

# Quick guide to repairs

## How to report repairs

Report repairs with MyHome or contact us at [customers@stonewater.org](mailto:customers@stonewater.org) or 01202319119. If you have an emergency outside of opening hours, you will reach our out of hours team.

To make things even easier, we offer a call-back feature during busy times. We aim to get back to you **within two hours**.

We aim to complete repairs **within 28 days**. For emergency repairs, we aim to have a temporary or permanent repair **within 24 hours**.

## Who's responsible for what?



Some things are our responsibility and others are yours, including anything you've installed or been given by us.

If something you're responsible for needs fixing, we'll support you to get it fixed within a reasonable time frame. If you don't, we may have to carry out the repair and charge for costs. If your home deteriorates due to neglect, we'll charge you for the cost of putting it right. If you're worried about affording a repair, get in touch as we may be able to help.

## What happens when you report a repair?

A contractor will be assigned to the repair and will contact you to arrange an appointment. If a follow up visit is needed, they will contact you to arrange another appointment.

## Accessing your home

If we need to visit for an inspection or repair, we'll let you know **at least 24 hours before** (unless it's an emergency). So we can complete important checks please let us in. We understand that life happens and we're here to help if you need to move your appointment or require extra support.

If we're unable to get access to carry out work we need to do to make sure your home is safe and well-maintained, after several attempts to contact you, we may have to seek legal action to get in.

## Telling us how we did

After every visit, we ask for feedback via our Rant and Rave survey. You can also contact us on social media, leave a review on Trustpilot or call us. If you make a complaint we'll work with you to find out what's gone wrong.



## Is Home Insurance worth it?

Damage to your items caused by things like fires, burst pipes and vandalism aren't covered by us, so home contents insurance could save you money if something goes wrong.

The National Housing Federation recommend MyHome Contents Insurance, a specialist insurance for housing association tenants. Find out more on our website.

## Aids and adaptations



Making changes to your home may depend on your tenancy agreement. There'll be times where you'll need to get permission from us, such as removing walls, replacing a kitchen or putting up a satellite dish. Some works we won't give permission for. Check with us before you make a start on any home improvements.

## Doing a repair yourself

If something in your home needs repairing and is your responsibility, you can carry out the work yourself if it's safe to do so, but you should hire a professional where possible.

## Freezing weather

In cold weather, water inside pipes, cisterns and basins can freeze and expand which can lead to blocked or burst pipes. Find out how to prepare for cold weather and what to do if you have a burst pipe in our full guide.

## Planned improvements

**Every five years**, we'll do a Stock Condition Survey on your home to check the condition of things like your kitchen, bathroom and windows. This'll identify what work may need doing and helps us to meet the Decent Homes Standard. We'll contact you to tell you what work is needed and when it'll be done.

Find out more about what happens when we need to visit to do a Stock Condition Survey and the typical life-cycle of kitchens, bathrooms and windows in our full guide.



## Home improvements

We can offer a range of adaptations to help you live as independently as possible and will work with you to find the options that best suit you.

If you have an aid or adaptation in your home you're responsible for maintaining it to ensure it's safe. If you've entered into a service agreement with us and have asked us to do this for you, we'll visit **every six months** to inspect the installation.

## Damp, mould and condensation



Damp and mould in your home is usually caused by moisture from outside or everyday activities. Find out more about handling damp, mould and condensation, including how we can support you if you find it in your home, on our website.

## Fire safety

**Once a week**, test your fire alarms. If you believe that your detectors aren't working correctly or they start beeping, let us know.

**Once a year**, we'll test and inspect your fire detectors.

We do Fire Risk Assessments (FRAs) of all our blocks of flats and specialised housing units on a risk led program – which means that the greater the risk, the more often we'll attend. We also check communal fire doors and flat entrance doors regularly.



## Asbestos

Asbestos is present in some of our homes and buildings. We hold an asbestos register and complete regular inspections. If you think that there's damaged asbestos in your home or building, please contact us.

## Lifts

We inspect all our passenger lifts **every six months** and service them **monthly**.

## Dealing with pests

Find out what to do about common pests in our Pest Management Guide. If you notice pests in communal areas where you live or are worried that pests are getting into your home because of a repair or structural issue, let us know.

## Gas and electric safety

**Once a year** we'll complete your gas safety inspection. We'll contact you two months before it's due. Find out more about what happens during this inspection in our full guide.

**Every five years** we'll complete an Electrical Installation Condition Report (EICR) on all communal electrical systems and homes. We'll contact you before this is due.

If you're a leaseholder or shared owner you're responsible for making sure that the gas and electrical systems and appliances in your home are safe and in a good condition.

## Water safety

If your home or building has stored water we'll complete a water risk assessment, which is reviewed regularly.

## How we deliver services

If you need us to deliver our services differently so that you can access them, we'll always try to accommodate this. Find out more about reasonable adjustments on our website.

Find our full Repairs Guide at [www.stonewater.org](http://www.stonewater.org)