



# Repairs and home maintenance

**Keeping your home  
in good repair**





## **Our skilled repairs team are trained to carry out a range of repair jobs.**

This guide explains how our repairs service works, and the steps you need to take if there's an issue in your home.

Remember, you are also responsible for the general maintenance and good upkeep of your home. You'll find all the information you need to keep your home running smoothly in this guide.



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# How to report a repair

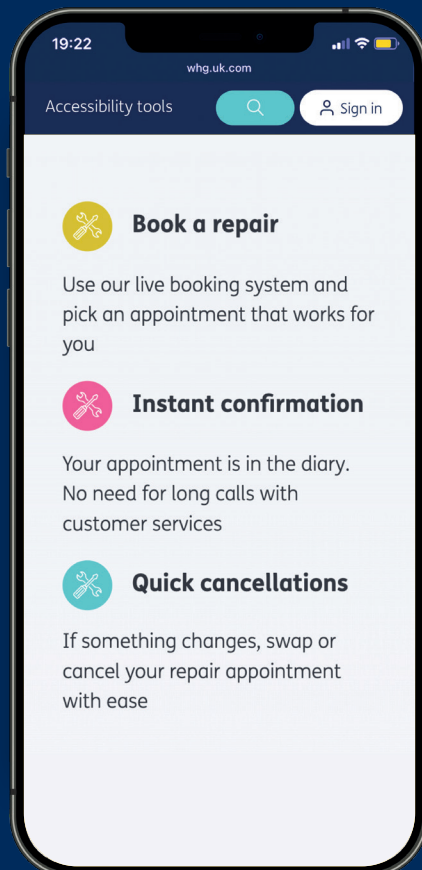


**If something goes wrong in your home, there are simple ways to tell us about it.**

- Sign in online at **whg.uk.com** to report your repair and choose your appointment slot
- Call **0300 555 6666 (Monday-Friday 8am-6pm)**. Emergency repairs can be reported 24 hours a day on the same phone number
- Email **enquiries@whgrp.co.uk** with your name, address, phone number and details of the problem. We aim to respond to emails within five working days.

Before contacting us please double-check it isn't your responsibility to fix (see page 12).

Scan to see  
our helpful  
quick fixes for  
common issues



# Repair appointments



Routine repairs are carried out on weekdays from 8am-6pm. We offer these time slots, subject to availability:

- Morning, 8am-12pm
- Afternoon, 12pm-6pm
- All day, 8am-6pm
- Avoiding the 'school run', 10am-2pm.

We will confirm your appointment with a text or letter, or over the phone if you have called us.

Although we will do our best to keep to your appointment, sometimes we may need to change it. For example, if we do not have the part needed for the repair.

We do not give appointment slots for communal repairs.

## What happens on the day?

**On the day of your appointment, a responsible adult must be there to let us in and while work is being carried out.**

Anyone we authorise to enter your home will carry identification. Always ask to see it before letting callers into your home and be aware there may be bogus callers operating in your area. If you have any concerns, call us on **0300 555 6666** to confirm they are who they say they are.

If we need to replace something in your home, where possible we will replace it with an identical or matching item.

Sometimes it is not possible to complete your repair on our first visit. A follow up appointment will be made for the repair to be completed.

# Repair appointments (continued)



## How long will I have to wait?

You can use your online account to report your repair and choose from our best selection of appointments. Otherwise, your repair will be scheduled for the next available appointment.

## How do I cancel or change a repair appointment?

If you can't make the appointment, you can cancel a repair online up to 24 hours before. Sign in to manage your home online at [whg.uk.com](https://whg.uk.com) and follow the instructions.

To change an appointment, or if you need to cancel on the day the repair is due to take place, you must call us on **0300 555 6666**.

## What do I do if I'm not happy with a repair?

If something is wrong, it's important that you tell us so we can put things right.

You can find out more about making a complaint online at [whg.uk.com](https://whg.uk.com)



# Emergency repairs



Problems that pose an immediate risk to safety, security or health are classed as an emergency.

**0300 555 6666** The emergency repair line is open 24/7.

**We respond to emergencies 24 hours a day, every day of the year.**

**We will aim to attend the same day of the report, to make safe and will try to complete the full repair within 24 hours.**

You may be charged if you tell us the problem is an emergency when it isn't – for example, if you tell us a small water leak is a flood (see page 9). If in doubt, it's best to call us and we will help you diagnose the issue.

Examples of emergencies include but are not limited to:

- Faulty electrical systems and wiring
- Smell of gas, faulty gas appliances or heating systems
- Dangerous objects like loose roof tiles or broken windows
- Severe water leaks that can't be contained.

# What to do in an emergency



## If you suspect a gas leak

If you think you smell a gas leak, it's important to take action right away:

- Put out all naked flames and cigarettes
- Do not switch on any appliances, lights, doorbells or mobile phones
- Check if your gas tap, fire or cooker has been turned on accidentally
- Open doors and windows to get fresh air circulating
- Turn off the gas supply (the lever is usually next to the gas meter).

If the gas leak continues:

- Get out of your home
- Call the national gas emergency number on **0800 111 999 (24/7)**
- Then call us on **0300 555 6666 (24/7).**

## If you have a water leak

**A severe water leak that cannot be stopped or contained is classed as an emergency.**

Small water leaks from waste traps or pipes that only occur when the fixture (like a sink or bath) is being used can be reported as a routine repair.

If you have a severe water leak:

- Place a bucket or container underneath the leak, and put down towels to help soak up the water
- Turn off the water supply to the appliance/area if possible, or turn off the mains water at your stop-tap
- Call us on **0300 555 6666 (24/7).**

# What to do in an emergency (continued)



## If pipes are frozen

**A frozen water pipe that has burst or cracked is classed as an emergency if it is causing a severe water leak.**

Turn off the mains water at your stop-tap, then call us on **0300 555 6666 (24/7)**.

If electrical items have got wet, do not touch them and switch off your electricity at the mains.

If the frozen pipe is not damaged, you can take steps to fix the problem yourself:

- Turn on the tap nearest to the frozen section of pipe
- Warm the pipe slowly with a hairdryer or hot water bottle, keeping it moving by running it back and forth along the affected section until water starts to flow again. Do not use boiling water
- Wait for water to start flowing as normal.





**If you have a power cut**  
**A power cut could be an emergency if it is caused by faulty electrical systems or wiring in your home.**  
**If you suspect this is the case you should call us on 0300 555 6666 (24/7).**

However, most power cuts are due to a local fault affecting your area, or a faulty household appliance or lightbulb tripping a switch on your fuse board.

If this is the case, you can usually work out the cause of the problem yourself:

- Check the fuse board to see which area of the house has the fault which tripped the switch

- Switch off and unplug all appliances in that area
- Reset the tripped switch to the upright position on the fuse board
- Plug in and switch on each appliance one at a time in the identified area until you find the faulty one which is tripping the switch
- If you reset the fuse board but are still having problems with your power cutting out, please report this as a repair.

**Scan to see  
how to check  
your fuse board**



# Who is responsible for what



**Remember that you are also responsible for the general maintenance and good upkeep of your home.**

**We** are responsible for repairing your home's structure and fixtures to keep the property in good condition.

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

Below is a guide to who is responsible for some common repairs. If your issue is not listed here, report the repair online for more guidance. For emergency repairs, see page 8.

|                                        | whg | you |
|----------------------------------------|-----|-----|
| <b>Basins and sinks</b>                |     |     |
| Basin or sink is blocked               |     | ✓   |
| Plug and chain is broken or missing    |     | ✓   |
| Tap is leaking                         | ✓   |     |
| Tap will not turn on or off            | ✓   |     |
| Basin is loose, cracked or broken      | ✓   |     |
| <b>Baths and showers</b>               |     |     |
| Plug and chain is broken or missing    |     | ✓   |
| Shower head is blocked                 |     | ✓   |
| Water is seeping between bath and wall | ✓   |     |
| Electric shower does not work          | ✓   |     |
| <b>Communal areas</b>                  |     |     |
| Entry phone is not working             | ✓   |     |
| Concrete or tarmac path is damaged     | ✓   |     |
| Communal appliances                    | ✓   |     |
| Communal doors                         | ✓   |     |
| Communal floors, walls and ceilings    | ✓   |     |

|                                                                                     | whg | you |
|-------------------------------------------------------------------------------------|-----|-----|
| <b>Doors, windows and locks</b>                                                     |     |     |
| Replacing keys and getting in to your home if you have lost them                    |     | ✓   |
| Handle is broken                                                                    | ✓   |     |
| Trimming doors after new carpet/floor installation                                  |     | ✓   |
| Glass has been broken by accident                                                   |     | ✓   |
| Door is sticking                                                                    | ✓   |     |
| Fitting is loose                                                                    | ✓   |     |
| Glass has been broken by crime or vandalism<br>(with police crime reference number) | ✓   |     |
| <b>Electrics</b>                                                                    |     |     |
| Battery-powered smoke detector is not working                                       |     | ✓   |
| Light bulb needs replacing                                                          |     | ✓   |
| Broken appliances like electric cookers, fridges and TVs                            |     | ✓   |
| Mains-powered smoke detector is not working                                         | ✓   |     |
| Electric socket is loose                                                            | ✓   |     |
| Fuse box consumer unit is not working properly                                      | ✓   |     |
| Carrying out regular electrical safety checks                                       | ✓   |     |
| <b>Floors, walls and ceilings</b>                                                   |     |     |
| Decorating (including decorations after repairs)                                    |     | ✓   |
| Small cracks in plaster on wall                                                     |     | ✓   |
| Small repairs to plaster on ceiling                                                 |     | ✓   |
| Carpets and floor coverings                                                         |     | ✓   |
| Skirting board is loose                                                             | ✓   |     |
| Floorboards are loose                                                               | ✓   |     |
| Wall tiles are loose                                                                | ✓   |     |
| Large repairs to plaster on ceiling or wall                                         | ✓   |     |
| Kitchen or bathroom vinyl/sheet floor                                               | ✓   |     |
| <b>Garages</b>                                                                      |     |     |
| Replacing keys and getting into your garage if you have lost your keys              |     | ✓   |
| Metal garage door is loose                                                          | ✓   |     |
| <b>Gutters and downpipes</b>                                                        |     |     |
| Plastic downpipe is loose                                                           | ✓   |     |
| Gutter is blocked                                                                   | ✓   |     |

# Who is responsible for what (continued)

|                                                                                                                     | whg | you |
|---------------------------------------------------------------------------------------------------------------------|-----|-----|
| <b>Gardens and paths</b>                                                                                            |     |     |
| Maintaining/fixing any fence between you and a neighbour                                                            |     | ✓   |
| Maintaining/fixing any fence that faces a public road, open space, water source or rail line                        | ✓   |     |
| Maintaining fencing / gates erected in originally designed open plan estates                                        |     | ✓   |
| Maintaining one privacy panel at your garden boundary                                                               | ✓   |     |
| Maintaining/fixing any side fences or gates separating front and back gardens                                       |     | ✓   |
| Step is loose                                                                                                       | ✓   |     |
| Access path to front or back door is damaged                                                                        | ✓   |     |
| Any other path, driveway or paved area is damaged                                                                   |     | ✓   |
| Repairing any other steps, patios, sheds or garden features you accepted responsibility for when your tenancy began |     | ✓   |
| Mowing and tidying your garden                                                                                      |     | ✓   |
| Mowing and tidying communal gardens and grass                                                                       | ✓   |     |
| Maintaining communal paved areas and paths                                                                          | ✓   |     |
| Upgrading the height and/or security of fencing installed by whg                                                    |     | ✓   |
| <b>Heating and hot water</b>                                                                                        |     |     |
| Boiler needs resetting                                                                                              |     | ✓   |
| Cylinder jacket is damaged or missing                                                                               |     | ✓   |
| Radiator needs bleeding                                                                                             |     | ✓   |
| No hot water                                                                                                        | ✓   |     |
| Gas fire is not working                                                                                             | ✓   |     |
| Boiler or storage heater is faulty or not working properly                                                          | ✓   |     |
| Carrying out annual gas safety checks                                                                               | ✓   |     |



|                                                                | whg                   | you |
|----------------------------------------------------------------|-----------------------|-----|
| <b>Kitchen units</b>                                           |                       |     |
| Unit door will not open or close properly                      | ✓                     |     |
| Drawer front needs repairing                                   | ✓                     |     |
| Worktop is loose or damaged                                    | ✓                     |     |
| <b>Pests and infestations</b>                                  |                       |     |
| Repairing cracks and holes that give pests access to your home | ✓                     |     |
| Keeping your home clean and tidy so it does not attract pests  |                       | ✓   |
| Dealing with pests in communal areas                           | ✓                     |     |
| <b>Roofs</b>                                                   |                       |     |
| TV aerial or satellite dish (unless in communal areas)         |                       | ✓   |
| Chimney pot is loose                                           | ✓                     |     |
| Tile is loose                                                  | ✓                     |     |
| <b>Stairs</b>                                                  |                       |     |
| Handrail is loose                                              | ✓                     |     |
| Stair or tread is loose                                        | ✓                     |     |
| <b>Toilets</b>                                                 |                       |     |
| Repairing or replacing toilet seat                             |                       | ✓   |
| Toilet is blocked (unless caused by faulty pipework)           |                       | ✓   |
| Cistern is damaged                                             | ✓                     |     |
| <b>Water</b>                                                   |                       |     |
| Water connection to washing machine or dishwasher leaking      |                       | ✓   |
| Preventing and dealing with frozen pipes                       |                       | ✓   |
| Manhole is overflowing                                         | – your water supplier |     |
| Gully is blocked                                               |                       | ✓   |
| Water pipe is leaking                                          | ✓                     |     |
| Cold water tank is leaking                                     | ✓                     |     |
| Manhole cover on your property is loose                        | ✓                     |     |

# Rechargeable repairs

We do not charge you for repairs needed through normal wear and tear, but we will charge you if the repair is:

- needed due to neglect or damage you have caused
- your responsibility to fix (see page 12)
- missed because no one was there to let us in at the arranged appointment time
- reported as an emergency when it isn't.



# Decoration and home improvements



## What you can do

**You can paint and decorate inside your home and carry out minor DIY jobs such as putting up shelves or curtain rails.**

But you cannot make major changes to the property itself without our permission – so it is important that you check with us first before carrying out any work.

Examples of what we will and won't give permission for can be found in our Home Improvement Policy, which is on our website.

## What we do

We have a planned programme of maintenance and improvement work which we carry out to maintain the quality of homes.

This includes routine maintenance as well as more major work such as replacing kitchens and bathrooms, upgrading heating systems and fitting new windows.

You will not need to contact us in order to be considered for these upgrades.



# Repairs in new-build homes



**If you have moved into one of our newly built homes, any faults or problems that need fixing within the first 12 months are known as defects.**

The developer is responsible for putting these defects right, so if you find any such faults, please report them to us straight away. We will then arrange for the developer to carry out the repair.

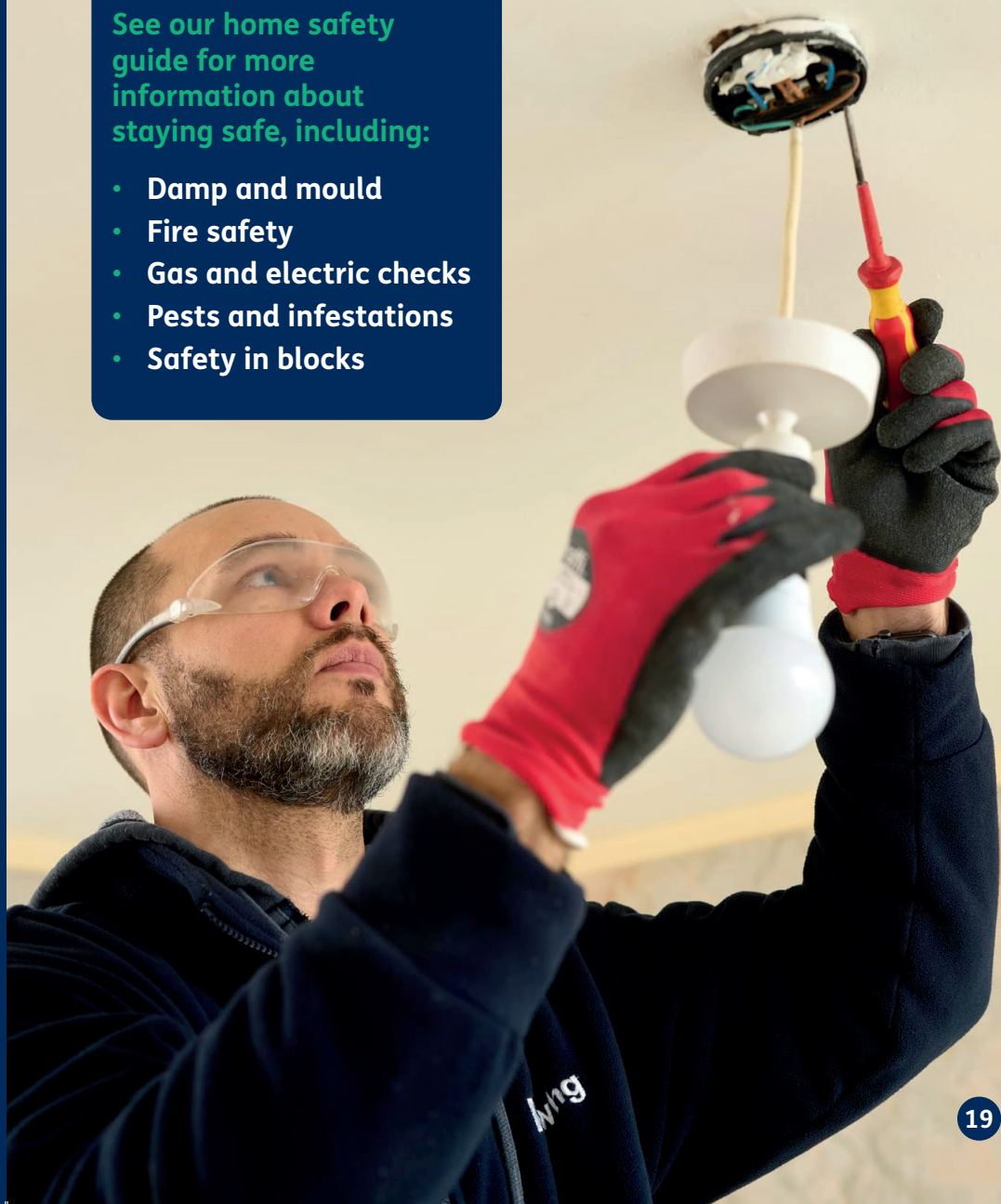


safe homes  
safe places



See our home safety  
guide for more  
information about  
staying safe, including:

- Damp and mould
- Fire safety
- Gas and electric checks
- Pests and infestations
- Safety in blocks





If you have any questions about anything in this guide, please get in touch

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**WS1 1AB**



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**0300 555 6666**



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**[www.whg.uk.com](http://www.whg.uk.com)**

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We're keeping it greener. It's a responsibility we take seriously, so our print partner uses paper from responsibly managed forests and the emissions from the paper and printing have been offset too. Nice!