



# How to report a repair



INVESTOR IN PEOPLE

# How to report a repair

We are committed to improving homes and neighbourhoods throughout Walsall. This leaflet outlines what we will do to maintain, repair and enhance your home, as well as explaining what you are responsible for and how you can work with us to ensure you gain the best service possible.

## Our standards

We ensure that all of our properties are maintained in a good condition by:

- responding to your requests for repairs quickly
- carrying out repairs efficiently and to a high standard
- continuing our programme of improvements to bring all properties up to current standards
- providing customers with a choice where possible e.g. about when the repair will be carried out
- offering advice and guidance to customers who want to carry out alterations themselves
- considering the impact of our repairs work on the environment.

## How do I report a repair?

You can report a repair by visiting your local housing office or by telephoning us on **0300 555 6666**. Our offices are open between 9am and 5pm Monday to Friday. Emergency repairs can be reported 24 hours a day using the same telephone number. You can also report a routine repair on-line at [www.whg.uk.com](http://www.whg.uk.com)



# How to report a repair

When you report your repair, you will need to refer to the whg Repairs Handbook, and tell us:

- your name, address and, if possible, a telephone number where we can contact you
- as much information about the repair as possible
- how our repairs team can gain access to your home.

## What is whg responsible for?

### The structure and outside of your home

We are responsible for repairing the structure and the fixtures provided by whg outside of your home so that it is kept in good condition. This includes:

- drains, gutters and external pipes
- roofs
- outside walls, outside doors, window sills, window catches, sash cords and window frames including external painting and decorating (carried out as part of our planned maintenance programme)
- internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards – but not internal painting and decorating
- chimneys, chimney stacks and flues
- main pathways and steps
- major internal plasterwork
- integral garages and stores
- boundary walls and fences if supplied by whg.

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## Installations

We will keep any installations provided by us in good repair and proper working order. This includes:

- basins, sinks, baths, toilets, flushing systems and waste pipes
- electric wiring including sockets and switches, gas pipes and water pipes
- water heaters, fireplaces, fitted fires and central heating.

## Communal facilities

In blocks of flats and maisonettes, we will take reasonable care to keep the common entrance, halls, stairways, lifts, passageways, rubbish chutes and any other common parts, in reasonable repair. This includes all electric lighting.

## What am I responsible for?

You are required to keep your home in good decorative order and ensure that fixtures and fittings are maintained so that they do not cause a danger to anyone or damage the property.

In addition you are also responsible for:

- sink, bath and wash basin plugs and chains
- tap washers (except where the stopcock is not in your home)
- WC seat (except through fair wear and tear)
- repairs to fitted cupboards and wardrobes
- wall tiling around bath and wash basin
- garden gates and fencing not supplied by whg

- garage door padlock
- internal decorations including minor plasterwork
- up and over garage doors
- panels of slatted timber in airing cupboards
- side paths and patios (not including the main entrance path)
- ensuring tumble dryers are vented to avoid condensation.

If you have gained our approval to alter your home, the work should be carried out and then maintained properly.

If you have been provided with any special facilities for someone with disabilities, contact us as soon as there is a change in circumstances which affects their use.

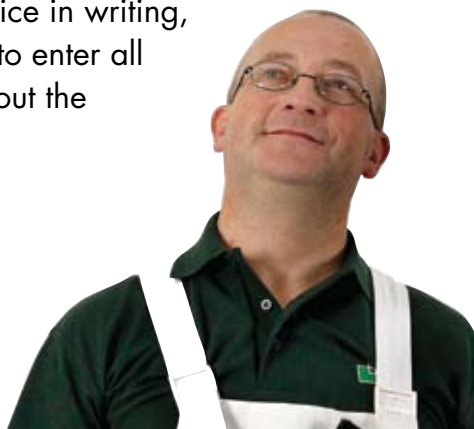
### Charging for repairs

We do not charge for items that break through fair wear and tear. You will however be charged for the cost of any repairs which have been caused through damage or neglect to your home by you, anyone living with you, or your visitors.

### Access to your home

Once you have been given 24 hours' notice in writing, you must make sure that we are allowed to enter all parts of your home so that we can carry out the following tasks at any reasonable time:

- inspections
- repairs or other works such as annual maintenance of any gas installations



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- reducing or preventing any nuisance in your home
- preventing any damage to the property
- protecting the health and safety of anyone in your home
- disinfestation.

Anyone authorised to enter your home by whg will carry identification. Always ask to see it before letting callers into your home and be aware that there may be bogus callers out and about. If you have any concerns about the caller, contact your local housing office.

## Can we enter your home without your consent?

We have the right to apply to the Courts for permission to enter your home, if it appears that:

- you have not responded to our written notice
- if we do not gain entry, significant harm or damage may be caused to your neighbours or, in the case of a flat, other people in the building
- there is a risk of physical harm to someone
- there is a risk of significant damage to your home or any other property
- your home is unoccupied and not properly secured against unauthorised entry or vandalism.

If we cause damage when entering your home without your consent, we will put it right afterwards and will secure your home against unauthorised entry.

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## How long will a repair take?

When you report the need for a repair and we agree that it is our responsibility, we put it into one of the four categories below. Each category has its own target response time so that you know when you will hear from us.

### Emergency repairs

These are repairs which present an immediate risk to safety, security or health. We aim to make the repair safe within three hours of you reporting it and complete it within 24 hours.

### Urgent repairs

These are repairs which cause serious inconvenience. We aim to respond to an urgent repair within three working days of you reporting it.

### Routine repairs

These are day to day repairs which do not cause immediate inconvenience. We aim to respond to a routine repair within one calendar month of you reporting it.

### Programmed work

Certain repairs may be held back and carried out with other repairs in the area as part of our general maintenance programme.

# How to report a repair



To contact us please call:

**0300 555 6666**

Always charged at **local rate**  
– including from mobiles

## **Brownhills Housing Office**

13 Silver Court  
High Street  
Brownhills WS8 6HA

## **Bloxwich Housing Office**

Bloxwich Hall  
Elmore Court  
Elmore Green Road  
Walsall WS3 2QW

## **Blakenall Housing Office**

Blakenall Village Centre  
Thames Road  
Blakenall  
Walsall WS3 1LZ

## **Central Walsall Housing Office**

2nd Floor  
Tameway Tower  
Bridge Street  
Walsall WS1 1JZ

## **Darlaston Housing Office**

45 King Street  
Darlaston WS10 8DE

## **Willenhall Housing Office**

Beechwood House  
New Road  
Willenhall WV13 2BG

Email us at [enquiries@whgrp.co.uk](mailto:enquiries@whgrp.co.uk)

# How to report a repair

## English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

## Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেইল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সাথে যোগাযোগ করার জন্য সাহায্য করতে বনুন।

## Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

## Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઈંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા મદદ માટે કહો.

## Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

## Urdu

اتشریح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

## French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

## Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



Walsall Housing Group  
8th Floor Tameway Tower, Bridge Street  
Walsall WS1 1JZ  
Tel: 0300 555 6666

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