

COUNCIL REPAIRS

A guide for tenants
and leaseholders



www.rotherham.gov.uk/housing

REPAIRS EXPLAINED

The Council owns around 20,000 properties throughout the borough and is responsible for the repairs and maintenance of:

- Tenants and Leaseholders homes
- Garages
- Communal areas
- Community Centres
- District Heating Boiler Houses

Repairs and maintenance works are carried out by our two contract partners, Equans and Mears

- **Equans** cover general repairs throughout the south of the borough and provide gas repairs for council tenants in all our areas.
- **Mears** cover general repairs for the north of the borough and deal with larger repairs, fire damage, and structural works in all our areas.

We have a legal duty to repair and maintain our housing stock and we are committed to:

- Considering repair before renewal
- Keeping the structure and outside of our properties in good condition
- Keeping fixtures and fittings inside our homes in good condition
- Repairing any shared areas, garages, boiler houses and other areas.

As a social housing landlord we work hard to make sure that we meet our duties under laws and policies such as Health and Safety laws, the Repairs and Maintenance policy, and the Damp, Mould, and Condensation policy.



HOW WE CAN HELP

We offer two types of standard repair categories:

Four-hour emergency repairs are repairs that require immediate and urgent action to prevent risk of damage to people or property.

Examples of emergency repairs include:

- a water leak affecting the electrics of a property
- a suspected gas leak in a property
- lost keys to a property
- board up and put more glass in windows and doors where the building is not secure

For **non-urgent repairs** when you report the repair you will be given an appointment within 28 days, at a time to suit you.

Examples of non-urgent repairs include:

- Light not working
- Dripping tap
- Repair to roof tile (no leak)



We offer three types of gas repair categories:

Four-hour emergency repairs are repairs that require immediate and urgent action to prevent risk of damage to people or property.

Examples include:

- Suspected gas leak
- Serious leak to boiler

24-hour (end of next day) repairs are urgent jobs where there is no immediate danger to life and property.

Examples include:

- No heating or hot water

Appointed repairs within 28 calendar days are non-urgent jobs, for example replacing a leaking radiator after the leak has been made safe.

Examples include:

- Leak to radiator
- Noise to boiler
- Radiator not getting warm

HOW YOU CAN HELP US

Carry out some repairs and maintenance jobs around the home, such as:

- Re-attaching or replacing your toilet seat
- Replacing your bath or sink plug and chain
- Clearing minor blockages in your bath, sink or shower

Repairs like this are your responsibility and a full list can be found in the Tenants Handbook and Tenancy agreement.

We also expect you to make arrangements to have washing machines, dish washers and gas cookers professionally plumbed-in by a qualified person.

Be home on the day of your repair:

We can offer a range of flexible appointments to suit your needs, including in the morning or afternoon, to fit in around the school run. We can even visit on the weekend, for certain types of repairs.

If no one is home, a member of staff from Mears or Equans will leave a “not in” card letting you know that they have attended as arranged. The repair job order will be closed on our systems and you will need to get in touch with us to report the repair.

It’s also really important that you are at home when essential work is due, such as the annual gas service. If you’re not in, or don’t allow us access to your property we may be forced to take you to court.

Reporting your repairs:

You can report a repair online at www.rotherham.gov.uk/housing or call the repairs Call Centre on **01709 336009**.

Let us know how we're doing:

We'd love to hear your feedback so we can make our repairs service better. If you would like to share your experiences with us, please call our Contact Centre on **01709 336009**.

You can complain in a number of ways:

Via the on-line form or Council Website	www.rotherham.gov.uk/complaints complaints@rotherham.gov.uk
By Post using our free post address	The Complaints Manager Rotherham Metropolitan Borough Council (FREEPOST RTCT-XKLS-ZHAZ) Riverside House Main Street Rotherham S60 1AE
By telephone	01709 382121
By text	07860 021447