



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.

Head Office: Muskers Building 1 Stanley Street Liverpool L1 6AA
Tel: 0845 803 0015 **Email: repairs@andrewlouis.co.uk**

Our Objectives

To provide an effective, efficient and economic repair service for our clients' properties ensuring works are carried out in a timely manner and in accordance with our Customer Service Charter.

Landlord'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
- Water heaters, boilers, fireplaces, fitted fires and radiators

Tenant's Repair Responsibilities

You are responsible for:

- Minor repairs
- Maintenance of appliances and fittings that have been installed by you
- Washing machine plumbing, fittings, leaks and blockages
- Sealing around baths & sinks
- Bleeding Radiators
- Painting and decorating the inside of your home
- Replacing lost or damaged keys (We will charge you for the actual cost of replacing keys and fobs)
- Replacing electric plugs, fuses & light bulbs
- The upkeep of your own garden
- Plumbing in your own washing machine
- Replacement of smoke alarm batteries

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 own 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 works are carried out. However, occasionally any damage will only be evident once works have commenced. Andrew Louis appointed contractors may carry out any rechargeable repair which has not been rectified within a reasonable period time, and recover the cost from you.

How do I report a repair?

We are committed to providing an excellent repairs service for our tenants and we will always deal with any requests for repairs as soon as we possibly can.

You are kindly requested to report all non emergency repairs in writing and email us on repairs@andrewlouis.co.uk or by letter and post to Andrew Louis , Repairs & Maintenance, Muskens Building, 1 Stanley Street, Liverpool L1 6AA

For Emergency repairs please telephone us on **0845 803 0015**.

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

When reporting a repair please provide us with the following details:

1. Your name and address
2. Daytime telephone and mobile number
3. E-mail address
4. Details of the repair
5. Location of the repair
6. Day and time when someone can call to carry out the work or inspect the problem and identify the exact work required.

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

In order to ensure that repairs are prioritised in relation to how urgent they are, we have agreed 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	10 days
C	Routine Repairs	28 days
D	Planned & Capital Works	Depending on extent of works

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 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 for hot water

Please note: If a contractor is called out to carry out a repair as 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 hand rail
- ✓ 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 28 Days**) before being dealt with and include:

- ✓ Minor plumbing works
- ✓ Repairs to doors, windows and floors
- ✓ 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



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 in to 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 an appointment. It is important that you call them promptly, as the repair will be cancelled if we have not heard from you within 14 days.
4. On completion of the works you will be asked to sign a 'job satisfaction' form.

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 level - located to 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 customercare@andrewlouis.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.andrewlouis.co.uk/contact.php