



herefordshire housing

>People >Homes >Communities

Your comprehensive  
repairs service



Creating quality choices for communities

# Welcome

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## Repairing and Maintaining Your Home

Herefordshire Housing will ensure that the homes of tenants are maintained to a good standard.

With your help we will be able to check the service you receive against these standards to make sure we live up to our promises.

### We will make sure that:

- Your home is watertight and weatherproof
- Your home is safe and secure
- Repairs to your home are carried out to a good standard
- Your home's fixtures and fittings that are our responsibility are kept in good working order
- Your home can be supplied with water, power, heat and light

### Our promises to you:

We will provide information on the repairs service:

- In your repairs leaflet
- On our website
- From your Housing Office

## Reporting your Repair

You should tell us as soon as possible when a repair is required.

Your repair should be reported to HHL Connect on 0300 777 4321.

### Office Opening Hours

Monday - Friday 8.30am - 5pm

We are available in HHL Connect to take your repair request or enquiries from 8am to 8pm on Monday to Friday and 24 hours call out for weekends and bank holidays.



For more information  
contact us on 0300 777 4321

## Your Repairs Service

You can report your repair by:

- Phone
- Fax
- In person
- In writing or by e-mail: [info@hhl.co.uk](mailto:info@hhl.co.uk)
- Via our website [www.hhl.org.uk](http://www.hhl.org.uk)
- Download our iHome app

## Recharge Work

If your repair is needed because you have neglected your home, deliberately damaged it, or due to criminal damage where you have not obtained an Incident Number from the police, we will charge you for the cost of the repair.

- We will let you know if we are going to charge you for the work and explain the reason why.
- We will ask you to pay first for all non-emergency repairs before the repair is carried out; and
- In the case of an emergency, ask you to sign to say that you agree to pay for the repair later when we send you a final bill.

## Prioritising your Repairs

We will always try to work flexibly with our customers and in some circumstances, usually for older people or people with disabilities, we may come to see you sooner. Please advise us of any circumstances you consider we should be aware of, in order for us to offer you a service suitable to meet your needs.

We give all the repairs reported to us one of the following priorities:

- Major emergency repairs
- Emergency repairs
- Urgent repairs
- Rapid routine repairs
- Routine repairs
- Programmed repairs

Please find at the back of this leaflet a Quick Guide to prioritising your repair request.



## Major Emergency Repairs

We aim to respond to major emergency repairs within 2 hours and make safe.

Examples of major emergency repairs include:

- Major disaster or fire in the property
- Immediate danger to life
- Severe storm damage
- Flooding

## Emergency Repairs

We aim to respond and complete or make safe the repair within 12 hours.

Examples of emergency repairs include:

- Total loss of electric power
- Total loss of water supply
- Total loss of Gas supply
- Non-secure front, rear back door or window
- Blocked WC - only toilet in the property
- Uncontrollable water leak

## Emergency out of office hours repairs service

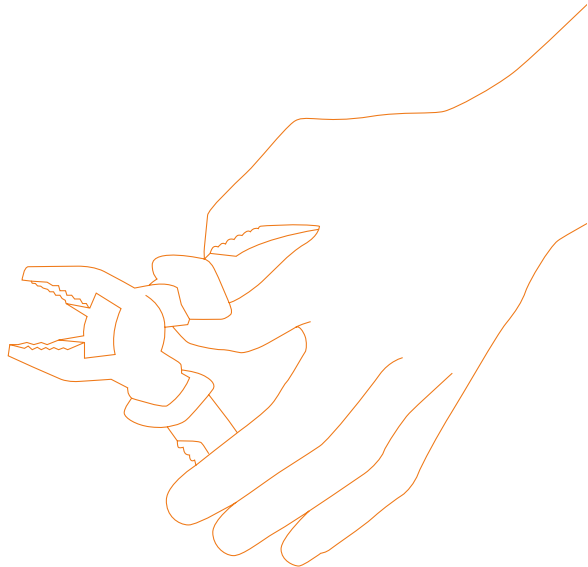
Herefordshire Housing provides an Emergency Call-out Service that deals with emergency repairs outside of normal working hours - operating between:

Monday to Friday  
5pm- 8.30am

24 hours call out for weekends and Bank Holidays.



If you have an Emergency repair when our offices are closed, you can contact us on 0300 777 4321



We aim to respond to major emergency repairs within 2 hours and make safe.

In cases of emergency repairs we will attend within 12 hours and complete or make safe the repair.

The Emergency Call- out service only deals with emergencies and does not respond to repairs, which can be safely left until the following day.

If this system is misused, you may put another person's health or welfare at risk. We may also send you an invoice to pay for the extra cost occurred due to an incorrect call out repair request.

#### Examples of Emergency Out of Hours type of repair work:

- If there is a danger to life or to the property
- Severe roof leaks
- Unsecure property
- Flooding
- Uncontrollable water leak
- Complete loss of electric power (except power cuts or no credit on meters)

#### Urgent Repairs

##### **Complete within 3 working days**

These are very urgent repairs that do not fall into the emergency priority.

Examples of Urgent Repairs include:

- No hot water or central heating with no other form of heating available (summer season from 1st May to 30th September)
- Partial loss of electric power, including defective power points, sockets etc
- Blocked sink, basin or bath

#### Rapid Routine Repairs

##### **Complete within 10 working days**

These repairs can include:

- Repairs to dripping tap
- Repairs to internal doors, latches and door frames
- Repairs to windows, catches and furniture
- Replacing toilet seat



## Routine Repairs Complete within 20 working days

These repairs can include:

- Repairs to kitchen units and worktops
- Replacing or repairing extractor fan in internal kitchen or bathroom
- Minor plaster repairs
- Minor repairs to leaking gutters and rainwater pipes

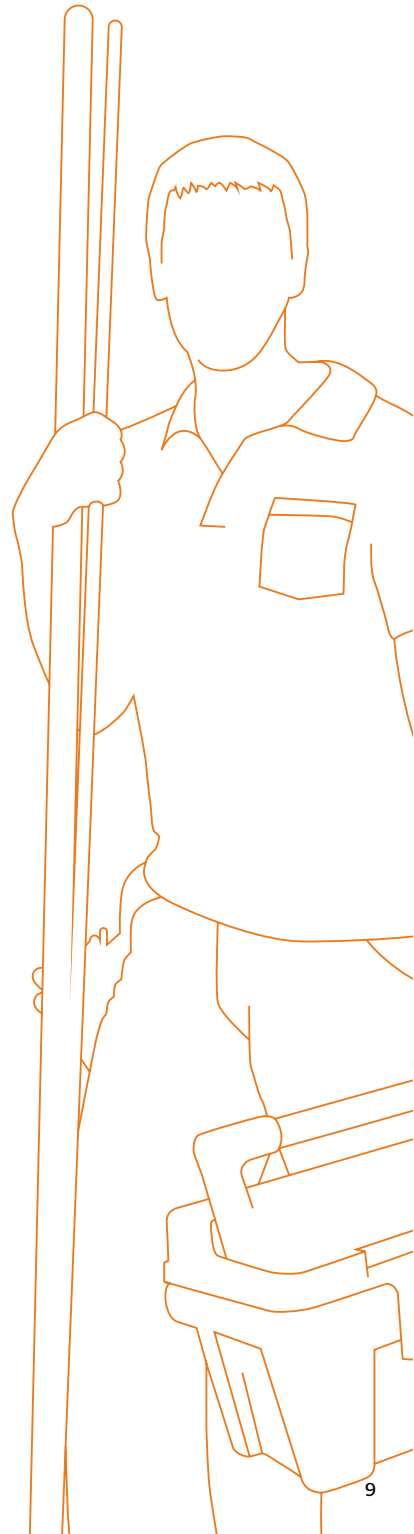
## Programmed Repairs

Herefordshire Housing is working towards carrying out non-urgent routine maintenance work or other specialist work on a programmed repair basis.

This will allow us to package work together by areas, enabling work to be planned easier at reduced costs.

The following would be classed as Programmed Repairs work:

- Renewal of bath, hand basin or complete bathroom suite
- Major plastering work to walls and ceilings
- Replacement of gates
- Repointing or rendering brickwork
- Complete overhaul of rainwater gutters and pipes
- Garden walls and fencing repairs
- Concrete footpaths and drives



On occasion it may be necessary to send a Building Surveyor to your home to carry out an assessment of the repair request you have made. When this happens we will offer you an appointment and send you a confirmation letter. Following the repair assessment the surveyor will issue to you a confirmation repair receipt of his decision on what will happen next.

### What if the repair cannot be done while you are in your home?

On occasions it may not be possible to carry out repairs to your home while you are living there, due to the nature and severity of the repairs to be completed to your home, such as major structural repairs. On these occasions we will offer you other housing arrangements and pay for any removals, reconnection charges and reasonable disturbance costs.

## Solid Fuel Appliances

To ensure satisfactory performance of domestic solid fuel and wood-burning appliances, it is important to use fuels that are of suitable type and size. Good quality fuels are essential for safe and efficient combustion as poor quality fuels wastes energy, damage the appliance and chimney and costs more for the consumer.

Please ensure that you obtain fuel from a reliable source and choose a supplier that will deliver the right fuel for your appliance.

You can obtain further information about the right fuels for your appliance and a list of approved suppliers from HETAS, the official body recognised by government to approve biomass and solid fuel domestic heating appliances, fuels and services etc.

Telephone: 01242 681270 or

0845 634 5626

Web: [www.hetas.co.uk](http://www.hetas.co.uk)

Email: [info@hetas.co.uk](mailto:info@hetas.co.uk)

## Cyclical Maintenance

This is when work is carried out periodically to prolong the life of the building component and avoid either expensive repairs or a complete breakdown.

Examples include:

- Gas Servicing - Annually
- External Painting - Every 8 years
- Solid Fuel Servicing - Annually
- Electrical Periodical Testing - Every 10 years

We will let you know when the works are due to be carried out to your property by sending you a confirmation letter detailing the maintenance works to be completed and when it will be done by.

## Gas Safety

We have a duty of care to make sure that all gas appliances owned by Herefordshire Housing are checked every year by Gas Safe registered gas engineers. We will also service any appliances at the same time.

Under your conditions of tenancy, you must allow Herefordshire Housing employees or appointed contractors into your home to carry out gas safety checks.

We will write to you when your gas safety check is due. The letter will be individually addressed to you and will let you know when the gas safety check is due. When you receive this letter can you please make contact and arrange an appointment for our gas engineer to call.

If you wish to connect any of your own gas appliances, you will need to ask permission from your Neighbourhood Officer. You will also need to arrange

for a suitable qualified (Gas Safe) gas installer to carry out the work and forward a copy of the contractor's installation certificate to us.

If you require one of the following services please call 0300 777 4321

- Breakdown Service
- Servicing booking an appointment
- Application to install your own gas appliance

### If you smell gas

- Immediately turn off the incoming gas supply at the meter
- Open windows to ventilate the area
- Call TRANSCO on 0800 111 999

### Do not

- Use your mobile phone inside your home
- Use your intercom system
- Switch off any lights or electric switches as this could cause an explosion
- Smoke

## Whose Responsibility is it?

The following table provides a guide of who's responsible for what; this is not an exhaustive list and if you are unsure, please contact HHL Connect on 0300 777 4321.

Inside your home	
<b>Windows</b>	
Window boards	HHL
Window catches and furniture	HHL
Curtain rails and net hooks	Tenant
<b>Doors</b>	
Doors and ironmongery	HHL
Altering doors for carpets	Tenant
Lost or damaged keys	Tenant
<b>Walls</b>	
Major plastering and vents	HHL
Minor plastering (cracks and small holes)	Tenant
Wall tiles (if fitted by HHL)	HHL
Decorating	Tenant
<b>Floors</b>	
Concrete floors	HHL
Floor tiles (only if fitted by HHL)	HHL
Loose floor covering and fitted carpets	Tenant
Floorboards and joist	HHL
Skirting boards	HHL
<b>Ceilings</b>	
Decorating	Tenant
Major plastering	HHL
Minor plastering (cracks and small holes)	Tenant
<b>Fireplaces</b>	
Open Fireplace (not including tenant own alterations)	HHL
Sweeping chimney	HHL

## Inside your home

### Staircase

Staircase, banisters, handrails

HHL

### Bathroom

Baths, basins and toilet

HHL

Bath panels

HHL

Boxing of pipe work (only if fitted by HHL)

HHL

Slatted shelves in airing cupboards or drying cupboards

HHL

### Kitchens

Kitchen cupboards

HHL

Cupboard drawers

HHL

Cupboard door catches, handles and hinges

HHL

Worktops

HHL

Alterations to install tenant's own appliances, fitting or fixtures

Tenant

Tenants own appliances and plugs

Tenant

### Hall

Hat and coat rails

Tenant

### Electrical

Wiring, sockets and fixtures and light fittings (only if fitted by HHL)

HHL

Wired smoke alarms

HHL

Battery operated smoke alarms (changing batteries)

Tenant

Battery operated carbon monoxide alarms (changing batteries)

Tenant

Pull cord strings

HHL

Consumer unit (fuse box)

HHL

TV, lamps, kettles and any other appliances and plugs

Tenant

Storage heaters (only if fitted by HHL)

HHL

Fires (only if fitted by HHL)

HHL

Electric meter and supply

Tenant

Disconnection and reconnection of cooker

Tenant

Extractor fans

HHL

Immersion heater

HHL

Changing light bulbs

Tenant

Kitchen strip light tubes, starters and diffuser

Tenant

Electrical shower units (only if fitted by HHL)

HHL

Inside your home

**Plumbing**

Hot and cold services, tanks and overflows	HHL
Blocked WC or sink, and bath (technical problem)	HHL
Blocked WC or sink, and bath (due to misuse)	Tenant
All taps, stop taps, and valves	HHL
WC pans	HHL
Baths	HHL
Wash hand basins	HHL
WC cisterns	HHL
Shower trays (if fitted by HHL)	HHL
WC seats	HHL
Plugs and chains to sinks, baths, wash hand basins	HHL
Tap washers	HHL
Sealants around baths, sinks and wash hand basins	HHL

**Gas and Heating**

Pipe work	HHL
Gas meter and supply	Tenant
Gas fires (if fitted by HHL)	HHL
Radiators, valves, time clocks and thermostats	HHL
Removing radiators for decorations	Tenant
Disconnection and reconnection of cooker	Tenant

Outside your home

**Roofs**

Chimneys	HHL
Roof structures including tiles/slates/flashing etc	HHL
Guttering and rainwater pipes	HHL
Fascia boards, soffits and barge boards	HHL

**Walls and canopies**

External walls and rendering	HHL
Foundations	HHL
Canopies over doors (if fitted by HHL)	HHL

## Outside your home

### Windows

Window frames  
Window sills

HHL  
HHL

### Glazing

Glazing in windows and doors where caused by criminal damage and reported to the police (crime number required)  
Glazing all other reasons

HHL  
Tenant

### Doors

Entrance door and frames  
Entrance door locks and ironmongery (wear and tear only)  
Lost entrance door key (not including vulnerable tenants)  
Door entry systems  
Draught excluders  
Doors bells (not fitted by HHL)

HHL  
HHL  
Tenant  
HHL  
Tenant  
Tenant

### Drains and pipes

Soil pipes and fittings  
Drain pipes and gullies (HHL responsibility)  
Clean leaves and garden waste etc from gullies  
Blocked drains  
Blocked drains caused by occupiers  
Inspection chambers (manholes)

HHL  
HHL  
Tenant  
HHL  
Tenant  
HHL

### Gardens and Boundaries

Garden maintenance  
Fencing (only if fitted by HHL)  
Gates (only if fitted by HHL)  
Line props/dryers (only if fitted by HHL)  
Restraining rotary dryers (unless communal)  
Footpaths and hard standings (only if installed by HHL)  
Garden walls (only if installed by HHL)  
Car hard standing and driveways (only if installed by HHL)

Tenant  
HHL  
HHL  
HHL  
Tenant  
HHL  
HHL  
HHL

### Garages and out buildings

Garage or outbuilding (if owned by HHL)  
Replacement padlocks to garages doors

HHL  
Tenant

Outside your home

**Gaining entry**

Gaining entry to your home if you have locked yourself out (we do this on your behalf but a charge will apply)

Tenant

Lost keys and replacement locks (we can do this on your behalf but a charge will apply)

Tenant

Gaining entry to your home because you are a victim of crime and reported to the police (crime number required)

HHL

**Communal areas**

Areas such as stairs, foyers etc

HHL

**TV aerials or satellite dishes**

Communal TV aerials

HHL

General TV aerials

Tenant

Satellite (permission needed)

Tenant

**Pests and insects in customer's property**

Fleas/ants

Tenant

Rats

Tenant

Squirrels

Tenant

Wasps/bees nest

Tenant







## Carrying out your Repairs

When we are working at your home we and our Contractors will:

- Make every effort to meet all appointments and let you know in good time if we are unable to keep the appointment.
- If you are not at home when we call leave a letter advising you to contact us to rearrange the appointment.
- Make sure people working on our behalf introduce themselves, explain what we have come to do and offer to show their identity cards.
- Be polite and courteous to you, your family and visitors.
- Take care of your property and possessions and protect them from damage, dust etc.
- Keep your home secure at all times whilst working there.
- Keep safe all materials and equipment used on site and avoid danger to you, your family and your visitors.
- Clean up and remove any rubbish following a repair.
- Be aware of the cultural or special needs of the minority groups and those customers with any disabilities.
- Be professional and aim to complete

the repair in the least number of visits.

- Keep you informed on the progress of the work especially if the job cannot be completed in one visit.
- We will listen to and act on our customers' views as part of our aim to continuously improve our service.
- Carry out a random sample quality assurance check on completed repairs to make sure the work has been done properly.

## Your Responsibilities

- You should report any repairs or faults as soon as possible.
- When you report a repair it will help us if you tell us what the problem is.
- Give us a phone number where we can contact you.
- You should keep any appointments you have made.
- You should provide access to your home for us to carry out Annual Safety Checks and all necessary repairs. If you fail to do so it could result in facing legal action to gain access and you may have to pay legal costs.
- To participate in Customer Satisfaction Surveys to provide us with valuable feedback on the services we provide.

## Right to repairs

Right to Repair Scheme ensures that small urgent repairs, which might affect your health, safety or security, are carried out quickly and easily. The rules are complex and not all repairs qualify under the “Right to Repair” scheme.

### Qualifying Repairs

The table below gives a list of repairs that qualify under the Right to Repair Scheme outlined by the ‘Secure tenants of Local Housing Authorities (Right to Repair) Regulations 1997’. A repair only qualifies if the cost of carrying out the work is less than £250.

Repair	Timescale
<b>Electrical</b>	
Total loss of electric	1 working day
Partial loss of electrical power	3 working days
Unsafe power or lighting socket or electrical fitting	1 working day
<b>Plumbing</b>	
Total loss of water supply	1 working day
Partial loss of water supply	3 working days
Tap which cannot be turned	3 working days
Toilet not flushing (where there is no other working toilet in the dwelling house)	1 working day
Blocked sink, bath or basin	3 working days
Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the dwelling) toilet pan	1 working day
Leaking from water or heating pipe tank cistern	1 working day
<b>Heating</b>	
Total loss of space heating between 30th September - 1st May	1 working day
Between 30th April -1st October	3 working days
Total or partial loss of gas supply	1 working day
Blocked flue to open fire or boiler	1 working day

Repair	Timescale
<b>Other</b>	
Insecure external window, door or lock	1 working day
Rotten timber flooring or stair tread	3 working days
Loose or detached banister or handrail	3 working days
Leaking roof	7 working days
Mechanical extractor fan in internal kitchen or bathroom not working	7 working days
Door entry phone not working	7 working days

NB. Where there is more than one repair required, the timescales are not added together.

You must allow Herefordshire Housing reasonable time to gain access into your home to complete the repair.

### What happens if the repair is not done within the timescale?

If Herefordshire Housing fails to carry out a repair listed above, within the timescales given, and the cost of the repair is less than £250, you should contact HHL Connect on 0300 777 4321.

You should explain the details of the repair, when it was reported and when it was due to be carried out.

We will then arrange for another instruction to be given for the work

to be carried out. You will be sent an acknowledgment letter with a new completion date.

If the work is still not carried out within the second timescale limit stated in the acknowledgment letter, you should contact the HHL Connect Centre again and write to the Property Services Manager explaining the situation and claim the compensation due to you.

### PLEASE NOTE

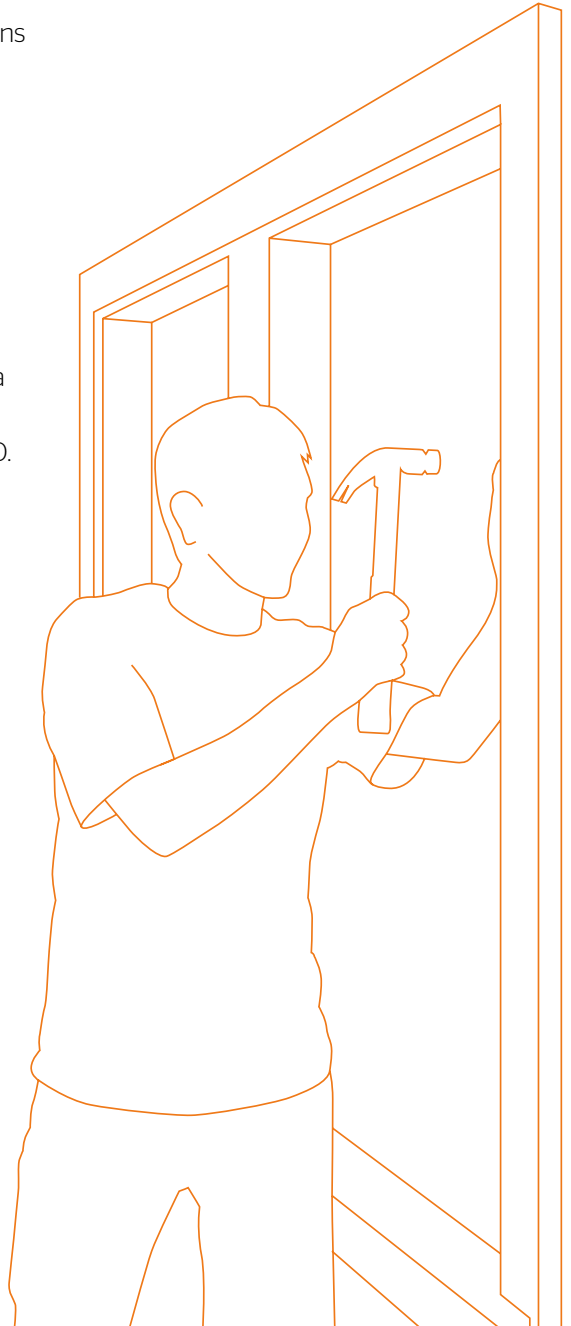
Compensation will only be paid if you have allowed access to your home at the appointed times. If you owe Herefordshire Housing money, the company will deduct the outstanding amount from your compensation amount.

There may be exceptional circumstances, beyond the control of Herefordshire Housing, to carry out the qualifying repair within the timescales and the qualifying period may be suspended. When this happens we will let you know and send you confirmation on the action we intend to take.

### Compensation

If, after the 2nd instruction we have not completed the works by the target completion date, the amount of compensation will be £10, plus £2 a day for every day the repair remains outstanding, up to a maximum of £50.

The rules are complex, so please contact us if you require any further information or clarification about the ["Right to Repair Scheme."](#)



## Condensation

### What is Condensation?

It starts as moisture that is produced by cooking, taking a bath, having a shower or drying clothes indoors. The moist air can condense in unheated bedrooms, bathrooms or other rooms on cold walls, ceilings or floors and then forms mould.

Look for it in corners, on or near windows, in or behind wardrobes and cupboards. Bedding and furnishing may feel damp and the windows and mirrors are likely to be misted up or running with water.

### How to avoid Condensation

Condensation can occur in any home. You can take steps to prevent it.

#### Step 1 Produce less moisture

- Cover pans when cooking and do not leave kettles boiling.
- Do not use portable bottled gas heaters, the gas produces a lot of moisture.
- Dry washing outdoors on a line, or use well ventilated rooms (open windows and close the room door).
- Vent any tumble driers on the outside, unless it is the self condensing type.
- Wipe down surfaces where moisture settles to prevent mould forming.

#### Step 2 Ventilate rooms to remove moisture

- Keep bathrooms and kitchen doors closed when using these rooms and open a window so that steam can escape or use the extractor fan if one fitted.
- Open windows in each room for a while each day to allow a change of air.
- Do not block up permanent ventilators.
- Leave a space between the back of the wardrobe and the wall, this will allow air circulation around your wardrobe. Where possible, position wardrobes and furniture against internal walls.

#### Step 3 Keep your home warm

- In cold weather, keep low background heating on all day, or as much as possible.
- Take steps to reduce heat loss from your home.

## First steps against Mould

- First treat any mould you may already have in your home. If you then deal with the basic problems of condensation, mould should not reappear.
- To kill and remove mould, wipe down effected areas with fungicidal wash, these are available from DIY stores. Ensure you follow the manufactures instructions.
- After treatment, redecorate using a good quality fungicidal paint to help prevent mould reoccurring.

If you require any further advice in managing condensation in your home please contact HHL Connect on 0300 777 4321

## Useful tips to prevent burst pipes

To avoid the misery and damage caused by burst pipes during extreme cold weather:

- Keep your home warm especially during the night.
- Run taps and flush toilets to check that pipes are not frozen.
- Know where your stop tap is and make sure that you can easily turn it off.
- Make sure that you can turn off the gate valves for hot and cold water tanks.

- If you are leaving your home unoccupied for a long period of time consider draining the whole water system down; and
- If you live in a flat or maisonette, leave a spare key with a neighbour. A flood in an upstairs flat can cause damage to your home.

## What to do if you suffer a frozen or burst pipe

### Frozen pipes

- Turn off the water at the stop tap.
- Switch off the central heating.
- Switch off the immersion or gas water heating.
- You can try to thaw the frozen pipes gently with a hairdryer or fan heater etc.

### Burst pipes

- Turn off the water at the stop tap.
- Turn off the immersion or gas water heating.
- Turn on the sink, bathroom or kitchen taps to drain water from the system.
- Do not touch any electrical fittings.
- Turn off the electricity at the mains fuse board.

Contact HHL Connect and report the problem immediately.

## Fire safety - smoke detectors

Your home will be fitted with a smoke alarm, these devices may be battery or mains operated and should be checked regularly by the occupier.

### Checking your alarm

- Check power supply indicator light is on (mains type).
- Press and hold the test sounder for 10 seconds, the alarm should go off.
- If the alarm does not go off try cleaning it and test again.
- If it still does not work please contact us and we will arrange an appointment for one of our electricians to call.

### Do not

- Remove batteries from the smoke detector
- Remove the device from its holder
- Do not paint external surfaces of detectors

### The smoke detector can go off in error

- From excessive cooking fumes - like burnt toast or burnt meat
- Someone smoking a cigarette, cigar or pipe near it
- The battery may need replacing (if battery operated)

Please ensure that you regularly check your smoke detectors and report detectors that are not working.

## Completing your own repairs or improvements to your home

### Applying for permission

You may undertake most repairs and improvements yourself to your home, as long as you get written permission from us first. We usually give permission, but the rules are complex, so contact HHL Connect on 0300 777 4321 first.

**N.B. You cannot carry out any alterations or changes until you have written permission.**

Examples of alterations that you need permission for, but are not restricted to:

- Installations/renewal of verandahs porches
- Installations of driveways
- Installation/renewal kitchen units and worktops
- Installation of bathroom suites/showers
- Painting external doors, windows and walls
- Installations of gates and fencing
- Install your own gas fire or heating system



- Loft/cavity wall insulation
- Draught proofing of windows and doors
- Rewiring or the provision of power and lighting or other electrical fittings

Always remember - a competent/qualified contractor should carry out your alterations and certificates will have to be produced if any electrical or gas work is carried out.

### Planning permission

Depending upon the work you have in mind, you may also need to get planning and/or building regulation approval before starting work.

### Repairs

We are not responsible for repairs to your alterations or improvements which are necessary because of faulty fittings, substandard workmanship, or defective materials. Please make sure you gain our written permission and employ a firm with a good reputation.



## Handyperson+

Handyperson+ provides you with access to a pay as you go service to complete day to day DIY jobs around your home.

Typical DIY jobs we can complete for you include:

- Installing gas or electric cookers
- Installing washing machines, tumble dryers and dishwashers
- Adjusting doors following fitting of new carpet
- Installing new light fittings
- Fitting new shower and wall tiles
- Painting and decorating
- Putting up new shelves, curtain poles and curtains
- Cutting your grass

### Placing an order or requesting a quote

Call our HHL connect team on 0300 777 4321 anytime between 8am and 8pm Monday to Friday

## Tell us how we are doing

We welcome your views on the services we provide.

If we have got things wrong and you are unhappy with the service then please let us know. It will help us put things right, and improve the service.

We would also like to hear from you if you are happy with the service you receive.

Whatever you want to tell us, whether it is a complaint, a compliment, a comment or a suggestion we want to hear from you.

### Please let us know via:

- Contacting HHL Connect on 0300 777 4321
- By letter or by fax on 01432 384195
- By e-mailing [info@hhl.org.uk](mailto:info@hhl.org.uk)
- By contacting your local Herefordshire Housing Office
- Via our website [www.hhl.org.uk](http://www.hhl.org.uk)

## Complaints

The simplest way to sort out a problem is to discuss it with the person concerned, either face to face or on the telephone. Many problems can be quickly resolved this way. If you are not happy with our response then our Complaints Procedure will help us deal efficiently and effectively with your complaint.

You can make a complaint by:

- Writing to or visiting one of Herefordshire Housing Offices
- Telephoning any Herefordshire Housing Office
- Emailing [complaints@hhl.org.uk](mailto:complaints@hhl.org.uk)
- Visiting our website [www.hhl.org.uk](http://www.hhl.org.uk)

## Insurance

While we are responsible for insuring the building you live in, it is your responsibility to insure your personal contents, furniture, carpets and decorations etc against theft, fire, burst pipes and other household risk. You need to take out your own insurance.

Now under a special scheme arranged with our insurers, it's easy for you to protect your belongings. The scheme is open to all Herefordshire Housing Tenants and premiums can be calculated on a weekly basis and can be paid along with your rent.

For further advice or a request for a copy of the 'Pay As You Go' Home Contents Insurance Bulletin, please telephone HHL Connect on 0300 777 4321.

## Compensation

Herefordshire Housing recognises that occasionally things will go wrong and you experience loss, unreasonable inconvenience or disruption or feel dissatisfied with the service you receive. In most cases redress will take the form of an apology and a commitment to put things right. However, there may be occasions when you are not happy with the response; when this happens our Compensation Procedures will help us deal with your claim for compensation.

Requests for compensation can be made in writing, by telephone, email, or in person to any Herefordshire Neighbourhood Officer.

We will aim to acknowledge all requests for compensation within 3 working days in writing, enclosing a copy of the Compensation Policy and Procedure.



## Quick guide to prioritising your repair request

The following list shows which priority each repair falls under.

To help you find the repair we have divided the list into:

- Internal Repairs
- External Repairs
- Internal Communal Areas

Internal repairs	Priority
<b>Bathrooms</b>	
Renewal bath, hand basin or complete suite	Programmed Repairs
Blocked hand basin, bath or waste	Urgent
Blocked second toilet in the property	Rapid Routine
Blocked toilet when no other toilet available in the property	Emergency
Repairs to bathroom extractor fan not working	Routine
Leaking toilet cistern, toilet, bath or hand basin waste (dripping and containable)	Emergency
Emergency leaking toilet cistern, toilet, bath or hand basin waste (non containable)	Emergency
Running overflow	Rapid Routine
Replace bath panels	Routine
Replace/repair pipe boxing	Routine
Reseal around bath or shower tray	Urgent
Dripping taps to hand basin or bath	Rapid Routine
Tap not working to hand basin or bath	Urgent
Replace toilet seat	Rapid Routine
Re-fix loose toilet pan	Rapid Routine
Toilet not flushing where there is no other working toilet in the property	Emergency
Replace wall tiles around hand basin or bath	Programmed Repairs

Internal repairs	Priority
<p><b>Cold water pipes</b></p> <p>Remedy water hammering</p> <p>Leaking water tank (dripping and containable)</p> <p>Leaking water tank (not containable)</p> <p>Running overflow</p> <p>Replace/repair stop tap</p> <p>Partial loss of water supply</p> <p>Total loss of water supply (excluding failure by utilities to maintain supplies)</p> <p>Replace/repairs to water tank/cylinder</p> <p>Water leak, not containable and unable to turn off stop tap</p>	<p>Rapid Routine</p> <p>Emergency</p> <p>Emergency</p> <p>Rapid Routine</p> <p>Rapid Routine</p> <p>Urgent</p> <p>Emergency</p> <p>Routine</p> <p>Emergency</p>
<p><b>Condensation works</b></p> <p>Resolving condensation problems</p>	<p>Programmed Repairs</p>
<p><b>Doors and frames</b></p> <p>Repairs to fire doors</p> <p>Renew internal door to WC or bathroom</p> <p>Renew internal door and/or frame</p> <p>Repairs to internal doors, latches and/or frames</p>	<p>Emergency</p> <p>Rapid Routine</p> <p>Programmed Repairs</p> <p>Rapid Routine</p>
<p><b>Electrical supply, fixtures and fittings</b></p> <p>Total loss of electric power (excluding failure by utilities to maintain supplies)</p> <p>Partial loss of electrical power to sockets, lighting</p> <p>Unsafe power or lighting sockets, or electrical fitting</p> <p>Faulty shower (if installed by HHL and only source of washing facility)</p> <p>Replace shower unit (HHL installed, not only source of washing facility)</p> <p>Repairs to main operated smoke detectors, alarm going off and unable to turn off</p> <p>Repairs to smoke detectors (mains supply not battery operated)</p> <p>Replace electrical sockets, lamp holders rose, lamp or batten holders etc.</p>	<p>Emergency</p> <p>Urgent</p> <p>Emergency</p> <p>Urgent</p> <p>Routine</p> <p>Emergency</p> <p>Urgent</p> <p>Rapid Routine</p>

Internal repairs	Priority
<b>Hot water</b>	
Replace hot water cylinder	Routine
No hot water (between 1st May to 30th September (summer))	Urgent
No hot water (between 1st October to 30th April (winter))	Emergency
Faulty immersion heater	Urgent
Leaking hot water cylinder (dripping and containable)	Urgent
Leaking hot water cylinder (not containable)	Emergency
<b>Kitchens</b>	
Blocked kitchen sink	Urgent
Repairs to kitchen extractor fan not working	Routine
Renewal of kitchen units, worktops and sink (includes replacing existing doors and drawers)	Programmed Repairs
Repairs to kitchen units, drawers and worktops	Routine
Leaking sink waste (dripping and containable)	Urgent
Replace/repair pipe boxing	Routine
Repair stop tap	Rapid Routine
Dripping taps to kitchen sink	Rapid Routine
Tap not working to kitchen sink	Urgent
Renew glazed wall tiles around kitchen worktops	Programmed Repairs
Replace broken wall tiles around worktop (isolated tiles less than 1m <sup>2</sup> in area)	Routine
<b>Skirting and architraves</b>	
Renew skirting or architraves	Routine
<b>Stairs</b>	
Repairs to loose handrails and/or banisters	Urgent
Faulty stair lift, not working	Emergency
Dangerous stair treads	Emergency
Repairs to stair treads (not dangerous)	Rapid Routine

Internal repairs	Priority
<p><b>Walls and ceilings</b></p> <p>Artex ceilings</p> <p>Replace or over boarding plastered ceiling</p> <p>Plaster patch wall and ceilings, isolated areas</p> <p>Re-plaster complete wall/walls</p>	<p>Programmed Repairs</p> <p>Programmed Repairs</p> <p>Routine</p> <p>Programmed Repairs</p>
External repairs	Priority
<p><b>Brickwork</b></p> <p>Replace isolated perished bricks</p> <p>Re-point brickwork</p>	<p>Programmed Repairs</p> <p>Programmed Repairs</p>
<p><b>Canopies</b></p> <p>Repair canopy roof</p> <p>Repair to canopy poles or canopy</p>	<p>Programmed Repairs</p> <p>Programmed Repairs</p>
<p><b>Chimneys</b></p> <p>Remove dangerous/loose chimney pot</p> <p>Chimney stack pointing and repairs (scaffolding required)</p> <p>Replacing chimney pots and flaunching</p>	<p>Emergency</p> <p>Programmed Repairs</p> <p>Programmed Repairs</p>
<p><b>DPC treatment</b></p> <p>Inject new DPC course</p>	<p>Programmed Repairs</p>
<p><b>Drains</b></p> <p>Blocked drains and/or soil stacks</p> <p>Blocked gully and damaged surround</p> <p>Renew manhole cover</p> <p>Replace missing manhole cover</p> <p>CCTV survey of drains (repeated problems)</p>	<p>Emergency</p> <p>Rapid Routine</p> <p>Routine</p> <p>Emergency</p> <p>Routine</p>
<p><b>Entrance steps</b></p> <p>Repairs to steps or external staircases</p> <p>Replace steps or external staircases</p>	<p>Rapid Routine</p> <p>Programmed Repairs</p>
<p><b>Fascias, verges and soffits</b></p> <p>Repairs or replacement of fascias, verges and soffits</p>	<p>Programmed Repairs</p>

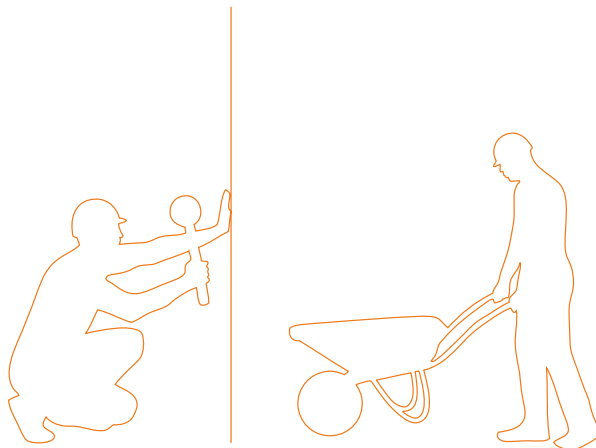
External repairs	Priority
<p><b>Fencing</b></p> <p>Repairs and/or renew fencing (owned by Herefordshire Housing only)</p> <p>Unsafe fencing (owned by Herefordshire Housing only)</p>	<p>Programmed Repairs</p> <p>Emergency</p>
<p><b>Flat roofs</b></p> <p>Replace flashings</p> <p>Leaking roof - repairs only</p> <p>Major storm damage</p>	<p>Rapid Routine</p> <p>Urgent</p> <p>Major Emergency</p>
<p><b>Footpaths</b></p> <p>Major repair or replacement of footpaths, steps or driveways</p> <p>Make safe dangerous footpath and drive ways (possible temporary repair only)</p> <p>Minor repairs to footpaths, steps and drive ways</p>	<p>Programmed Repairs</p> <p>Emergency</p> <p>Routine</p>
<p><b>Front and rear doors and frames</b></p> <p>Door bell not working - fitted by HHL</p> <p>Boarding up/make safe broken glass</p> <p>Ease and repair door and/or frame</p> <p>Renew front or rear door and frame</p> <p>Fit draught excluders</p> <p>Replace spy hole</p> <p>Gain entry to front or rear door and change locks (rechargeable)</p> <p>Re-glazing door, damaged by criminal damage and reported to the police</p> <p>Insecure doors or locks</p> <p>Replace door locks and fittings</p> <p>Replace door threshold / weather board</p> <p>Water penetration</p>	<p>Rapid Routine</p> <p>Emergency</p> <p>Rapid Routine</p> <p>Programmed Repairs</p> <p>Routine</p> <p>Rapid Routine</p> <p>Emergency</p> <p>Routine</p> <p>Emergency</p> <p>Rapid Routine</p> <p>Routine</p> <p>Rapid Routine</p>



External repairs	Priority
<p><b>Garages</b></p> <ul style="list-style-type: none"> <li>Renew garage door and/or frame</li> <li>Minor repairs to doors and roofs</li> <li>Repairs/re-pointing/rebuilding</li> <li>Change locks to garage door</li> <li>Insecure garage door or lock</li> <li>Minor repairs to roof covering</li> <li>Replace roof covering</li> </ul>	<ul style="list-style-type: none"> <li>Programmed Repairs</li> <li>Routine</li> <li>Programmed Repairs</li> <li>Urgent</li> <li>Emergency</li> <li>Routine</li> <li>Programmed Repairs</li> </ul>
<p><b>Garden walls</b></p> <ul style="list-style-type: none"> <li>Rebuild wall</li> <li>Repairs or replace garden or boundary walls</li> </ul>	<ul style="list-style-type: none"> <li>Programmed Repairs</li> <li>Programmed Repairs</li> </ul>
<p><b>Gates</b></p> <ul style="list-style-type: none"> <li>New gate</li> <li>Repair gate</li> </ul>	<ul style="list-style-type: none"> <li>Programmed Repairs</li> <li>Rapid Routine</li> </ul>
<p><b>Graffiti</b></p> <ul style="list-style-type: none"> <li>Removal of obscene and racist graffiti from Herefordshire Housing property</li> <li>Remove art graffiti - (tags)</li> </ul>	<ul style="list-style-type: none"> <li>Emergency</li> <li>Routine</li> </ul>
<p><b>Guttering and down pipes</b></p> <ul style="list-style-type: none"> <li>Gutter cleaning</li> <li>Minor repairs to guttering and/or rainwater down pipes</li> <li>Complete overhaul of rainwater gutters and down pipes</li> </ul>	<ul style="list-style-type: none"> <li>Programmed Repairs</li> <li>Routine</li> <li>Programmed Repairs</li> </ul>
<p><b>Line dryers</b></p> <ul style="list-style-type: none"> <li>Replace or restring rotary dryer</li> </ul>	<ul style="list-style-type: none"> <li>Rapid Routine</li> </ul>
<p><b>Pitched roofs</b></p> <ul style="list-style-type: none"> <li>Replace flashings</li> <li>Leaking roof - repairs only</li> <li>Replace missing roof or ridge or hip tiles etc (not leaking)</li> <li>Major storm damage</li> </ul>	<ul style="list-style-type: none"> <li>Routine</li> <li>Urgent</li> <li>Programmed Repairs</li> <li>Major Emergency</li> </ul>
<p><b>Rendering</b></p> <ul style="list-style-type: none"> <li>Repair or replace rendering</li> </ul>	<ul style="list-style-type: none"> <li>Programmed Repairs</li> </ul>

External repairs	Priority
<p><b>Sheds and/ or outbuildings owned by HHL</b></p> <p>Renew shed or outbuilding door and/or frame</p> <p>Minor repairs to doors and roofs</p> <p>Replace roof covering</p>	<p>Programmed Repairs</p> <p>Routine</p> <p>Programmed Repairs</p>
<p><b>Windows</b></p> <p>Boarding up/make safe broken glass</p> <p>Repair or renew window boards</p> <p>Replace window catches</p> <p>Re-glazing window where damaged by criminal damage and reported to the police</p> <p>Re-glaze double glazed unit due to misting or breakdown of unit</p> <p>Re-glaze double glazed unit due to breakage through</p> <p>HHL cutting grass - stone - mowing</p> <p>Re-glazing cracked double glazed unit due to weather condition, freezing weather</p> <p>Insecure external window</p> <p>New windows and casements</p>	<p>Emergency</p> <p>Routine</p> <p>Rapid Routine</p> <p>Routine</p> <p>Routine</p> <p>Routine</p> <p>Routine</p> <p>Routine</p> <p>Emergency</p> <p>Programmed Repairs</p>
Internal communal areas	Priority
<p><b>Communal TV aerials</b></p> <p>Communal TV aerials</p>	<p>Rapid Routine</p>
<p><b>Lighting</b></p> <p>Changing light bulbs</p> <p>Partial loss of power or lights (excluding failure by utilities to maintain supplies)</p> <p>Total loss of electric power or no lights (excluding failure by utilities to maintain supplies)</p>	<p>Rapid Routine</p> <p>Rapid Routine</p> <p>Emergency</p>
<p><b>Main entrance doors</b></p> <p>Door entry system not working</p>	<p>Urgent</p>

Internal communal areas	Priority
<b>Stairs and steps</b> Repair dangerous step/stairs Repair steps/stairs	Emergency Routine
<b>Walls and ceilings</b> Minor plaster patching to walls and ceilings Plastering walls and/or ceiling	Programmed Repairs Programmed Repairs
<b>Pests and insects in communal areas</b> Fleas/ants Rats Squirrels Wasps/bees nest	Rapid Routine Rapid Routine Rapid Routine Rapid Routine
<b>Pests and insects in customers property</b> Fleas/ants Rats Squirrels Wasps/bees nest	Tenant Tenant Tenant Tenant
<b>Street Lights</b> Replace bulb	Routine
<b>Repairs to playground equipment</b> Unsafe equipment Repairs to equipment	Emergency Rapid Routine





## Useful telephone numbers

Reporting General Repairs and Gas Repairs

0300 777 4321

Booking a Gas Service appointment

0300 777 4321

Emergency Out of Hours Repairs

0300 777 4321

Central Switch Board

0300 777 4321

## Other Useful telephone numbers

Transco Gas Emergency Number Free on 0800 111999

Police - General Enquiries 08457 444888

Herefordshire & Worcester Fire Brigade 08451 224454

Welsh Water - General Enquiries 0800 0520145

Electric - Central Networks - General Enquiries 08457 353637

Electric - Suppliers of Electric 08456 030618

Gas - Suppliers of Gas 08706 081524

Herefordshire Council - General Enquiries 01432 260000

Herefordshire Council - Special Collections 01432 260051 (beds, sofas etc)

Bus Services - Herefordshire Council 01432 260211

Yeomans Canyon Travel 01432 356201

**If you require this information leaflet in Braille,  
large print or audio format please call  
0300 777 4321**

**Minicom users please call: (01432) 378 487**

Versions in other languages 

### Polish

Istotne informacje na temat świadczonych przez nas usług naprawczych. Osoby, które chcą otrzymać tłumaczenie tego dokumentu prosimy o kontakt pod nr tel. 0300 777 4321.

### Russian

Это - важная информация о предоставляемых нами ремонтных услугах. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321

### Portuguese

Estas são informações importantes sobre os nossos serviços de reparação. Se pretender obter esta informação traduzida ligue para 0300 777 4321.

### Lithuanian

Tai informacija apie mūsų remonto paslaugas. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

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## Head Office

- > Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
- > Telephone 0300 777 4321 > Fax 01432 384198
- > Email [info@hhl.org.uk](mailto:info@hhl.org.uk) > Website [www.hhl.org.uk](http://www.hhl.org.uk)

