal flooding that cannot be contained etc. After consultation with tenants our updated priorities and commitment for repairs are listed opposite.

OUT-OF-HOURS EMERGENCY SERVICE

Out-of-hours emergency service operates during the following times:

- Weekdays: Monday to Friday 5.00pm and 8.00am
- Weekends: Friday 5.00pm to Mon 8.00am
- Bank Holidays: 24 Hours

Phone Kier Services on **01529 416399**

Phone Aaron Services on **01205 591979**

Emergency repairs will be attended to outside working hours when:

- the fault poses a serious risk to health and safety
- the fault poses a serious risk to the structure of the property
- the property is not secure

You may be charged if an out of hours repair is carried out, which is not seen as an emergency.

The Council will use its judgment for out of hour's emergency repairs if there are very young, old or sick people living in the household.

RECHARGEABLE REPAIRS

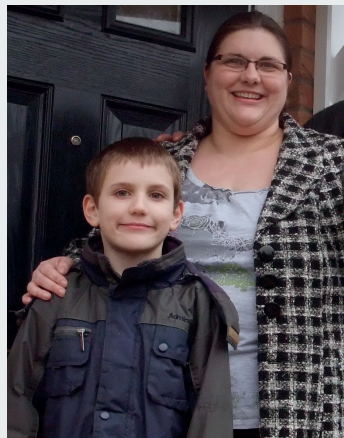
If we think a repair is your responsibility, you will be charged for the organising of the work and it being carried out. An example of this is if damage is caused that is not general wear and tear.

You may also be charged if an out of hours repair is carried out, which is not classed as an emergency.

OUR COMMITMENT TO YOU

We will:

- Provide an out-of-hours service for emergency repairs and carry out all emergency repairs within 24 hours. See page 8
- Prioritise your repairs correctly and complete all urgent repairs within 5 days and all routine repairs within 20 days our target is to achieve an average of 11 days for all repairs
- Offer appointments for all non-emergency repairs including evenings and weekends for tenants who are unavailable during normal working hours (Monday to Friday 8.00am - 8pm, Saturday 9.00am - 1.00pm)
- Keep you informed if an appointment time changes and monitor where appointments are missed by the contractor
- Leave a card saying we called if no-one is at home
- Do our best to get all repairs 'right first time' and leave your home clean and tidy
- Get your feedback on the work that has been carried out and investigate all reports of poor service within 4 weeks
- We aim to carry out inspections of 5% of the repair works carried out - these will be targeted to maintain the high-quality repairs and service tenants expect
- Return to put right any defective work, once notified within two days
- Ensure that properties are safe and clean ready for new tenants to move in
- Continue to review and improve our service to you



TENANTS OWN HOME IMPROVEMENTS

Tenants may carry out their own improvements or alterations to a property. Written permission is required before any works are carried out. If you do not receive permission in writing, we may ask you to return the property back to its original condition. Contact the Duty Neighborhoods Officer on **01529 414155**

Tell the Council straight away if a company wants to carry out works around the property. This includes water, electricity and gas companies. You must not agree to work being carried out without getting written permission from the Council first, except in the case of an emergency.

Please note: The Council is not responsible for works to items that have been installed by the tenant. This also includes the previous tenant if you have exchanged or succeeded your tenancy. For example, light switches or door handles you have replaced will remain your responsibility to repair.

WHOSE RESPONSIBILITY IS THE REPAIR?

The Council is responsible for the upkeep of a property's:

- Structure
- Interior fittings
- Exterior
- Mains services such as gas and electricity

In flats and maisonettes, the Council is responsible for the repair of:

- Shared entrances
- Communal lighting
- Halls
- Communal aerials
- Stairways
- Fire safety equipment

Tenants are responsible for:

- Maintaining their own fixtures, fittings and appliances.

1. Outside your home

Whose responsibility is it?	NKDC	Tenant
Communal areas		
Communal internal areas, such as lifts, stairways, halls and entrances, entry phones, laundries, stairway lighting and TV aerials	✓	
Roof		
Roof structure, covering, chimney, gutterings, rainwater pipes and clips, fascia, soffit and barge boards	✓	
Guttering clearing (report to Kier if gutters need clearing)	✓	
Chimney and flue cleaning, where applicable		✓
External walls		
External walls and rendering	✓	
Foundations		
Foundations	✓	
Windows		
Window frames and external sills	✓	
Glazing - unless damaged by tenant	✓	
Window catches and handles	✓	
Window vents	✓	
Doors		
Outside doors, frames and other boards, such as weather boards	✓	
Repairing of faulty outside door locks and hinges	✓	
Replacement or additional door keys		✓
Door entry systems	✓	
Door numbers, letter plates and letter boxes	✓	
Pipes and drains		
Soil and vent pipes	✓	
Drains, gully surrounds and gully grids	✓	

Whose responsibility is it?	NKDC	Tenant
Gardens and boundaries		
Boundary fencing, if installed by North Kesteven District Council	✓	
Safety fencing, if installed by North Kesteven District Council	✓	
Communal gardens and open areas	✓	
Gardens	✓	✓
Front, side and rear gates, including ironmongery, if owned by North Kesteven District Council	✓	
Paths, steps and other ways of access, if owned by North Kesteven District Council	✓	
Communal washing lines and posts	✓	
Non-communal washing lines and posts		✓
Dustbins and household rubbish		✓
Garages and outbuildings		
Garages and outbuildings, if owned by North Kesteven District Council	✓	
Gaining entry		
Gaining entry after loss of keys		✓
Gaining entry after loss of keys in designed elderly accommodation	✓	
Changing locks where the tenant is seen to be at risk or vulnerable (this is decided at the Council's judgement)	✓	✓

2. Inside your home		
Whose responsibility is it?	NKDC	Tenant
Doors		
Internal doors, including frames, handles, hinges, locks, jambs and thresholds	✓	
Carpet strips		✓
Walls and Ceilings		
Ceilings (but not painting and decorating)	✓	
Painting and decorating	✓	
Internal walls	✓	
Plaster work and plaster air vents	✓	
Floors		
Skirting boards	✓	
Floors (but not coverings, such as carpets, vinyl floor tiles and laminate flooring)	✓	
Staircase		
Staircase, banisters and handrails	✓	
Bathroom		
Bath panels, if fitted by North Kesteven District Council	✓	
Wooden airing cupboard panels, door frames and shelving	✓	
Internal pipework boxing, if fitted by North Kesteven District Council	✓	
Kitchen		
Kitchen cupboards. Cupboards, which cannot be repaired will be replaced, but may not match the existing style	✓	
Cupboard drawers	✓	
Cupboard door catches, handles and drawer handles	✓	
Worktops	✓	
Cleaning of extractor filters to extractor fans, heat recovery units and cooker-hood fans		✓

Whose responsibility is it?	NKDC	Tenant
Electrical		
Electrical wiring, sockets and light fittings	✓	
Wired-in smoke alarms	✓	
Fuse box	✓	
Electric storage heaters, if owned by North Kesteven District Council	✓	
Electric meter and supply of electricity (Tenant and Utility Company)		✓
Immersion heaters, if owned by NKDC	✓	
Disconnection and reconnection of cookers		✓
Extractor fans, if owned by North Kesteven District Council	✓	
Plumbing		
Water service pipes, overflow pipes and water tanks	✓	
Taps and stop taps	✓	
Shower trays, if fitted by North Kesteven District Council	✓	
Electric shower units, if fitted by North Kesteven District Council	✓	
Toilet flushing systems	✓	
Toilet seats		✓
Plugs and chains		✓
Bath, hand basin and toilet - unless damaged by tenant	✓	
Seal to bath and sink unit	✓	
Bleeding of radiators	✓	
Gas		
Gas pipework	✓	
Supply of gas and gas meter (Tenant and Utility Company)		✓
Gas fires, if fitted by North Kesteven District Council	✓	
Gas warm air vents	✓	
Cleaning of gas warm air filters, if accessible on the front of unit		✓
Radiators, valve, timeclocks and thermostats	✓	
Disconnection and reconnection of cookers		✓

3. Home Security

Extra door and window locks, if fitted by NKDC	✓	
Security chains and spyholes, if fitted by NKDC	✓	

4. Home Energy Efficiency

Advice on Home Energy Efficiency: Either telephone the Lincolnshire Energy Efficiency Advice Centre's free number, telephone **0800 512012**, or contact the Council Offices on **01529 414155**

Cavity wall insulation, if fitted by NKDC	✓	
Draught-proofing to external doors, if fitted by NKDC	✓	
Separate hot-water cylinder jackets	✓	

5. Deliberate Damage

Any deliberate damage is the responsibility of the tenant and rechargeable		✓
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6. Infestation

Detailed information on pests can be found on page 16 or the Council's website, www.n-kesteven.gov.uk		✓
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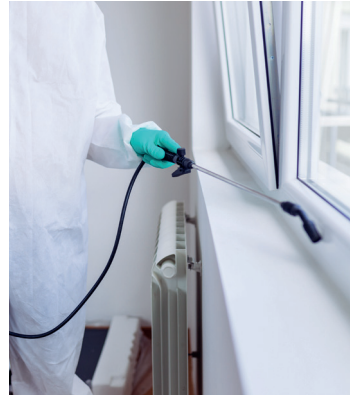


PEST CONTROL

Pest Control is the responsibility of the tenant. The Council does not offer a pest control service but has negotiated a discounted rate with Pest Express Ltd.

Pest Express can be contacted on **0800 542 6727** or by e-mailing **admin@pestexpress.com**

Please remember to tell them you are a resident of North Kesteven to qualify for your discount.



CUSTOMER CARE

Good customer service is very important to us. We carry out customer satisfaction surveys to check you are happy with how your repair was handled and if you are happy with the quality of the repair.

Your feedback is important to us and helps us improve the way we deliver our services.

If you are not happy with any part of our service or quality of repairs, please contact us by either visiting the Council offices in Sleaford, telephoning Council Repairs Team on **01529 414155** or email **repairs@n-kesteven.gov.uk** we will then recall the contractor to put things right at no extra cost.

THE COUNCIL'S CONTRACTORS

The Council makes every effort to use contractors with good reputations, who understand our needs and meet the following criteria:

- Agree to the high standards of workmanship
- Reliability
- Conduct on site
- Protection of tenants' personal property
- Maintenance of essential services
- Achievement of pre-agreed standards

INSURANCE

We strongly recommend that tenants take out their own personal contents insurance.

NKDC insures the building, but tenants are responsible for insuring personal belongings, decorations and furnishings.

The Council has arranged a "Pay As You Go" Home Contents Insurance Scheme for tenants. This has been done via an independent broker to allow tenants to insure their household contents at competitive rates.

To find out more about the Scheme, please contact **01529 414155** and ask for the Housing Community Engagement Team.

REGULAR MAINTENANCE SERVICING

Our contractors will visit your home every year to service and test your property appliances to keep your home safe. We will carry out:

- Gas appliance servicing and carbon monoxide detector testing
- Solid fuel, oil and heat pumps appliance servicing
- Smoke alarm servicing

We will provide a certificate to show that your appliances are safe



PLANNED MAINTENANCE AND IMPROVEMENTS

It is more efficient to plan certain repairs when a programme of works can be put together to obtain better value for money. We will tell you if a day-to-day repair is moved into a planned programme.

NK Home Standard

The council will carry out home improvements based on an expected lifespan of the various components of your home.

- Kitchens 30 years
- Bathrooms 40 years
- Windows 40 years
- External doors 40 years
- Central heating boiler 15 years
- Central heating distribution systems 40 years

The NK Home Standard will aim to have no components that are older than this and still meet the Government's Decent Homes criteria too. We will also make sure that homes are maintained and refurbished to a standard that keeps the occupants safe and warm, whilst also reducing home running costs.

HOME IMPROVEMENT LIAISON

We consult with tenants where improvement works are planned to their home. We will:

- Notify you as soon as we know for sure that your home is included in a programme of work
- Let you know the contractor who will be undertaking the work
- Consult with you on the work planned and listen to your needs
- Let you have a range of choices on finishes and the layout of refurbishments for example, kitchens and bathrooms.
- Let you know when the work will start, with as much notice as possible.
- Provide you with a Tenant Liaison Officer from the Council who will be your main point of contact and who will assist and support you throughout the works where required.
- Keep you informed if things change and give you a clear explanation of why things have changed.

PREPARING YOUR HOME FOR WINTER

- Check your heating in early autumn BEFORE you really need it to keep warm
- Check there is enough oil in the tank to last you through the winter. If you run out completely this creates air locks and your heating may not work even when you refill the tank
- Check that all outside water taps and pipes are well protected and lagged to prevent them freezing up and potentially bursting. Turn off stop taps to outside toilets if they are not in use
- Ensure your chimney is swept regularly and throat plates are cleaned daily to make sure that it is clear and doesn't pose a threat to the safety of you and your family
- If you are going away for a few days keep your heating on low and ask a neighbour to keep an eye on your home. Leave contact details in case of an emergency. If you are going to be away for 30 days or more contact the Council repairs team for advice.
- Make sure your heating thermostat temperature high enough to allow the heating to come on before ringing repairs to report heating is not working. The colder it is outside the higher you need to turn your heating up for it to come on. Please try this before you call for a repair

DON'T BE LEFT IN THE COLD

Between 1st October and 31st March if your heating breaks down don't be left in the cold. Both of the repairs contractors can offer tenants a temporary heating solution if your heating breaks down.

DEALING WITH CONDENSATION

Normal everyday household activities can produce a lot of moisture which collects on cold surfaces. To prevent excess condensation, damp and or mould make sure

- Your home is kept well ventilated
- Is kept at a reasonable level of warmth
- And that you aim to reduce the amount of moisture released into the air
- Clean off spot mould as soon as evident.

For further information see www.n-kesteven.gov.uk or contact the Council repairs team and ask for the leaflet on Condensation, Mould and Damp.

DECANTING

If your home needs major work, the Council may in exceptional circumstances ask you to move to another property while it is being carried out. This is called decanting. It is arranged so that your safety is not at risk, and also so that work can be carried out as quickly as possible. The Council will offer you alternative accommodation if you need to move out. If you do have to move out of your home, you may be able to claim a disturbance allowance.



HOME LOSS

Sometimes tenants have to move out of their home permanently due to improvements or redevelopment. This is called 'home loss'. If this does happen, you will be entitled to a Home Loss Payment. Rules and regulations apply.



INCONVENIENCE PAYMENTS

The Council has a policy for paying compensation if the property is left without essential services, for example cooking or washing facilities. This will be explained fully before any work commences.

An inconvenience allowance of £50 is payable where a tenant has experienced one or more of the following for a minimum of eight hours:

- Loss of cooking facilities;
 - Loss of hot water and personal washing facilities;
 - Loss of toilet facilities;
 - Loss of electricity or
 - Loss of heating
- (between 31 October and 1 May where there is no alternative such as gas/electric fire).

An application form can be obtained from the Tenant Liaison Officer following completion of the improvement works.



AIDS AND ADAPTATIONS

If you are disabled, you may need adaptations, such as ramps, showers and grab rails in your home we will:

- Consider all recommendations for adaptations received from Social Care (Social Services) and, where appropriate, fund them subject to a means test
- Make a home visit to measure up and consult on adaptations within 20 days of receiving Social Care recommendations
- Prepare for works and complete adaptations within two months for stair lifts, ramps and level access showers. For all others we will agree a timescale
- We will aim to fast track requests for minor aids through our repairs contract these will be completed within 20 days



For further information please contact the Housing Renewals Team on **01529 414155**.



ASBESTOS

Asbestos is a natural material, which was used in the building trade for many years. You are most likely to come across asbestos in the following areas:

(this is not a comprehensive list)

- Floor tiles
- Bath panels
- Water heaters
- Flues
- Garages roofs
- Water tanks
- Soffits
- Boilers
- Gas appliances
- Pipe work
- Fascias
- Textured coating (for example Artex)
- Pipe boxing



Asbestos can be dangerous if its dust is breathed in. Asbestos is not a risk to health if it is in good condition and is not disturbed. If we know asbestos is present we will either:

- Leave it in place and record where it is, if it is in good condition
- Seal it all together with a special coating to stop it breaking down. We will only do this if it is safe to do so. We will also ask you to tell us straight away if you think its condition has changed, or if you are planning to do something which may disturb it
- Remove it and replace it with an asbestos-free material
- Bag it and leave it in place

If you are going to be doing anything, for example repairs or decorating, which you think may disturb asbestos, please let us know by telephoning **01529 414155** and ask for Property Services.

For further information on Asbestos please see Repairs and Asbestos "GUIDE FOR TENANTS" leaflet

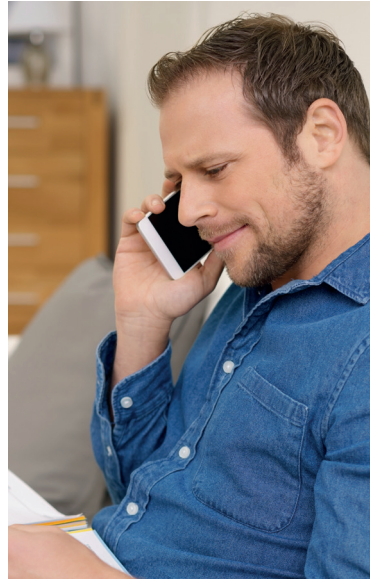
RIGHT-TO-REPAIR

The law states that tenants have the right to receive compensation if the Council does not:

- Carry out a repair within a set timescale
- Fails to complete the repair if it has been requested for a second time.

The right-to-repair does not give you the right to carry out a repair yourself and then be compensated. The repair must be a 'qualifying repair.'

Details of the right-to-repair are set out at www.gov.uk/council-housing or call **01529 414155** and ask for the Duty Neighborhoods Officer.



DISREPAIR

Landlord and Tenant Act 1985

If you think North Kesteven District Council has broken its duty to repair your home, you can put forward a claim for disrepair. In these circumstances, a legal representative may issue a notice to the Authority on your behalf. This is under Section 11 of the Landlord and Tenant Act 1985. The notice should state:

- Your intention to claim compensation for disrepair
- Details of outstanding repairs
- Proof of previous correspondence that you have made with the Council, telling the Authority about the repairs needed

This course of action must always be considered as a last resort. You should always tell us about your concerns before you go ahead with this process.



This document is available in large print, braille, audio tape, electronic formats such as CD, or in a different language. For a copy please contact a Duty Neighbourhood Officer.



North Kesteven
DISTRICT COUNCIL

Phone: **01529 414155**

Fax: **01529 413956**

Web: **www.n-kesteven.gov.uk**

Email: **customer_services@n-kesteven.gov.uk**

Facebook: Search for '**NKDC Housing**'

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