

Residents 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 none-emergency repairs please email bm@andrewlouis.co.uk and provide as much information and photos where possible of your issue.

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 330 5350

Our Objective

We aim to provide an effective, efficient and economic repair service for our blocks, ensuring works are carried out in a timely manner, and in accordance with our Customer Service Charter.

Block Agents Repair Responsibilities

Block Management 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 service more than one property or the communal areas.

This includes:

- ✓ The roof, drains, gutters and outside pipes
- ✓ Outside walls, doors, window sills, window frames & glass for the common parts
- ✓ Depending on the lease Property 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 & décor of individual properties)
- ✓ Fences, pathways, boundary walls, steps, ramps
- ✓ Garages and outbuildings (where provided)
- ✓ Water pipes & tanks, gas pipes and electrical wiring that service more than one property, or service the communal areas
- ✓ Electrical sockets and smoke detectors, light fittings within communal areas only
- ✓ All shared appliances/ equipment , such as Fire Safety equipment, Door entry, Lifts.
- ✓ Communal soil stack

Owner's Repair Responsibilities

You are responsible for:

- ✓ General internal repairs within your property
- ✓ Maintenance of appliances and fittings that have been installed by the owner or letting agent
- ✓ Painting and decorating the inside of your home
- ✓ Replacing lost or damaged keys that solely work on your property
- ✓ Replacing electric plugs, fuses & light bulbs within the demise of your property
- ✓ Intercom handsets / aerial sockets solely within your demise.
- ✓ Basins, sinks, baths, toilets, flushing systems and waste pipes
- ✓ Silicon seals around baths, sinks and showers
- ✓ 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.

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 be requested before any works are carried out. If your property is rented you will need to seek recovery of any costs back from your estate agents/tenant(s).

However, occasionally any damage will only be evident once works have commenced. Andrew Louis will contact you should this be evidence and discuss the next stages with regards to recovery of costs. If an insurance claim is to be made, it may be that you will be required to pay the insurance excess subject to claim being accepted.

How do I report a repair?

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

You are kindly requested to report all repair/maintenance issues to bm@andrewlouis.co.uk

For Emergency Repairs **ONLY** (as outlined in Priority A) please telephone 0151 330 5321 (option 2).

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

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 the required action taken, you will receive an update from the block management team on this.

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	14 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 must 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:

- ✓ Fire
- ✓ Severe roof leaks
- ✓ Water ingress from communal areas or another property
- ✓ Burst pipes
- ✓ Blocked drains, leaking drains, or soil stack issues
- ✓ Trapping in lifts
- ✓ Loss of all electrical power, light or utilities to common areas
- ✓ Loss of water to the entire block
- ✓ Emergency communal door repairs when there is a threat to safety or the block

Please note: If a contractor is called out to carry out a repair as an emergency when an emergency repair is not justified or block management's responsibility 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 resident. 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
- ✓ Leaking roof
- ✓ Insecure external window, door or lock to block
- ✓ Loose or detached stair hand rail
- ✓ Rotten timber floor or stair tread

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 issues
- ✓ Plumbing repairs where no damage is involved
- ✓ Repairs to walls, brickwork, slates or tiles
- ✓ Plaster repairs
- ✓ Repairs or cleaning of gutters/downpipes
- ✓ Other minor day-to-day repairs or replacements



Priority D: Planned & Capital Works

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

- ✓ Renewal of roof coverings
- ✓ Window installations
- ✓ Internal/External redecoration to common areas
- ✓ Renewal of communal drainage
- ✓ Re-tarmacking to site



Carrying out repairs

1. All of our tradesmen are approved sub-contractors.
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). It is important that you call the contractor promptly, as the repair will be cancelled if we have not heard from you within 14 days.

Gas Safety Inspections

By law, each landlord must carry out a safety check of our gas appliances at least once a year to make sure they are safe if you rent out your property.



You must also have your gas appliances are fully serviced regularly. Depending on the type of appliance you have, this may be either every year or every three years.

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

Electrical Certificates

The development will obtain a 5-year Electrical Certificate for communal electrics and fuse boards, as owners if you rent out your property you are also legally required to ensure that your property has an individual electrical certificate for your property.

Loss or Escape of Water

If you have no water to your property only, then this is deemed an isolated event and you will be required in the first instance to contact your own plumber or United Utilities 0845 746 2200, you should check that all your stop cocks are open before making any calls.

If there is water escape from your property, you must in the first instance try to isolate your water by turning off your stop cocks and contact Andrew Louis for further advice.

Insurance

The development will have building insurance which is for the main structure of the development as owners you should also have your own contents insurance as the building insurance does not cover removal / personal items within your property. If you rent out your property you should obtain landlord insurance and ensure your agents/tenants have obtained contents insurance.

Any insurance claim requested is treated on a case-by-case basis and at this stage we will confirm who will be responsible for the insurance excess. For example, if the roof has leaked causing damage to internal areas of the development the excess will be met by the service charge funds, if there is an escape of water from one property into another it may be that the owner of the property where the escape of water has arisen from will be required to cover the insurance excess.