

## Repairs

### Our Promise to you

BCHA's New Leaf Repairs Service will

- Assign a job reference number and offer a range of appointment dates/times to carry out your repair
- Remind you about your appointment 24 hours before it's due
- Ensure all operatives and contractors carry identification when visiting your home
- Be prompt, polite and respectful when carrying out work in your home
- When ever possible, we will fix your repair on the first visit
- Will keep you updated, on progress, should we not be able to complete your repair on the first visit
- Leave your home clean and tidy after completing repair work
- Carry out regular inspections to check the standard of work completed
- Follow-up with Customer Satisfaction Surveys
- Monitor satisfaction levels to learn from our mistakes and make appropriate changes
- Adhere to the Service Level Agreements as below

### How to report a repair

**Phone 0300 1234 001**

The phone line is managed 9am – 5pm (Mon – Fri) however our out-of-hours service is available 24/7, so if you are reporting an emergency always call on the number above

**Email: [repairs@bcha.org.uk](mailto:repairs@bcha.org.uk)**

The Repairs Inbox is monitored 5am – 5pm Monday - Friday

For **gas leaks** always call the National Gas and Emergency Service on **0800 111 999** immediately – they are available 24/7.

### What we expect from you

- Inform us of any necessary repairs, in your home, as soon as possible
- Give our operatives and contractors access to your property, to carry out the arranged work
- Contact us should you need to cancel or rearrange your appointment
- Give full details of repairs required, so we may arrange appropriate operative, including
  - Name and address
  - The nature of your repair and location - bedroom, bathroom, communal area
  - Any access difficulties

If you arrange for your own repairs, without first contacting BCHA, we cannot be held responsible for the cost

## Response times

Repairs are categorised, to ensure prioritised correctly, as **Emergency**, **Urgent** or **Routine**.



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### Routine

These are repairs which do not cause serious inconvenience to you or may cause increased damage to your home. We aim to complete these repairs within **21 working days**.

Examples include:

- Plastering repairs
- Broken seals around baths, basins and sinks (except where causing significant damage)
- Damage to window seals, handles, locks etc. (where there is no risk to safety).
- Carpentry repairs such as floors, skirting boards or doors
- Painting
- Ceramic tiling
  - Kitchen unit repairs
- Fences, gates and boundary wall repairs
- Repairing and cleaning out gutters and downpipes
- Repairs to external walls
- Minor plumbing works and tap replacements
- Faults to door entry systems (unless this renders property insecure)
- Leaking cisterns and plumbing overflows
- Blocked drains and pipes

Sometimes we will need to inspect your home before the work can be booked; in these cases, a surveyor will contact you to arrange to visit.

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### Urgent

Repairs which need to be carried out quickly, but do not pose an immediate risk to your safety or the structure of the building. We aim to complete an **urgent** repair within **five working days** of notification

- Failure of lighting in the communal areas
- Minor electrical faults (which are significant, but not life threatening)
- Heating failure (which is significant, but not affect your health)
- Glazing - where there is no risk to your security
- Minor roof leaks
- Toilet is not flushing
- Loose sanitary fittings to bath, sinks and toilet pans
- Extractor fan problems

### Emergency

Repairs that present an immediate risk to safety, security or health, or will cause severe damage if they are not dealt with promptly. In these cases, we aim to attend within **four hours**, to make safe, and complete the repairs within 24 hours.

Should your emergency be out-of-hours, our out-of-hours service will visit to make safe and (depending on the nature of the repairs) BCHA will endeavour to return to complete the repair the next working day. Emergencies include:



- Explosions, including boilers and heaters
- Flooding including burst water pipes
- Total loss of electricity or water
- Gas leaks (call Gas Board in first instance)
- Out-of-order lifts
- Total loss of heating or hot water (if your household includes anyone under 5, elderly or registered disabled)
- Issues with main entrance door, or any windows ,which make the property insecure.