H&F Maintenance
Repairs and Maintenance Handbook
# Repairs and Maintenance Handbook

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### Information

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### Get involved

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Welcome to our H&F Maintenance handbook.

We’ve worked with residents on producing this handbook, to help you report repairs easily and effectively and to provide you with additional information on the maintenance and health and safety work that we regularly carry out.

Our staff are committed to providing you with a fast, polite and efficient service when you contact us and, equally, we expect all our contractors to be polite and respectful at all times when working in and around your home.

I hope you will find this handbook useful and informative.

With best wishes.

[Signature]

Cllr Lisa Homan
Cabinet Member for Housing
Hammersmith & Fulham Council
How to report a repair
Different ways to report a repair and what to call us for

✔ Repairs to tenanted properties and communal areas

✔ Out of hours emergency make safe repairs to tenanted properties and communal areas

✔ White goods such as laundry equipment in sheltered schemes but only where the council has provided them

✔ Communal TV aerials supplied by the council

Ways to report a repair:
Freephone: 0800 023 4499
Email: Housing.Repairs@lbhf.gov.uk
Online: www.lbhf.gov.uk/housing/council-tenants/reporting-repairs/housing-repairs-notification-form

Report it in person at a housing office:
Hammersmith
New Zealand Way, White City W12 7DE
Fulham
363 North End Road, SW6 1NW

Both are open:
Monday to Friday, 9am to 5pm

When reporting a repair you’ll be given a job number, an appointment or a targeted completion date.
How to report a repair
Estate services and pest control

Call Estate Services on 020 8753 5646 or email ESRequest@lbhf.gov.uk for all caretaking issues, grounds maintenance and for all of the following:

• Blocked bin chutes
• Trees in communal areas but only if the tree is on an estate
• Fly tipping on estates
• Playground equipment.

Pest control: If you have a problem in your home contact the team 020 8753 1100 or email them at environmentalprotection@lbhf.gov.uk for help and advice.
As a landlord we need to ensure we keep the property in a good state of repair. Individual tenancy and leasehold agreements set out the contractual repair and maintenance responsibilities for H&F and our customers. In summary as a landlord H&F will maintain it’s buildings in a good state of repair. some examples of common landlord responsibilities are given in the table below:

<table>
<thead>
<tr>
<th>Area</th>
<th>Types of work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Structure and key components of the building and exterior of property</td>
<td>We are responsible for keeping in repair the structure and exterior of a customer’s home and the building in which it is situated. This includes:</td>
</tr>
<tr>
<td></td>
<td>• Roofs</td>
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<tr>
<td></td>
<td>• Chimneys</td>
</tr>
<tr>
<td></td>
<td>• Floor joists</td>
</tr>
<tr>
<td></td>
<td>• Internal stairs and balustrades</td>
</tr>
<tr>
<td></td>
<td>• Doors and windows</td>
</tr>
<tr>
<td></td>
<td>• Walls and plaster</td>
</tr>
<tr>
<td></td>
<td>• Paths</td>
</tr>
<tr>
<td></td>
<td>• External steps, ramps, balconies, canopies</td>
</tr>
<tr>
<td></td>
<td>• Fire stops and compartmentalisation of buildings</td>
</tr>
</tbody>
</table>
## Area Types of work

<table>
<thead>
<tr>
<th>Area</th>
<th>Types of work</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gas, water and electricity</strong></td>
<td>We are responsible for keeping in repair and working order installations for the supply of water, gas and electricity.</td>
</tr>
<tr>
<td></td>
<td>This includes:</td>
</tr>
<tr>
<td></td>
<td>• Electrical and gas installations - heating and hot water - gas appliances*, pipes, flues and ventilation, electrical wiring, lighting, distribution board, residual current devices (circuit breakers), fire, smoke, heat and CO alarms to individual properties.</td>
</tr>
<tr>
<td></td>
<td>• Water hygiene, sanitary fittings - basins, sinks, baths, showers and taps, including water pipes, drains, soil stack and gutters. Drainage and sewage systems. We are responsible for repairing all leaks to our pipe work.</td>
</tr>
</tbody>
</table>

*Not appliances owned by the resident.*
## Our overall responsibilities as a landlord

<table>
<thead>
<tr>
<th>Area</th>
<th>Types of work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing hazards that may present a risk to health</td>
<td>We have an obligation to manage hazards that could present a risk to health for the resident or a member of their household. This could include:</td>
</tr>
<tr>
<td></td>
<td>• Promoting property security through well-fitting doors and windows and locks</td>
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<td></td>
<td>• Damp and mould management</td>
</tr>
<tr>
<td></td>
<td>• Prevention of injury and loss of light from glazing</td>
</tr>
<tr>
<td></td>
<td>• Management of asbestos and other Manufactured Mineral Fibres</td>
</tr>
<tr>
<td></td>
<td>• Minimising lead ingestion from for example paints and water pipes</td>
</tr>
<tr>
<td></td>
<td>• Sufficient sound insulation between properties, reducing potential for noise from fans or positioning of sanitary ware, banging of internal doors</td>
</tr>
<tr>
<td></td>
<td>• Managing holes and gaps that could allow for pest or insect infestations</td>
</tr>
<tr>
<td></td>
<td>• Managing damage to work surfaces and floors by thorough cleansing</td>
</tr>
<tr>
<td></td>
<td>• Sealed and water tight joints around sanitary fittings, cupboards, work surfaces</td>
</tr>
<tr>
<td></td>
<td>• Provision of fire doors (this includes surround, locks, closers, hinges and door furniture to maintain warranties)</td>
</tr>
</tbody>
</table>
### How to report a repair

**Our overall responsibilities as a landlord**

<table>
<thead>
<tr>
<th>Area</th>
<th>Types of work</th>
</tr>
</thead>
</table>
| Communal areas| We will ensure that the communal areas are kept in reasonable repair, and are fit for use.  
This includes maintain all entrances, halls, lifts, stairways, passageways, refuse chutes, lighting, door entry systems, ramps, communal areas and other parts provided for common use.  
Ensure that, where provided, fire protection systems and fire fighting equipment is adequate, regularly inspected and serviced |
If you are a leaseholder, you are responsible for maintaining the internal parts of your own property. However, when these repairs relate to the parts of the structure (e.g. window frames load bearing walls, floor joists, fire compartmentalisation etc.), that responsibility transfers from lessee to landlord. We have therefore devoted a section to the distinction between the two (pages 12 and 13) so you can see where your responsibilities end and the Council’s begin.

Please note leasehold responsibilities are primarily linked to the structure of the building.

The booklet also covers repairs to the communal area and we hope the terminology is helpful if you have to report a repair.

If you have a query regarding your lease or your service charges, please give us a call on 020 8753 4500 or send us an email at service.charges@lbhf.gov.uk

If you want to make alterations to your home, you must get the council’s permission before starting any works. This is part of your lease. If you don’t keep to it you could face serious consequences including legal action and also have problems if you decide to sell the property.

Landlord’s consent is not the same as planning consent or building regulations consent, which you may also need along with a refurbishment and demolition (R&D) asbestos survey if you would like to carry out major alterations to your home.

If you have any query please call the Property Compliance team to discuss the matter on 020 8753 4005 or email housing.propertycompliance@lbhf.gov.uk. Landlord’s licence is a professional chargeable service and you will be charged fees depending on the complexity of the work and include surveyors, administration and legal fees for preparing the licence.

More information www.lbhf.gov.uk/council-leaseholders/alterations-council-properties
## Leaseholders

### Leasehold Repair Responsibilities

If you are a leaseholder, the council is only responsible for the common and structural parts of your building. You are responsible for the internal parts of your home and individual services to it. The table below gives you an indication of how these responsibilities are split, although this is not exhaustive and you should always refer to the terms of your lease or seek advice from us at service.charges@lbhf.gov.uk

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<th>Leaseholder’s Responsibility</th>
<th>Council’s Responsibility</th>
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<td>Window glass</td>
<td>The roof*</td>
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<tr>
<td>Partition walls (not loadbearing) and ceiling plaster</td>
<td>External walls</td>
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<tr>
<td>Floor boards and floor coverings</td>
<td>Internal supporting walls</td>
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<td>Internal doors</td>
<td>Joists, beams and lintels</td>
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<tr>
<td>Plumbing and electrics servicing leaseholders flat only</td>
<td>Communal doors and frames</td>
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<tr>
<td>Water tanks serving leaseholders flat only</td>
<td>Window frames and sills</td>
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<tr>
<td>Individual heating systems</td>
<td>Guttering, down pipes and soil stacks</td>
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<tr>
<td>All fixtures and fittings</td>
<td>Drains (serving the whole building)</td>
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<td>Timber fences in your garden (not party fence walls)</td>
<td>Lifts</td>
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<tr>
<td>Leaseholder’s Responsibility</td>
<td>Council’s Responsibility</td>
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<td>Communal TV aerials</td>
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<td></td>
<td>Communal heating systems</td>
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<td>Communal external lighting</td>
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<td></td>
<td>Entrance lobbies and stairways (communal)</td>
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<td>Roads and paths</td>
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<td>Gardens (communal)</td>
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<td></td>
<td>Party walls, party structures and party fence walls</td>
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* If you had a loft extension completed you may be responsible for roof repairs.
Repairs picture finder and how to use it

Using picture finder

Picture finder is designed to help act as a prompt for you and our customer service centre staff identify the issue you have. There is a series of themed pictures listed by type, so Doors, Electrics, Floors, etc.

On each page there are several pictures numbered, choose the picture that is closest to the problem you have in your home - such as “Page 11, Doors, Picture 1” - and explain the basic problem “the closer will not allow the door to shut”.

Our staff will ask you a range of questions to get further details about how the issue occurred, where it is in your home, how it is impacting on you and if you can send us any pictures of the issue. This will help ensure we send the right operative to try and fix the issue.
Repairs picture finder

1. Renew bath mixer
2. Overhaul bath mixer

3. Missing or loose wall tiles†

4. Water seeping between bath and wall

5. Non plastic end panel broken
6. Non plastic end panel broken
7. Plastic end panel broken
8. Plastic side panel broken

9. Plug and chain to bath broken or missing*

10. Cannot turn off – running full bore

11. Tap loose, broken or leaking

12. Bath blocked
13. Trap broken
14. Leaking waste

* Repairs are only done for tenants eligible under the discretionary repairs policy.
What is the fault and its number?

1. Electric shower needs repair
2. Shower spray head needs repair
3. Shower spray head broken
4. Shower hose and spray broken
5. Water too hot or cold
6. Mixer tap needs repair
7. Water seeping between shower and wall
8. Shower blocked
Outside timber door

1. Door sticking
2. Small Georgian-Wired glass or glass needs replacing* †
3. Panel to glazed door broken*
4. Weatherboard to door rotten or missing
5. Door surround loose
6. Water penetrating around the door frame
7. Door frame loose
8. Threshold loose
9. Defective lock
10. Insecure outside door

* Repairs are only done for tenants eligible under the discretionary repairs policy.
† Unless a fire safety door (residents may be recharged for glazing).
Internal timber doors and meter cupboards

1. Lock broken
2. Hinge broken
3. Door damaged or missing
4. Door sticking
5. Door frame loose
6. Flush door needs renewing
7. Glazed door needs renewing
8. Communal corridor door needs renewing
Repairs picture finder

Doors

Outside PVCu door

1. Door needs repair
2. Lock on door needs adjusting
3. Lock cylinder needs renewing
4. Handle broken on door
5. Multipoint lock on door needs repair
6. Insecure outside door
Timber and metal garages

1. Timber garage doors won’t open or close properly
2. Hinges broken
3. Lock to up and over metal garage door broken
4. Locking handle to up and over metal garage door broken
5. Locking bar to up and over metal garage door broken
6. Up and over metal garage door needs repair
7. Up and over metal garage door loose
8. Up and over metal garage door needs renewing
9. Cannot gain access to garage*

* Repairs are only done for tenants eligible under the discretionary repairs policy.
**Repairs picture finder**

**Locks and latches**

1. Handles broken

2. Keys to Yale type lock need replacing

3. Rim lock broken

4. Mortice lock with handle broken

5. Yale type lock broken

6. Yale type lock needs repair

7. Mortice lock without handle broken

8. Mortice latch needs repair

9. Mortice latch broken

10. Any lock needs repair

11. Insecure outside lock

* Repairs are only done for tenants eligible under the discretionary repairs policy.

† Please see fire safety section for notes on FD30 and FD60 front entrance door.
Door closers

1. Closer on top of door in communal area broken
2. Closer on top of door in dwelling broken
3. Closer needs adjusting
4. Door spring does not open or close properly
5. Closer on side of door broken
Repairs picture finder

Doors

Door fittings

1. Bolt broken*†

2. Padlock broken or missing*†

3. Damaged or missing letterbox†

4. Hasp and staple broken or missing*†

5. Door bell not working*†

6. Door viewer broken†

7. Door chain broken or missing*†

* Repairs are only done for tenants eligible under the discretionary repairs policy.
† Please see fire safety section for notes on FD30 and FD60 front entrance door.
Repairs picture finder

Doors

Controlled access

1. Visitor cannot hear me / I cannot hear visitor
2. No buzzer
3. No lock release
4. Intercom completely out of order
5. Faulty handset
6. Reset trades button on main entrance door to standard trade times

7. Main entrance door not closing properly
8. Main entrance door not locking
9. Total breakdown of whole system in block
10. Fire switch (drop key) broken
Repairs picture finder

Drainage

1. Manhole cover not opening or closing properly
2. Manhole cover and frame loose
3. Drain blocked
4. Gully blocked
5. Gully grate broken or missing
6. Gully surround broken
7. Stack blocked up to two storeys
8. Stack blocked two to four storeys
9. Stack blocked over four storeys
Repairs picture finder

Electrics

Lighting

1. Single fluorescent fitting needs repair / replacement
2. Ceiling switch broken
3. Light bulb batten holder fitted to ceiling broken
4. Double fluorescent needs repair / replacement
5. Fluorescent diffuser broken
6. Tungstenlamp to bulkhead broken
7. Light bulb holder with flex broken
8. Time clock or switch needs resetting
9. Cord to ceiling switch broken
10. Switch loose
11. Wall switch broken
12. Compact fluorescent lamp to bulkhead broken
13. Bulkhead fitting broke
14. Halogen lamp to floodlight broken
15. Halogen lamp fitting broken
16. Some lights not working
17. All lights not working
18. Unsafe light fitting

© Northgate Public Services (2019)
Power

1. Extractor fan not working
2. Mains smoke detector not working
3. Battery smoke detector or carbon monoxide detector not working
4. Socket loose
5. Double socket broken
6. Single socket broken
7. Cooker switch broken
8. Power not working
9. Test electrics after water penetration
10. Unsafe power or fitting
Fences and gates

1. Any type of fence broken or loose*

2. Any type of gate broken or loose*

* Unless communal, repairs are only done for tenants eligible under the discretionary repairs policy.
Steps, paving, walls, bollards and hanging tiles

1. Step loose or damaged
2. Paving flag or tarmac loose, uneven, broken or damaged
3. Block paving loose
4. Hanging tiles broken, missing or loose
5. Concrete bollard broken
6. Brick coping on wall loose
7. Stone coping on wall loose
8. Steel bollard broken
Repairs picture finder
Floors, walls and ceilings

1. Skirting loose
2. Skirting broken
3. Quarry floor tile loose
4. Plaster on ceiling or wall cracked or needs patching
5. Vinyl floor tile loose
6. Vinyl floor tile damaged
7. Wall tile loose
8. Floorboards loose
9. Rotten flooring
Repairs picture finder
Glazing

Single glazing

Reglaze – small*
1 Clear or obscure glass
2 Georgian-wired clear glass
3 Georgian-wired cast glass

Reglaze – medium*
4 Clear or obscure glass
5 Georgian-wired clear glass
6 Georgian-wired cast glass

Reglaze – large*
7 Clear or obscure glass
8 Georgian-wired clear glass
9 Georgian-wired cast glass

10 Putty broken or missing

11 Temporary board before replacing any glazed unit

* Repairs are only done for tenants eligible under the discretionary repairs policy, a communal window, or where the damage is the result of a crime and you have confirmation from the police.
Double glazing, vents and louvre

1. Circular vent broken or missing
2. Louvre glass needs replacing
3. Small double-glazed unit needs replacing
4. Medium double-glazed unit needs replacing
5. Large double-glazed unit needs replacing
6. Glazing bead broken or missing
Gutters

1. Gutter blocked along elevation
2. Plastic gutter leaking
3. Plastic gutter bracket broken or missing
4. Iron gutter leaking
5. Iron gutter bracket broken or missing
6. Hopperhead blocked
7. Downpipe blocked up to two storeys
8. Downpipe blocked two to four storeys
9. Downpipe blocked over four storeys
10. Plastic downpipe leaking
11. Plastic downpipe loose
12. Iron downpipe leaking
13. Iron downpipe loose
Repairs picture finder

Heating and hot water

Communal

1. Radiators not heating up
2. Leaking heating pipe or radiator
3. Unable to turn radiator off or faulty radiator valve
4. Heating too hot
Repairs picture finder

Heating and hot water

Electric

1 Electric shower needs repair

2 Shower switch broken

3 Storage heater needs refixing to wall

4 No heating or hot water
   1 November to 30 April (electric)

5 No heating or hot water
   1 May to 31 October (electric)
Repairs picture finder

Heating and hot water

Gas

1. Immersion too hot or cold
2. Cylinder leaking
3. Unable to turn radiator off or faulty radiator valve
4. Leaking heating pipe or radiator
5. Radiators not heating up
6. Flue blocked
7. Tile on fire surround broken
8. No heating or hot water
   1 November to 30 April (gas)
9. No heating or hot water
   1 May to 31 October (gas)
10. Total or partial loss of gas supply
Repairs picture finder

Kitchen units

1. Wall unit door broken
2. Catch broken
3. Shelf to wall unit broken
4. Hinge broken
5. Drawer won’t open or close properly
6. Drawer needs repair
7. Drawer runners broken
8. Drawer front needs repair
9. Base unit door broken
10. Plinth around bottom of units broken
11. Shelf to base unit broken
12. Unit loose
13. Cupboard door won’t open or close properly
14. Wall tile loose
15. Water seeping between worktop and wall
16. Worktop loose or damaged
17. Worktop trim needed
18. Worktop leg broken
19. End panel broken
In the unlikely event should you become trapped in the lift please follow the instructions below:

- **Stay calm**
- **Push Alarm Button** on the control panel and hold for a minimum of 3 seconds and wait to be answered.
- If no answer please dial the lift alarm contact centre on 020 8753 2475.
- **Do not call 999 unless it’s a health risk.**
- Do not attempt to open the doors as this could be dangerous.

1. **Lift out of order**
2. **Lift door not closing**
3. **Lift stuck on floor**
4. **Lift not responding to calls**
5. **Fire switch (drop key) broken**
1. Any type of roof leaking or tiles missing

2. Temporary repair to flat roof needed
<table>
<thead>
<tr>
<th>No.</th>
<th>Fault Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Water seeping between sink and wall</td>
</tr>
<tr>
<td>2</td>
<td>Sink plug or chain broken or missing*</td>
</tr>
<tr>
<td>3</td>
<td>Cannot turn tap on or off</td>
</tr>
<tr>
<td>4</td>
<td>Tap loose, broken or leaking</td>
</tr>
<tr>
<td>5</td>
<td>Sink top loose</td>
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<tr>
<td>6</td>
<td>Sink top broken</td>
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<td>7</td>
<td>Waste blocked</td>
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<td>8</td>
<td>Trap broken</td>
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<tr>
<td>9</td>
<td>Leaking waste</td>
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<tr>
<td>10</td>
<td>Renew sink mixer</td>
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<td>11</td>
<td>Overhaul sink mixer</td>
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<tr>
<td>12</td>
<td>Water seeping between basin and wall</td>
</tr>
<tr>
<td>13</td>
<td>Basin plug and chain broken or missing*</td>
</tr>
<tr>
<td>14</td>
<td>Basin loose</td>
</tr>
</tbody>
</table>

* These repairs are only done for tenants eligible under the discretionary repairs policy.
Stairs

1. Tread rotten
2. Tread loose
3. Tread broken
4. Nosing loose
5. Nosing broken
6. Handrail bracket loose
7. Handrail loose
8. Baluster loose
9. Balustrade loose
10. Newel post loose
1 Seat loose*
2 Seat broken*
3 Pan loose on timber floor
4 Pan loose on concrete floor
5 Cistern overflowing
6 Cistern not refilling or will not flush
7 Cistern loose
8 Overflow pipe broken
9 Small joint at back of pan leaking
10 Large joint at back of pan leaking
11 Pan blocked
12 Pan broken

* These repairs are only done for tenants eligible under the discretionary repairs policy.
1. Gate valve won’t open or shut properly
2. Stopcock won’t open or shut properly
3. Stopcock broken
4. Water pipe leaking
5. Knocking sound from water pipes
6. Total loss of cold water supply
7. Partial loss of cold water supply
8. Cold water tank overflowing
9. Cold water tank leaking
10. Service valve won’t open or shut properly
Repairs picture finder

Windows

Timber window repairs

1. Water penetrating around window frame
2. Window fitting loose
3. Timber casement won’t open or close properly
4. Timber casement needs repair
5. Casement window stay and fastener broken
6. Lockable stay broken
7. Timber sash needs repair
8. Sliding sash lift broken
9. Box sash cords broken
10. Sliding sash fastener broken
11. Insecure outside window
Metal and pivot window repairs

**Metal and aluminium**

1. Window fitting loose
2. Water penetrating around window frame
3. Metal window won’t open or close properly
4. Metal window needs repair
5. Aluminium sash won’t open or close properly
6. Aluminium sash needs repair
7. Pivot window fastener broken

**Pivot**

8. Window fitting loose
9. Water leaking in around window frame
Repairs picture finder

Windows

PVCu window repairs

1. Window fitting loose
2. Child restrictor broken
3. Window needs repair
4. Window handle broken
5. Window lockable handle broken
6. Window hinge broken
7. Window catch broken
8. Window sash broken
9. Insecure outside window
10. Window fitting loose
11. Tilt and turn window does not open or close properly
If gas is escaping outside your home

Phone Gas Emergency Service on freephone 0800 111 999 and report a gas leak and follow the instructions of the engineer.

If gas is escaping inside your home

Find the gas meter and turn off the gas mains supply unless it’s in the basement.

Phone Gas Emergency Service on freephone 0800 111 999 and report a gas leak and follow the instructions of the engineer.

Main gas on and off lever:

- Open the windows to ventilate the house.
- Do not switch on or off any electrical appliance or light.
- Do not smoke or use a naked flame.
A little more about repairs...
A little more about repairs...

Discretionary support for repairs

We operate discretionary support for repairs where we take on responsibility for certain works for specific tenants. This could be for a range of issues including a disability, vulnerability, to help with a specific issue or to help individuals sustain their tenancy.

As a “rule of thumb”, the tenant or a member of their household should be 65 years of age or older and/or in receipt of one or more of the following:

- Disability Living Allowance (DLA) - higher rate of the mobility component or the medium or higher rate of the care component
- Personal Independence Payment (PIP) enhanced rate of the mobility component or enhanced rate of the daily living component
- Attendance allowance (higher or lower rate)
- War Disablement Pension
- Local Authority registered care package.
- Voluntary or statutory agency providing support
- H&F internal referral.

You will be advised of your eligibility for discretionary support for repairs. Where your eligibility is not time limited this will be entered into our system so we know in advance should you request the service.
A little more about repairs...

Discretionary support for repairs

The type of work we make take responsibility for, to help individuals maintain living in their home could include:

• Helping with clearing of properties as a result of hoarding
• Helping with cleaning of properties where there are health hazard concerns
• Fitting additional security measures due to harassment, hate crime, domestic abuse
• Fitting additional electrical sockets for medical equipment.

Minor repairs* that we may support residents who are eligible for discretionary support could be but not limited to:

• Replacing a toilet seat
• Re hanging a shower curtain
• Replacing a light bulb in a pendant light fitting
• Filling hairline cracks in plaster or any woodwork
• Checking and replacing a fuse
• Bleeding a radiator

• Changing the time on a boiler controls/timer controls
• Fitting draught excluders to a door
• Replacing lost keys
• Replacing batteries in door bells
• Replacing door numbers (except fire doors)
• Replacing door lock after losing keys (except fire doors)
• Painting and decoration of walls, ceilings and woodwork.

*Jobs that may require some limited skill, equipment or tools such as screwdriver or hammer to complete.

If a resident is not eligible for the discretionary support for repairs then any minor repairs are their responsibility to complete.
A little more about repairs...

Sheltered residents’ handy-person service

For residents living in sheltered accommodation we offer an enhanced service to help with issues that are not classed as repairs. Our handy person scheme maybe able to help with issues including:

• Hanging curtains
• Assembling small item of furniture
• Putting up shelves
• Hanging pictures.

1. How do I request this service?

All requests for the handy-person service should be made via the Customer Service Centre.

2. What happens next?

We will book an appointment with you and one of our direct labour organisation (DLO) will do the works. They will be booked in when the team is in your locality.

Please note that you will be responsible for buying any materials or similar items that require installation or replacement except for bathroom and kitchen lights that have a screw diffuser fitting.
You must tell us about issues with your home as soon as you notice them.

When you report a repair you can help us by having the following information ready:

- Your name
- Address
- Phone number/email address
- Times when you’re available to have the works done
- As much information and detail about the issue as possible including how and when it happened, where it is in your home (you may find the repairs finder section useful for this)
- We may ask you to take photos and send them to us so we can identify what’s causing the issue.

If you’re not going to be in for your appointment please let our customer service centre know as soon as possible.

What else you can do to help:

- Let our customer service centre know if the contractor doesn’t turn up as arranged
- Always have your job number when you contact us
- Make sure the area to be worked in is cleared
- Keep children away from where the work is being done
- Keep pets in another room if possible
- Give us feedback (both good and bad) so we can improve the service delivered.

You may want to take photos before and after the repair.

Please note that we may ask to take photographs as a record of work - you have the right to turn down this request.

Operatives can refuse to work at your home if their health and safety, or yours, is at risk.

All operatives working for H&F Maintenance will have ID.
Never let someone into your home without verifying who they are first and why they are there. If you’re not sure who is at your door please call our customer service centre on 0800 023 4499.

Safety

Our contractors will:

• Guarantee staff, workers and sub-contractors are suitably skilled and competent
• Always follow health and safety procedures and never put anyone at risk
• Guarantee particular care is given when children are present, and never enter a resident’s home or continue working, where children (under the age of 16) are unaccompanied.
• Provide additional help and show extra consideration to vulnerable or elderly residents, or anyone with special requirements.
Consideration and standards of behaviour in your home and neighbourhood

Our contractors will:
- Always let you know if they’re going to be late for an appointment with a revised estimated time of arrival
- Always have shoe covers
- Always carry a photo id card and show it to you when they arrive at your home
- Be professional, polite and courteous at all times
- Respect your homes and belongings
- Respect your knowledge of your home
- Communicate effectively the works to be completed
- Not use offensive language or behave in an improper manner
- Try to minimise noise and disruption
- Never smoke or vape in your home, or directly outside your doors/open windows
- Never use your electricity, toilet or washing facilities without your permission
- Never play music when working in or around your home, without your permission
- Drive and park considerately at all times, leaving contact details visible if using a resident’s bay
- Be properly dressed at all times in clean company uniform.
A little more about repairs...

Respect, security and identification

Clean and tidy
Our contractors will:
• Leave your homes and communal areas secure and clean & tidy
• Protect flooring using clean dust sheets where necessary
• Never leave tools and/or materials overnight in residents’ homes without their permission (and at contractor’s own risk)
• Remove or recycle all waste materials on the same day and remove from site- not using your bins or the communal bins.

Responsibility
Our contractors will:
• Communicate only with the resident or their officially appointed representative
• Guarantee that all information concerning residents is kept strictly confidential at all times, and is only used in accordance with data protection principles
• Monitor levels of customer satisfaction and aim to resolve any complaints within ten working days
• Listen to residents’ feedback and take resident comments on board where possible, to improve the overall service.
How we prioritise your repairs

Although we aim to attend to repairs as quickly as possible, we cannot carry out every repair straight away, so we have to prioritise different types of repairs.

The customer service advisor will always tell you the date the repair is expected to be completed by and ask you to make an appointment for non-emergency repairs and give you a job number.

Some things that may delay a repair are:
- Bad weather conditions like heavy rain, heavy snowfall, or high winds
- Waiting for utility companies to fix a problem before we can complete the repair, for instance if there is a burst pipe
- Consulting with leaseholders in your block about certain repairs. This is a legal requirement, called a Section 20 notice and we cannot do the repair until the consultation notice period has ended
- Where we need to get a specialist survey completed

Chargeable repairs and your responsibility

If we’re asked to carry out a repair which is not the landlord’s responsibility, in most circumstances we will not carry out the repair.

If we do carry out a repair which is not our responsibility, we will charge you the cost of the repair. This is known as a chargeable repair.
A little more about repairs...

Priority and targeted completion times

<table>
<thead>
<tr>
<th>Priority</th>
<th>Response time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Priority 2</td>
<td>Within maximum of 30 working days</td>
</tr>
<tr>
<td>Priority 3</td>
<td>Within maximum of 90 working days</td>
</tr>
</tbody>
</table>

Emergency repairs

Priority 1 (within 24 hours)

We aim to carry out emergency repairs within two to 24 hours depending upon the seriousness of the problem.

Our first priority is to make the property safe to prevent further damage and/or to remove the immediate danger.

Examples of emergency repairs: total loss of power, no toilet, no heating winter, communal door entry not working. It may take longer to carry out a permanent repair and a follow-on appointment may be required.

Our customer service team aims to keep you informed at all stages.

Routine repairs

Priority 2 (within a maximum of 30 working days)

If the repair cannot be resolved immediately, a temporary solution will be put in place until such time as a permanent repair can be carried out.

Examples of routine repairs are: minor leak, dripping tap.

If the situation changes whilst you’re waiting for the repair to be done please let the customer service centre know.

Batched responsive repairs

Priority 3 (within a maximum of 90 working days)

We aim to carry out batched responsive repairs within 90 working days.

Examples of batched responsive repairs are: More complex works that may require multiple visits – plastering, walls. Replacing individual windows, replacing individual kitchen units. Or works that can be collected and delivered by a block, estate or area.
A little more about repairs...

Emergency repairs

Emergency repairs include:
• Structural failure
• Fire damage
• Asbestos fibre release
• No power to all the property
• Gas leak
• Total loss of heating
• Back surge of sewage impacting on one or more properties
• Blocked toilet where only one toilet at the property*
• Water leak (depending on severity and impact on other adjoining properties)
• Property not secure due to damage to ground floor window or door
• Customer cannot gain access due to lost keys*
• Fire alarm, smoke detector or CO detector failure
• Lifts not working
• Total loss of communal lighting in blocks

• Any other repair that is deemed to be dangerous or where residents vulnerability is significantly impacted by the issue.

*In some circumstances customers will be charged for repair work. For example, when nappies or other unsuitable items have been flushed down the toilet causing the blockage.
When reporting a repair, you will be informed of our priority and target response time. If not, please ask. Please note: some repairs may be given a higher priority where health and safety is affected.

**Batched repairs**

The council are introducing an approach that is aiming to plan works more effectively. This could involve batching repairs to make our repairs service more efficient and cost-effective. Better efficiency means we will be able to complete more of your repairs.

We will be looking to group together certain types of non routine repairs by area and complete them at one time. This could be working on a specific estate or properties within a specific post code area. Grouping the work will help us to identify common problems that may benefit from planned maintenance programmes or improvement schemes. This will help to prevent future breakdowns or faults, reducing inconvenience caused to you.
What type of repair could be included in the batched repairs approach?

Anything from repairing a door handle to a kitchen/bathroom replacement could become a batched repair. We will not include repairs in the batched repairs scheme where there is a serious risk to your health and safety, or a chance of long lasting damage to the building.

Examples of the type of work we include into the batched repairs:

- Doors
- Windows and frames
- External rendering repairs (weather permitting)*
- Minor brickwork pointing
- Internal Plastering
- Repairs to soffits and fascias
- Rainwater pipes/gutters
- Minor roof work and chimney stack repairs*
- Repairs and partial replacement to footpaths and flagging

- Repairs to fencing and walls and partial replacement
- Canopies and porches
- Outhouse doors
- Replacement of smoke alarms or CO detectors
- Kitchens and bathrooms
- Damp and mould treatments
- Path resurfacing
- Fencing and gates*
- Small repairs e.g. door handles.

* Adverse weather including rain, wind and cold and frost may impact on our ability to complete this work on the agreed date but we will keep you informed of any changes we have to make.
A little more about repairs...

Batched repairs

When will the work be carried out?
On certain jobs we may be able to tell you straight away, when we will be coming, other jobs may require us to make certain plans and carry out certain checks before we can get any contractors operatives to come out and start the works. For complex jobs we will contact you again once these plans and checks are in place to arrange an appointment and let you know who is coming to do the works.

Any initial temporary repairs needed will be carried out. An example may include a temporary repair to a roof.

We will give you some indication of how long it will take to complete the repair work. We will do this based on the diagnosis of the work required. The more information you can give us about what the problem is, where the works are needed, any pictures you can send us, will help us diagnose what works are needed.
When planned works are undertaken on your home, building or estate there can be some initial problems with new fittings, furnishings and systems. We understand the frustration this may cause and that you want these matters dealt with, but for very good reason these are not treated in the same way as routine repairs.

If an item, such as a door handle or cupboard door is not working within the first 12 months, this is known as the defect period. We will collate all known problems and within the defect period carry out a programme of correction.

These works cannot be reported as a repair. The reason for this is that within the contract for the major works we have paid for all fittings and aspects of the work to be completed: if we were to organise a repair for these we would incur an additional cost and this goes on to our annual repair bill thereafter to you.

We have a dedicated team that can help you get your defect repair scheduled. We cannot categorise these in terms of our routine repairs times and may defer these works for a short period.

There is a reason why this is so. Generally the team that carries out the defect repair is the programme team that does the actual works. They are best placed to return to a property to carry out a repair.

We list all the defect repairs required and carry out a “sweeping up” programme by block / estate or area to cover all defect repairs. These are all completed within the original programme timeframe.

We will give you all the information you need when we come on site to do planned works.
How will I know you have ordered my repair?
You’ll be given a job number and appointment or targeted completion date at the time you report the repair. If you do not receive this please ask for it - this job number is to be used for any future queries relating to the job in question.

Will you re-confirm the appointment on the day?
If you provide your mobile number a confirmation text will be sent to you.

What if I am out when you call?
If you are out when we call to carry out an inspection or repair, a card will be left at your home and we will try to contact you a further three times by phone. If we are still unable to contact you after 10 days, we will close the job.
You will need to contact us to raise a new job and appointment.
Do I need insurance?
We are responsible for insuring the properties which we own. Any works that H&F is obliged to carry out as the landlord may be covered by the buildings insurance.

Tenants are responsible for insuring their own personal contents (see council tenant’s insurance scheme).

www.lbhf.gov.uk/housing/council-tenants/your-tenancy/week-one-your-new-home

We will rectify any damage we cause by attempting repairs and improvements.

We strongly advise you to insure your contents such as furniture, belongings and decoration.
How long will my repair take to be completed?

Where we can we’ll give you an estimate of how long the operative could be at your property.

Small, straightforward jobs should be completed in a single visit.

Larger or more complex issues will take more time to complete and we’ll try and give you an estimate of how long the repair will take to complete.

There are certain jobs that we will not be able to do within a single visit for example plastering; there will need to be several visits and we will need to leave a minimum of a week between each visit for the different layers of plaster to dry out. Where we think that the issue you have reported may take a number of visits to resolve we will aim let you know.

We will aim to offer you an appointment slot that is convenient to you.

If after you’ve reported your issue the work is no longer required or the appointment is no longer convenient, please contact the customer service centre to let us know as soon as possible. We would prefer to rearrange an appointment than for an operative to attend your home and not be able to gain access.
**Do I need permission to carry out work?**

You are unlikely to need our permission for such matters as putting up shelves or decorate your home.

Some things are not allowed:

- If you are an introductory tenant (a tenant in the first year of your tenancy), we can’t agree any alterations
- You can’t alter communal areas of the building
- You can’t use any communal areas of the building to carry out your works (e.g. your contractor can’t use the communal areas to saw timber)
- DIY works are not permitted - you must employ competent professionals. Please refer to the website [www.competentperson.co.uk/](http://www.competentperson.co.uk/) for more information and advice.

However, If you’re a secure tenant and want to improve your home or to make alterations to your home, you must get the council’s permission before starting any works.

This is part of your tenancy agreement. If you don’t keep to it, you could face serious consequences including legal action. If you make alterations without consent, you could also have problems if you decide to exchange it or buy it under the right to buy scheme.

‘Landlord’s consent’ is not the same as planning consent or building regulations consent, which you may also need along with a refurbishment and demolition (R&D) asbestos survey if you would like to carry out major alterations to your home.

More information: [www.lbhf.gov.uk/alterationscouncilproperties](http://www.lbhf.gov.uk/alterationscouncilproperties)
H&F approach to repairs and maintenance
H&F Maintenance will aim to deliver our landlord repair and maintenance obligations through a range of approaches including;

| Planned programmes of replacements | For key parts of a property we have identified how long we would on average expect them to last before we need to replace them. The expected lifecycle of an item is a guide only and we would consider this with what information we hold on the property and the profile of residents. |
| Planned programmes of improvements | Making improvements to your home that were not there before an example could be improvements to the energy efficiency of your home by fitting solar panel, or remodelling a property to meet a demand, fitting of fire doors or enhanced fire protection schemes. |
| Cyclical maintenance or servicing programmes | Service or repair works at an agreed interval such as annual servicing your heating system, five yearly periodic testing of electrics, fire and or smoke alarm testing, monthly servicing door entry and testing of TV aerials, clearing gutters or de furring soil pipes. |
### Reactive repairs

Dealing with day to day issues as they occur so, when things fail or go wrong. If something needs to be repaired we would need to consider why. This can be a combination of reasons including impact of day to day living and acceptable wear and tear by the household, an item hasn’t lasted as long as we thought it would, the materials used had a fault, the quality of workmanship on installation or previous repair, an item has been damaged or been misused. When we carry out a reactive repair we are trying to get an item working or fit for purpose again.

### Unexpected planned works

We sometimes need to replace key parts of your home such as heating, windows, electrical wiring, roof when we were not expecting to. If something needs to be replaced before we expect it to we need to consider why. The key reasons could include: a boiler that can’t be repaired, as it does not represent value for money to repair, the parts needed for a repair are obsolete so no longer available, it was due for replacement but was refused by a previous tenant. We will then consider the timescales for when we will do this work.
If the repair is as a result of misuse, damage or neglect then we may advise you that you would need to get the work done by someone else or the Council may do the work for you but the costs of doing the work would be recharged to you. Examples could include a toilet blocked by a nappy; sink blocked by fat, fist holes in doors or walls, damaged kitchen worktops as not using a chopping board, dog faeces and overgrown gardens, mould growth from condensation caused by lifestyle choices only- e.g. not using extractor fans, not opening windows. (Please see re-chargeable repairs policy, damp and condensation policy).

If the damage is caused by a stranger, someone not part of your household or a guest at your property we will take responsibility for this work as long as you are able to provide a crime reference number examples could include window smashed by a stranger, garden gate pulled off hinges., graffiti sprayed on walls to your home.

If the damage is caused by:

- A member of the existing household as a consequence/result of behavioural symptoms from a medical or social issue we will consider taking responsibility for this work (Please see discretionary repairs policy). An example may be child with autism venting frustration, someone in a manic state of Bi polar, individuals with disruptive behaviour disorders such as Attention Deficit Hyperactivity Disorder (ADHD)
- Someone known to you for example by an ex or existing partner and as a result of domestic violence we may take responsibility for this work, (see discretionary repairs policy). An example may include repairs to a door or re-glazing a window.

You may be required to provide details so we can amend our repair responsibility for either a either a specific time period or for the time of your tenancy with us. Supporting details could include evidence from a doctor, hospital letter, support worker (statutory or voluntary) or from a representative of H&F.
If the repair is result of accidental damage then the Council may consider taking responsibility for the work under the discretionary repairs policy. If we do not take responsibility for the work, we still may do the work on your behalf but you will be recharged the cost of us doing it or alternatively you can arrange for the works to be done yourself (subject to Council inspection).

An example of accidental damage could include, key snapped in lock, not turning a tap off properly and causing water damage, front door closes unexpectedly and you get locked out.
Your health and safety
It is a legal requirement under regulation 36 of the gas regulations of 1998 for us to gain access into your home. We will make contact with you 60 days in advance of the expiry date of the last service. The first letter will tell you when we will call, if this is not a suitable day and time for you please call the number provided and we will arrange an appointment to suit. If you’re not in when we call, we will leave a card asking you to contact us. We will always try to fit the appointment around you. After three missed appointments, under the gas regulations of 1998 and to ensure your safety we would look to seek forced entry.

It will always be a last resort. The safety check will cover your central heating boiler, smoke alarm and CO alarm along with a visual check of any other gas appliance. A landlords gas safety record will be produced and this will be sent out to you within 28 days. All our Engineers are members of the Gas safe register will have their ID badge with them and will ask you at the end of the checks to sign their hand-held computer.

We also quality check a sample of the gas safety checks and you may receive a letter advising you of this visit.

Please contact our customer service centre on 0800 023 4499 if you want more information.
Causes and symptoms of Carbon Monoxide poisoning

Common causes of Carbon Monoxide poisoning:
• Faulty gas appliances or blocked flues and chimneys
• Heavy smoking without ventilation in rooms.

The signs and symptoms are not always obvious. Some people may have a pre-existing condition with similar symptoms. At-risk groups include babies and young children, pregnant women and people with heart or breathing problems.

Low levels of Carbon Monoxide

Symptoms can be similar to food poisoning and flu but without the high temperature. Symptoms include:
• Headache
• Nausea
• Dizziness
• Tiredness and confusion
• Stomach pain
• Shortness of breath.

High levels of Carbon Monoxide

These are likely to be more severe symptoms such as:
• Impaired mental state
• Loss of physical co-ordination
• Tiredness and confusion
• Chest pain and/or muscle spasms
• Loss of consciousness

You should test CO alarm fitted in your home each week, if it safe to do so.

Press and hold the test button on the CO alarm. You should hear a load ear piercing noise. If your CO alarm isn’t working call our customer service centre on 0800 023 4499.

Consult your doctor immediately if you are experiencing any of the above. Call our customer service centre if you suspect a gas appliance in your home may be the cause.
The Council is responsible for carrying out fire risk assessments in communal areas to ensure our residents stay safe in the event of a fire.

Once the assessment has been completed, it will be uploaded to our web site (blocks 6 storey or above only)

For lower rise blocks, residents can request a copy of the relevant fire risk assessment to be sent to you.

For copies of your fire risk assessments and more information on our fire safety plus programme please see: www.lbhf.gov.uk/housing/hf-fire-safety-plus

You can help keep you and your neighbours stay safe:
- By not storing items in communal corridors and staircases.
- By not using BBQs on your balcony (or storing excessive items in this area)
- By not covering your smoke alarms
- By not throwing cigarettes over the balconies
- By not making any alterations to your home in particular the main entrance door to you home especially if it is a FD60 or FD30. This includes not changing or adding locks, spy holes, not painting or fixing anything to it. Any alteration no matter how small can impact on its performance as a fire door.

You must not install security grilles to front doors. These can trap residents in their home in the event of a fire, it will also delay the emergency services in gaining access.

You should test smoke alarms fitted to your home each week, if safe to do so.

Press and hold the test button on the smoke detector. It can take a few seconds to begin, but you should hear a loud, ear-piercing noise while the button is pressed.

If your smoke alarm isn’t working please contact our customer service centre on 0800 023 4499.

For further advice on fire safety in you home visit: www.london-fire.gov.uk/safety/the-home for the latest advice and guidance from the London Fire Brigade.
The council has a legal obligation to carry out an electrical inspection to your homes and communal areas every 5 years. The operatives will require access to all rooms in your home to carry out tests and to check all electrical sockets, switches etc.
Your health and safety

What we’re doing to keep you safe – Lifts and Estate inspections

A working lift can be a lifeline to residents so for all lifts we carry out monthly inspections and testing. During a service visit, an engineer will check the safety features on a lift, in addition to cleaning, lubricating and adjusting all components for optimum performance. An engineer will record any work carried out and also make recommendations for any repairs or works of improvement that are not covered in the service visit.

We have a rolling programme for lift works and improvements that ensures the safe operations and usage of lifts. We also routinely check electrical wiring throughout communal areas.

When major works are required to a lift we will consider all residents’ individual needs and may offer to decant* residents whilst the works are taking place.

* Decant means temporary relocation.

We want you to have a feeling of pride about your area, and having a tidy and well maintained neighbourhood is the first step towards this.

Estate Inspections help us to look for things that will improve the area for residents, such as fences, graffiti, overgrown gardens, illegal parking and checks on pathways and road surfaces.

Each area has four inspections per year and they are carried out by residents, housing staff and other service providers.

We encourage residents to go on estate inspections to point out areas of concern and provide their views on ideas for environmental improvements.

By getting involved with inspections in your area you can identify issues that matter to you and other local residents.

If you’re interested in being part of your estate inspections please contact your housing officer or for more information please see: www.lbhf.gov.uk/housing/resident-involvement/estate-inspections
A clean communal water supply is vital to your health and wellbeing.

Our team carries out risk assessments and tests all water and storage tanks in a property on a regular basis throughout the year to help prevent Legionella and other water-borne diseases from being a threat to you and others in your home.

We have a duty to ensure that the risk of exposure to tenants and visitors is properly assessed and controlled.

Legionella bacteria can breed in other places where water is stored such as water systems and cooling towers.

The risk in your home is low because your water is usually stored in temperatures above 60°C and is used daily.
If your home was built before the year 2000, there is a possibility that it contains asbestos. Undisturbed, undamaged or sealed asbestos is safe. When asbestos is damaged or disturbed the dust and fibres released can be breathed in and can lead to serious lung diseases including cancer. This is why it is important not to damage or disturb materials which might contain asbestos, this includes drilling, cutting, sawing or sanding.

We have responsibilities under the law to manage asbestos risks in non-domestic premises (which includes common areas of blocks of flats) and to record where asbestos has been found – this is known as the asbestos register. When our contractors undertake building work within your home which may disturb materials your home becomes a place of work and we have to provide the person doing the work with information on whether there is any asbestos present before they can start.

We undertake asbestos surveys during improvement works and when we upgrade empty homes. Our aim is to gather as much information as possible about asbestos in our properties so we can inform contractors ahead of any work being carried out. If work is due to take place in your home and we don’t already have asbestos information held on our register, we will arrange for an accredited asbestos surveying company to carry out a survey, this may include taking samples of materials to analyse. If the survey finds asbestos, we will assess the risk and either remove it, seal (encapsulate) it, or confirm that it is safe to leave as it is. Remember, asbestos in good condition is safe and so we will not normally remove asbestos present in your home unless it is likely to be disturbed.

If you are a Council tenant - under your tenancy agreement you are required to ask us before carrying out any DIY work in your home. This will allow us to check our asbestos records and let you know if it is safe for you to carry on. If you are a leaseholder - it is your responsibility to arrange for an asbestos survey to be carried out if you want to do any work in your home.
Maintaining the structure and environment
## Maintaining the structure and environment

### Improvements

As well as maintaining the buildings where you live the council is committed to improving your environment. Some examples of improvement projects are:

- Landscape improvements (communal gardens, seating areas, fencing, planting, art features)
- Safety and security (railings, improving paths and secure bike storage)
- Green roofs
- Play areas and ball courts.

We review bids and applications from residents for funding improvements through a resident-led group - The Investment Group - which considers all aspects of bids and the impact on residents.

We do this to ensure the wider community benefits are achieved and that funding delivers improvement for the local community.

For more information or if you have an idea for an improvement please see: [www.lbhf.gov.uk/housing/resident-involvement/get-involved-and-make-bid](http://www.lbhf.gov.uk/housing/resident-involvement/get-involved-and-make-bid)

### System maintenance

Door entry systems require maintenance and in some schemes we provide a care system with an alarm – these systems require an annual systems service.

Our door entry systems are carefully checked and refurbished, where recommended, to ensure continuous access and control for you over entry to your block.

Communal aerials are another service we visually inspect and repair when required. These aerials provide access to a wide range of digital TV and radio channels.
## Information

### Useful contacts

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<th>Phone</th>
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<td><a href="mailto:estateparkingproject@lbhf.gov.uk">estateparkingproject@lbhf.gov.uk</a></td>
<td>020 8753 5646</td>
</tr>
<tr>
<td>Anti-social behaviour</td>
<td><a href="mailto:asbu@lbhf.gov.uk">asbu@lbhf.gov.uk</a></td>
<td>020 8753 2693</td>
</tr>
<tr>
<td>Caretaking/cleaning/grounds maintenance</td>
<td><a href="mailto:ESRequest@lbhf.gov.uk">ESRequest@lbhf.gov.uk</a></td>
<td>020 8753 5646</td>
</tr>
<tr>
<td>Complaints</td>
<td>h&amp;<a href="mailto:fintouch@lbhf.gov.uk">fintouch@lbhf.gov.uk</a></td>
<td>020 8753 2456</td>
</tr>
<tr>
<td>Disabled aids/adaptations ongoing cases</td>
<td>h&amp;<a href="mailto:fadvice.care@lbhf.gov.uk">fadvice.care@lbhf.gov.uk</a></td>
<td>020 8753 2462</td>
</tr>
<tr>
<td>Referral adult over 18</td>
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<td>020 8753 4198</td>
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<td>020 8753 6600</td>
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<td>Electricity loss</td>
<td><a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a></td>
<td>0800 316 3105</td>
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<tr>
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<tr>
<td>Environmental health</td>
<td><a href="mailto:Cleaner.greener@lbhf.gov.uk">Cleaner.greener@lbhf.gov.uk</a></td>
<td>020 8753 1100</td>
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<tr>
<td>Gas leak</td>
<td>Please contact Gas Emergency Services first then call the customer service centre</td>
<td>0800 111 999</td>
</tr>
<tr>
<td>Home buy</td>
<td>h&amp;<a href="mailto:fhomebuy@lbhf.gov.uk">fhomebuy@lbhf.gov.uk</a></td>
<td>020 8753 6464</td>
</tr>
<tr>
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<td>Phone</td>
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<td>Leaseholder Services</td>
<td><a href="mailto:Service.charges@lbhf.gov.uk">Service.charges@lbhf.gov.uk</a></td>
<td>020 8753 4500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0800 840 4501</td>
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<td>Parks maintenance and Playgrounds</td>
<td><a href="mailto:Parks@lbhf.gov.uk">Parks@lbhf.gov.uk</a></td>
<td>020 8753 1768</td>
</tr>
<tr>
<td>Pest control</td>
<td><a href="mailto:environmentalprotection@lbhf.gov.uk">environmentalprotection@lbhf.gov.uk</a></td>
<td>020 8753 1100</td>
</tr>
<tr>
<td>Refuse collection</td>
<td><a href="mailto:Cleaner.greener@lbhf.gov.uk">Cleaner.greener@lbhf.gov.uk</a></td>
<td>020 8753 1100</td>
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<tr>
<td>Social services</td>
<td>H&amp;fadvise.care@lbhf (adults)</td>
<td>020 8753 5456</td>
</tr>
<tr>
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<td><a href="mailto:familyservices@lbhf.gov.uk">familyservices@lbhf.gov.uk</a> (children)</td>
<td>020 8753 6600</td>
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<td><a href="mailto:Cleaner.greener@lbhf.gov.uk">Cleaner.greener@lbhf.gov.uk</a></td>
<td>020 8753 1100</td>
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<tr>
<td>Water supply/sewerage</td>
<td>Phone your supplier (Thames Water)</td>
<td>0800 316 9800</td>
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GET INVOLVED

We’re committed to improving and we know the best way to do this is to work with you and ask you for your views.

The Resident Involvement team can help you to get involved and make a difference in many different ways. Contact us on 020 8753 6652 or getinvolved@lbhf.gov.uk to find out more.

Want to work with us to improve the repairs and maintenance service?

Find out more about our resident led Repairs Working Group and other ways to get involved at www.lbhf.gov.uk/housing/resident-involvement

Your views are important to us and we’re listening, learning and improving as a result.
Ways to report a repair:

Freephone: 0800 023 4499

Email: Housing.Repairs@lbhf.gov.uk

Online: www.lbhf.gov.uk/housing/council-tenants/reporting-repairs/housing-repairs-notification-form