

A guide to
Repairs
and looking after
your home

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Responsibility for repairs depends on your type of tenancy.

We have target times to carry out any repairs that we are responsible for where you live, depending on how urgent the repair is.

We also manage a planned maintenance programme for some of our homes, and offer an aids and adaptations service for customers that need changes made to their home to meet their needs.

While we take every care to make sure the information here is relevant, please refer to your tenancy agreement or lease which outlines your specific responsibilities.

To find the relevant information for your tenancy type follow the correct colour route below:

INFORMATION FOR
TENANTS

INFORMATION FOR
HOMEOWNERS

INFORMATION FOR
**ONSITE
NHS WORKERS**

INFORMATION FOR
STUDENTS

INFORMATION FOR TENANTS

Our responsibilities

We are responsible for maintaining and repairing the structure and outside of properties and shared areas, including:

- roof, outside walls and doors
- windows and window sills
- gutters, drains and outside pipes
- garden walls and fences
- pathways and steps
- communal entrances and entry controls
- clothes lines in shared areas
- communal TV aerials and satellite dishes
- replacing light bulbs and fuses in shared areas
- maintaining any grass, trees or hedges in shared areas.

Inside your home, we are responsible for repairing all A2Dominion-owned fixtures and fittings, including:

- central heating system
- burst or leaking pipes
- skirting boards and plasterwork
- window catches, sash cords and window frames
- banisters
- kitchen units
- air vents and extractor fans that we have installed
- sinks, baths, toilets and shower tap washers
- vinyl flooring that we have provided in kitchens and bathrooms
- chimney stacks and flues.

Your responsibilities

You are responsible for all minor repairs and replacement work in your home. You will find a full list in your tenancy agreement, but they include:

- all decorations inside your home
- TV aerials and satellite dishes (unless you share these with others)
- toilet seats and chains
- repairs to garden sheds
- plugs for sinks, baths and washbasins

- clothes lines (except in shared areas)
- replacing light bulbs and fuses (except in shared areas)
- maintaining washing machines and their plumbing
- repairing cookers and gas appliances that you own
- replacing door keys and changing locks if you are locked out, or adding extra locks to your home
- maintaining any grass, hedges or trees (except in shared areas)
- regularly checking window catches and restrictors, and making sure they are free from dust and dirt
- repairing any damage you or your visitors cause to fixtures and fittings
- getting rid of any insects or animals that have infested your home
- repairing damage caused by overflowing water from baths, sinks, washing machines, washbasins, and toilet overflows (unless the flood was not caused by your property)
- replacing fixtures and fittings, including kitchen units that have been removed or damaged
- repairing damage from condensation caused by air vents that have been blocked deliberately
- repairing damage caused by someone breaking into your home, unless you have reported it to the police and been given a crime reference number
- regularly checking smoke alarms and heat detectors and replacing batteries when needed
- repairing damage caused to your decorations and belongings by fire or smoke
- replacing your carpets or floor coverings
- telephone service points
- arranging your contents insurance.

If we carry out a repair that is your responsibility, we will charge you our costs for doing this.

For customers in temporary accommodation, repair responsibilities vary according to who owns the property you live in. Please see your tenancy agreement or speak to your Neighbourhood Officer for repair responsibilities.

As a homeowner, you are responsible for most of the repairs and maintenance to your home. But this depends on whether you live in a house, a maisonette or a flat. Your lease will tell you what your responsibilities are.

Our responsibilities

If you live in a house

If you live on an estate which has shared areas not looked after by the local council, we may be responsible for carrying out repairs to these parts, such as:

- communal garden walls and fences
- roadways, paths and steps
- outside lighting which does not belong to you (please note: we are not responsible for estate or street lighting provided by the council).

Your responsibilities

If you live in a house

If you live in a house, you will be responsible for all the repairs to the property, both inside and out, including:

- central heating
- water tanks
- all walls, floors and ceilings
- doors, door frames, door hinges and skirting boards
- all windows including window catches, the sash cords, locks and glass in windows
- chimney stacks and flues
- plasterwork
- decoration
- staircases
- banisters
- kitchen units
- air vents and extractor fans
- sinks, baths, toilets and showers
- electrical and plumbing systems
- fuses
- taps and washers
- light bulbs
- elements in electric fires
- security fittings
- any damage caused by you or your visitors.



This is not a full list, but as a homeowner you will generally be responsible for all maintenance and repairs needed to your home.

In certain special circumstances we may, however, carry out repairs for you and recharge you the cost of doing them.

Some repairs may be covered by your own contents insurance or buildings policy. These will usually be detailed in the policy documents.

Our responsibilities

If you live in a maisonette or flat

We will usually be responsible for carrying out repairs to shared parts of the surrounding estate, such as:

- garden walls and fences
- roadways, paths and steps
- outside lighting
- parking spaces, except where they have been sold.

We are also usually responsible for repairs to the structure and services of the block of flats, such as:

- the roof
- the foundations and outside walls
- shared parts of the building, including staircases, passages and landings and any equipment or fixtures and fittings
- air vents and extractor fans that serve shared areas
- decorations and paintwork in shared areas
- estate or block drains and sewers
- removing waste water and sewage
- pipes, wiring and cables and conduits supplying water, electricity and gas to the shared areas
- shared water tanks and cisterns
- rainwater pipes
- guttering serving a block
- refuse chutes
- lifts
- heating systems serving shared areas.

We will also usually carry out repairs to shared facilities, such as:

- shared TV aerials
- door entry systems
- fire systems
- warden alarm systems.

Depending on the terms of your lease, the cost of all these repairs is covered by your service charge.

You will need to check the terms of your lease to find out your exact responsibilities for entrance doors and windows.

If you are not sure whether the repair is your responsibility or ours, please contact us.

Your responsibilities

If you live in a maisonette or flat

If you live in a maisonette or flat, you will be responsible for repairs to the property, such as:

- pipes that serve your flat only
- inside walls, floors and ceilings
- inside doors, their frames and hinges
- skirting boards
- window catches, sash cords and locks
- glass in windows, inside or outside
- plasterwork
- inside decorations
- air vents and extractor fans that serve just your property.

You will also be responsible for the services, fixtures and fittings to your property, such as:

- central heating system (including maintaining and servicing your boiler other than those that are part of a block-wide system)
- water tanks and cisterns that are inside your home
- pipes and wiring cables and conduits supplying water, electricity and gas to your home (even when they go through shared areas)
- kitchen units
- sinks, baths, toilets and showers
- gas fires and fireplaces
- electrical and plumbing systems
- fuses, tap washers, light bulbs and the elements in electric fires.

If we carry out a repair that is your responsibility (which we would only do in certain special circumstances), we will charge you our costs for doing this. We will also charge you our administration fee for arranging this work on your behalf.

INFORMATION FOR ONSITE NHS WORKERS

Our responsibilities

As your landlord, we are responsible for most repairs to A2Dominion owned property, fixtures and fittings.

However, we are not responsible for repairs that have been caused by malicious or non-accidental damage. These are 'rechargeable repairs' that you can pay us to do.

Your responsibilities

You are responsible for the following types of repair:

- damage caused by overflows from baths, sinks, wash-hand basins and washing machines
- damage caused by leaks from baths, sinks, wash-hand basins, toilets and baths which appear to have been broken through misuse
- furniture, fixtures and fittings, including kitchen units, that have been removed or damaged
- condensation damage caused by deliberately blocked air vents, the use of paraffin or bottled gas heaters that are not allowed, or other misuse of your home
- damage caused by breaking in – unless this is due to criminal damage, which you should report to the police. You must give us a copy of the crime reference number which the police will give to you
- damage caused to decorations or your belongings by fire or smoke.



INFORMATION FOR STUDENTS

Our responsibilities

As your landlord, we are responsible for repairs to A2Dominion owned property, fixtures and fittings.

However, we are not responsible for repairs that have been caused by malicious or non-accidental damage. These are 'rechargeable repairs' that you can pay us to do.

Your responsibilities

As your landlord, we will carry out any urgent repairs listed.

You are responsible for looking after the property and any furniture provided. You must repair any damage you cause. This doesn't include fair wear and tear to the property.

If you are not sure whether the repair is your responsibility or ours, please contact us.



Important information for all customers.

How long will it take us to carry out the repair if we are responsible?

Depending on what the repair is and how urgent it is, we set target times for how quickly we will deal with it.

Urgent repairs are those that need to be done to avoid serious danger to health and safety, or major damage to buildings and properties.

We will deal with urgent repairs within 24 hours of you reporting them, though in some cases this may be sooner. Urgent repairs include:

- not being able to leave the building through a shared door due to a fault
- clearing blocked shared drains
- emergency systems, such as emergency lighting in shared areas
- lift breakdowns (this may take longer if we need to order parts).

The following repairs are considered urgent for **tenants** and shared areas for leaseholders:

- dangerous electrical faults
- serious water leaks from plumbing
- complete lighting failure
- complete electrical failure.

We will tell you how long it is likely to take us to fix your urgent repair when you contact us to request it.

All other repairs (not listed above) which are standard will be carried out at the next available appointment.

How to request a repair

Online:

You can request a repair online using My Account. Visit: www.a2dominion.co.uk/myaccount
You can also use My Account to view the status of all current repairs for your home and communal areas.

By phone:

0800 432 0077

0800 316 9880 (out-of-hours emergencies)

In writing:

A2Dominion Group, 113 Uxbridge Road
Ealing, London, W5 5TL

In person:

by visiting one of our main or local offices during office hours.

If you live in our **sheltered accommodation**, contact your scheme support staff.

If you live in our **supported accommodation**, contact your Support Worker.

If you live in our **onsite NHS** or **temporary accommodation**, contact your Housing Officer.

If you live in our **student accommodation**, contact your Housing Officer.

However, if you need to report an emergency repair out-of-hours, please contact your duty warden.

Repairs to white goods

If you are a **tenant** in our private rent accommodation, please report repairs to white goods to your local Neighbourhood Officer using the contact details given to you in your tenancy pack.

Appointments

Appointments can be scheduled between 8am and 5pm, Monday to Friday.

We will give you an appointment when you contact us to request a repair. Appointments can be made to suit your circumstances and we can carry out repairs at a time to suit you, such as avoiding school runs. Please keep the appointment so the repair can be done as soon as possible. A repair will cost more if the contractor has to call again.

We may decide to delay general repairs until we are next doing planned maintenance work. This is to make sure we give value for money to residents who pay service charges.

If you live in our ● onsite NHS or ● student accommodation please speak to your Neighbourhood Officer about the time of the appointment.

Planned works

Planned works are not urgent, but they are part of an important programme of work to maintain our properties. They include:

- repainting painted surfaces in shared areas outside your building
- redecorating shared areas inside your building
- roof replacement
- outside door or window replacement
- repairs to foundations
- brickwork on outside walls
- boundaries such as fences or walls
- hard surfaces such as concrete paving.

If you are a ● tenant, planned works may also include:

- kitchen replacement
- boiler replacement
- bathroom replacement.

Before we are due to carry out planned work in your area, we will write to you.

If you are a ● homeowner, we will usually consult with you about the details of the work, our choice of contractors and the total cost of the work before we carry out any planned works.

To find out more about our planned works programme, please contact us.

Gas safety

If you are a ● tenant, we also carry out a yearly gas safety check for your home. Please see our 'Safety in your home' leaflet for more information.

Aids and adaptations

We believe you should be able to live independently in your own home. To do this, some properties may benefit from adaptations such as:

- widening doors and installing ramps to make it easier to get in and out of your home
- installing a stair lift or banister rails to make it easier to go upstairs
- fitting kitchen and bathroom facilities that are easier to use

Unfortunately, we cannot pay for all adaptations, and if you're a ● homeowner we may only cover part of the cost of adaptations in your home.

You may be able to get a Disabled Facilities Grant from your local council to help you cover the cost of this type of work.

For more information about the options available to you, contact us.

If you are a ● tenant, we may also refer you to your local council who can put you in touch with your local Home Improvement Agency (HIA).

Maintaining new homes

All newly-built homes include a defect period which lasts between 12 and 24 months after your home is built. A defect is a fault in your home that occurs due to incorrect installation or failure of the materials in your home.

If you notice any defects, such as leaks to pipework, faulty electrics or heating failure in your home during the defect period, you can report them by contacting us at

aftercare@a2dominion.co.uk or calling our Quality & Aftercare Team on 020 8825 1954.

We will make sure the builder or our contractor puts things right.

Asbestos

The Department for Communities and Local Government (DCLG) and the Health and Safety Executive (HSE) recommend that asbestos should usually be left as it is.

However, if the asbestos is in a bad condition or likely to cause frequent problems, we will remove it. We may also remove asbestos if

we repair or make improvements on or near it. Please read our 'Safety in your home' leaflet for more information, or visit

www.gov.uk/asbestos-in-home for more information about asbestos.

Code of conduct

All our contractors work to an agreed code of conduct that outlines the standards we expect from them. This includes rules about the uniforms they should wear and how they must act when working in your home.

To view a copy of this code of conduct, visit the repairs section of our website:

www.a2dominion.co.uk/repairs or contact us.

Our service standards

Please visit our website for a full list of our service standards:

www.a2dominion.co.uk/servicestandards

Making changes to your home

Tenants

If you are a **tenant** and would like to carry out any alterations or improvements to your home, you may need to get written permission from us before you make any changes. To find out what changes you can make with and without getting our permission, please contact us.

Homeowners

If you are a **homeowner**, your lease may indicate the type of changes you can make, either with or without our permission. For more information, contact us.

Onsite NHS workers

Students

If you live in our **onsite NHS** or **student accommodation**, you may not make any changes to your home.

Contact us

Online:

You can request a repair online using My Account. To register, visit www.a2dominion.co.uk/myaccount. You can also use My Account to view the status of all repairs for your home or communal areas.

By email:

customer.services@a2dominion.co.uk

By phone:

0800 432 0077

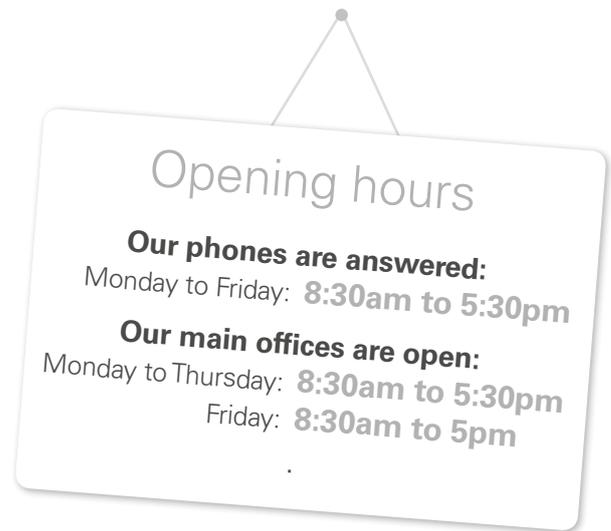
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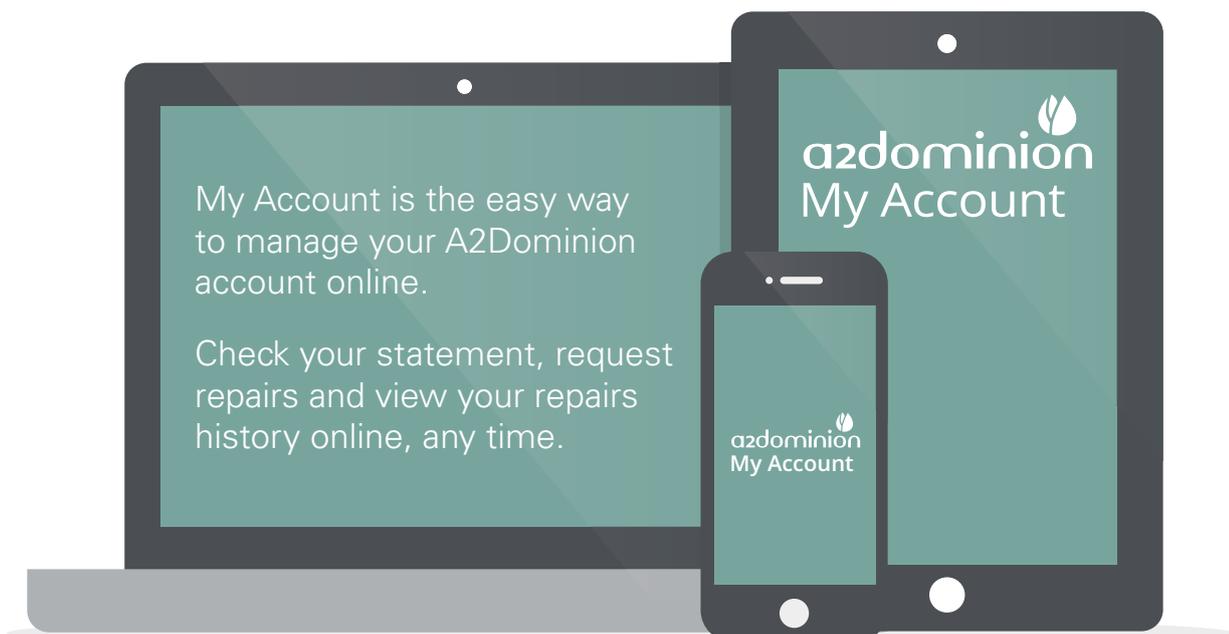
In person or in writing:

To one of our main or local offices. For a full list of our offices, go to www.a2dominion.co.uk/contact



Translations

We will consider requests for translations into other languages and formats, including large print, audio and Braille.



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