



Raven
Housing Trust

Your Guide to Repairs

March 2023



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We're here to help you keep your home safe and secure. Before getting in touch with us, take a look at this guide to see if you can find a solution to your repair problem.

Remember, as a customer, it's important to understand your responsibilities that come with maintaining your home as outlined in your Tenancy Agreement. But don't worry, if you have any questions about our services or you aren't sure who is responsible for fixing a certain issue, we're just a phone call away. Give us a call on **0300 123 3399 or visit **www.ravenht.org.uk**.**

Our repairs promise to you

- We'll keep the structure and outside of your home in a good condition.
- We'll give you all the information on how to use fittings provided in your home and how to access our services, if you need to.
- We'll take care of the repairs that we're responsible for, like fixing or replacing fixtures and fittings.
- We'll keep common areas like entrances, hallways, stairways, lifts, passageways and other communal areas in good condition, clear and maintained.
- We'll make sure all fixtures and fittings for utilities (water, gas, electricity and space and water heating) are working properly.
- If we need to repair floor or wall tiles, we'll try our best to match the existing tiles (colour, size and style) but we'll only repair the affected areas and not the entire space.
- If we need to repair the ceiling and walls of your home we'll only paint the affected area and not the entire room.
- We'll also carry out bigger improvement works which will include works to the inside of tenanted properties, communal or shared areas and external repairs as part of our Major Works programme. These are usually large projects which involve long term investment in homes and buildings. Due to the large number of leaseholders we have in our blocks this process sometimes takes a little longer due to Government legislation.
- We'll comply with the law and guidance issued by The Regulator of Social Housing.

What you can expect from us

We're committed to delivering you, our customers, a first-class service and working with you to make sure we help you to keep your home a safe and comfortable place to live. You can see our service standards on our website or you can request a copy by calling us.

We hear you

We want to make sure we're providing you with the best service possible, so we conduct regular surveys to get your honest feedback. We're dedicated to keeping you in the loop about any issues we come across and the steps we're taking to address them.

We're constantly working to earn your trust and make improvements to repairs. We track our progress using meaningful targets, and are constantly listening and learning from our customers to help us identify areas where we can do better. Findings are shared with our board and with you through our website and annual customer report, but your feedback plays a vital part of improving our service offer.

How to report a repair

- Your **MyRaven** online account
- Call: **0300 123 3399**
- Email: **raven@ravenht.org.uk**
- Facebook: **RavenHousingTrust**
- Visit our website: **www.ravenht.org.uk**
- Write to us / visit us: **Raven House, 29 Linkfield Lane, Redhill, RH1 1SS**

Repair priority timescales and appointments

| | | |
|------------------------------------|--|--|
| <p>Emergency</p> | <p>We aim for 4 hours, but definitely within 24 hours of being reported. (Dependant on nature of the repair)</p> | <p>We prioritise repairs that remove immediate danger to people, avoid flooding or major damage to the property, make the property secure, or restore total loss of heating in winter or restore full or partial failure of sanitation; water or electrical supply; or heating systems. Also, to overcome serious inconvenience to the household or where there is a possible health, safety or security risk.</p> <p>If we can, we'll complete the repair right away. If that's not possible, we'll make the situation safe and carry out any follow up work as an urgent or routine repair in normal working hours.</p> <p>Examples of emergency repairs:</p> <ul style="list-style-type: none"> • A water leak that cannot be controlled (usually on a supply pipe, not a waste pipe) • Total loss of electricity or water • Offensive or racist graffiti • Broken lifts • Fire damage and flooding • Major structural damage • Complete loss of heating where no temporary heating is available • Breakdown of hot-water supply or boiler (no means of hot water and heating) • Faulty electrical fittings (not appliances unless supplied, but not gifted by us) or exposed wiring |
| <p>Routine (Non-Urgent)</p> | <p>We'll offer the next available appointment based on our availability.</p> <p>Your appointment will be within 28 days.</p> | <ul style="list-style-type: none"> • Breakdown of hot-water supply or boiler (with available means of hot water and heating) • Repairs to external walls • Repairs to plasterwork where crack is wider than £1 coin • Minor plumbing works and tap replacements • Leaking cisterns and plumbing overflows • Toilet not flushing • Minor leaks, blocked drains and pipes • Repair and clearing of guttering and down pipes blocked by leaves or debris and causing overflow damage • Minor roof repairs • Faults to door entry systems |
| <p>120 Days</p> | <p>Delivered within 120 days of Works Order being raised.</p> | <ul style="list-style-type: none"> • Major damp remedials e.g. ventilation and insulation • Major plastering • Major refurbishment works • Non-emergency ground works |
| <p>Planned works</p> | <p>Delivered within 365 days of Works Order being raised</p> | <ul style="list-style-type: none"> • Renewal of fencing lines at the end of fence lifecycle |

Appointments

Appointments are available weekdays - morning, afternoon, avoiding school runs, all day or first two hours of the working day. Closer to the appointment day you will receive a two hour window for the visit. Please be aware that this is our arrival time and not the time frame in which the job will be completed.

Please note, someone over the age of 18 must be present at your home for the duration of our visit

Surveyor inspections

Our customer service advisors will ask you to provide clear, specific information about your repair, so we can send the right trade team to support your repair being fixed first time. If this isn't possible we may need to ask more questions to diagnose the problem, or send a surveyor/team leader to inspect the repair before work can start. We'll work on repairs needed and aim to book appointments around you. A surveyor or team leader will return to check a sample of repairs completed to check they are to the right standard.

When we visit

If you give us a mobile number, we'll send you a text to confirm your appointment once it's been booked and another text before we're due to arrive.

If we're unable to get into your home at the agreed appointment, we'll phone you first then leave a card saying what time we visited. If you're unable to make

your appointment please contact the customer service team or rearrange your appointment through your MyRaven online account before the allocated day/time. If you don't give us access after three appointments, the repair will be cancelled. Any significant issues caused to your home as a result, may be recharged to you for the repair.

When we first visit, we'll tell you how long the repair will take. If we're unable to complete the repair on the first visit, we'll arrange another visit before leaving your home. If more than one visit is needed due to the repair being bigger than expected, we'll inform you of the materials and times needed to complete the repair. We'll keep you updated with the progress of the repair or you can check yourself through your MyRaven online account.

Once the repair is fixed, we may contact you by text or phone to give us feedback on your experience. This helps us to monitor and improve our services, so we appreciate your time answering these questions.

Identification cards

All authorised operatives (Raven staff and contractors) carry identity cards and will show this before entering your home. If you've got any doubt over their identity please contact us before letting them into your home.

If it helps you to feel safer, we can arrange a safety password to help you identify our staff or contractor, just ask us when we book your repair appointment and we'll set it up for you.



Keeping safe in your home

Gas safety

It's a legal requirement that we carry out a gas safety service on your gas appliances every year. This is to make sure you are safe in your home.

We'll be in touch with you to arrange an appointment time for this work to be completed. If you know your gas safety check is due and you'd like to book your appointment, you can [call Smith and Byford on 0800 1164642](tel:08001164642) or [0208 7223422](tel:02087223422) or do this through your MyRaven online account. It's a condition of your tenancy that you allow us into your home to carry out these important safety checks. The yearly gas appointment will take around one hour.

If we can't gain access, we'll start legal action to carry out the service, which you will be responsible to pay any legal charges. This is for the safety of you and your neighbours.

Smell gas?

If you suspect a gas leak:

- [Call National Grid Gas Emergency Helpline on 0800 111 999](tel:0800111999)
- Open all the doors and windows
- Turn off the gas supply at the meter control valve
- DON'T turn on any electrical switches
- Get out of your home immediately
- Do not smoke or use naked flames
- It's illegal for anyone to use a gas appliance if they suspect it's unsafe
- Turn the appliance off and don't touch it until it has been checked by a Gas Safe Registered engineer

If you're unsure of what to do if you smell gas, call us on [0300 123 3399](tel:03001233399).

Electrical safety

We're legally required to carry out electrical testing in your home either every five years or before re-letting an empty property. This is to make sure you're safe in your home.

We'll be in touch with you to arrange an appointment time for this work to be completed. If you know your electrical safety check is due and you'd like to book your appointment, you can [call us on 0300 123 3399](tel:03001233399) or do this through your MyRaven online account. It's a condition of your tenancy that you allow us into your home for these important electrical checks. The electrical testing appointment will take around four hours.

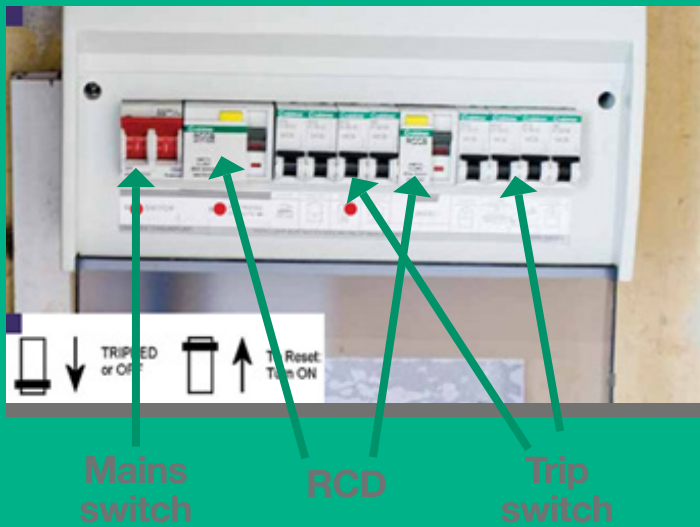
Electrical failure

If your lights or power go off, it means your trip switches are working properly. You can find out what caused the problem and sort it out quite easily.

This advice only applies to modern consumer units fitted with circuit breakers, called trip switches. If there's a fault somewhere, a switch is tripped and the circuit is broken. You'll find all the trip switches (or fuses) in the consumer unit/fuseboard. Some consumer units have buttons rather than switches. The consumer unit may be near your front or back door, or next to the electricity meter.

If you have an older 'fuse board' with rewirable fuses or cartridges, don't touch it and contact us immediately on [0300 123 3399](tel:03001233399).

Consumer unit:



If an electrical appliance is faulty, leave it unplugged and get a qualified electrician or service engineer to check the appliance.

Top tips:

- Don't remove, change or add electrical fitting or wiring without our permission
- Don't touch bare wires, sockets or switches with wet hands
- If water is leaking onto electrical fittings or a fitting is dangerous, don't use or touch any switches connected to it
- Switch off the electricity supply at the consumer unit (mains) and contact us immediately on 0300 123 3399. If it's a rewirable or cartridge consumer unit do not touch it but contact us straight away

If you haven't got electricity, check:

- Your area to see if other properties are affected
- You have money on your meter
- All appliances are unplugged before resetting your trip switch (see Appendix 1) and contacting us

If you need more information about what's your responsibility and what's ours, see the *Electrical Repair Description* on page 16.

Gas and electrical appliances

Before you purchase a cooker please check if your property has a gas and/or electrical outlet. It's not our responsibility to install or connect a gas or electrical connection.

You're responsible for ensuring that your fridge, freezer, washing machine, tumble dryer, dishwasher etc. are installed and connected safely in accordance with the user guidance. If you're at all unsure, you should contact a qualified engineer or call us for further guidance. We're not responsible for installing and connecting your white goods.

You must use a competent qualified person to carry out work for installing cookers. For gas cookers the engineers must be Gas Safe (formerly CORGI) registered, and for electrical cookers they must be NICEIC qualified. Keep hold of any paperwork given to you by the engineer that you use.

Asbestos

Asbestos is found in some products used in homes and buildings, including ceilings, interior walls and panels, flooring materials and domestic appliances such as boilers.

If the asbestos is not damaged or located somewhere it can't be easily broken it won't be a risk to you, as it's only dangerous when damaged and airborne.

Before starting any home improvements or maintenance, check **MyRaven** for your asbestos report or contact us so we can check our records and let you know if any asbestos is present.

Lifts

Many lifts have a voice communication device fitted. If the lift breaks down, press the alarm button and it'll automatically connect you to our 24-hour call centre. We'll aim to arrive within 30 minutes. Many lifts break down because of misuse or vandalism. Please help us by reporting offenders.

Please don't:

- Allow children to play with lifts
- Play with the winding gear
- Block lift doors open
- Drop litter in the lift
- Go into the lift plant room or shaft
- Allow animals to foul in the lift

Repairs

What's our responsibility and what's yours

Doors

If you're locked out of your home, you should first call your contents insurer, as you may be covered. If not, we can force entry, but you'll need to pay for this service. If full payment is a problem, we can offer a supporting payment plan. **Tip: consider leaving a spare key to your property with someone you trust.**

Replacement fob keys are also rechargeable and can be collected from Raven House on request.

Remember, if you report an emergency repair we'll always come and make the situation safe. Any follow-on repairs that are needed will be carried out in normal working hours. See page 4 for *Repair Priorities and Appointments*.

| Doors repair description | You're responsible | We're responsible |
|--|--------------------|-------------------|
| Replacing keys or locks when keys are lost, or you are locked out (unless you live in Sheltered or Temporary Housing) | ✓ | |
| Repairing or replacing internal doors and locks, including bedroom, living room and cupboards | ✓ | |
| Repairing or replacing door handles, letter boxes, cupboard catches and hinges | ✓ | |
| Adjusting doors, particularly when you fit new floor coverings | ✓ | |
| Glazing repairs to internal doors and cupboards (but not security glass) | ✓ | |
| Replace glass in windows, unless it is caused by vandalism or a break in | ✓ | |
| Repairing or replacing additional security locks, even if the previous tenant installed them | ✓ | |
| Change locks to front or back entry doors with a crime reference number (please note this isn't the same as an incident number. We can't do this work with an incident number) | | ✓ |
| External door/window that can't be secured | | ✓ |
| Bathroom, toilet, kitchen or communal doors that can't close | | ✓ |

Windows and gutters

We sometimes need to put up scaffolding for gutter works. In bad weather conditions repair workers can't work at height, for example on ladders, scaffolding or on the roof for health and safety reasons. When scaffolding is needed to repair an issue this may impact television signals. This is unavoidable and we'll try to limit the period of time that your signal is unavailable. We're unable to provide alternative signal solutions.

| Windows and gutters repair description | You're responsible | We're responsible |
|---|--------------------|-------------------|
| Replacing broken or cracked glass in any door (for safety reasons we can do the work and recharge you the cost of the repair) | ✓ | |
| Keeping window trickle vents Open, Clean and Clear. This will help prevent condensation and mould Find more tips for <i>reducing condensation</i> on page 11 | ✓ | |
| Replacing window keys to locking windows where these are fitted | ✓ | |
| Keeping gully grids clear of leaves and rubbish | ✓ | |
| Re-glaze window or door (except those that have previously been made safe) | | ✓ |
| Blown/misted sealed window units | | ✓ |
| Repair gutters and rain water pipes (in dry conditions) | | ✓ |
| Re-glazing of boarded windows (only with a police crime reference number) | | ✓ |

Roofs, walls and ceilings

Satellite dishes

We've installed Integrated Reception Systems (IRS) on all blocks with 12 or more flats. This provides a single channel/feed of Sky or Freesat reception to each dwelling. To receive Sky Plus/Q or full Freesat reception you will need an additional connection. This means that residents in blocks fitted with this system will not require an individual satellite dish to receive Sky and Freeview signals. Residents aren't allowed to install satellite dishes in any dwelling without prior permission or guidance.

| Roofs, walls and ceiling repair description | You're responsible | We're responsible |
|--|--------------------|-------------------|
| Looking after any aerial or satellite dish you had permission to put up, or any aerial that was on the building when you moved in, unless it's a communal aerial | ✓ | |
| Decorating walls and ceilings, including filling minor cracks and holes | ✓ | |
| Putting up and repairing shower curtains and rails, battens, pelmets, coat hooks and shelves | ✓ | |
| Controlling the build-up of moisture in your home, to prevent damp and mould appearing on walls or ceiling. You should keep air vents clear and use extractor fans and window trickle vents (where provided) to prevent condensation. You should always try to dry clothes outside and open windows if you're drying clothes indoors | ✓ | |
| Dangerous structures and ceilings | | ✓ |
| Roof leaks (these can only be repaired externally in dry weather) | | ✓ |
| Major plastering defects to ceiling or wall | | ✓ |
| Brickwork and concrete repairs | | ✓ |

Condensation

There are four main things that cause condensation:

- Too much moisture being created in your home
- Not enough ventilation
- Cold surfaces
- The temperature of your home

Your tenancy agreement states that you're responsible for preventing condensation and repairing, removing and treating mould growth in your home.

How can I prevent condensation?

Condensation can occur in any home but you can take steps to prevent it.

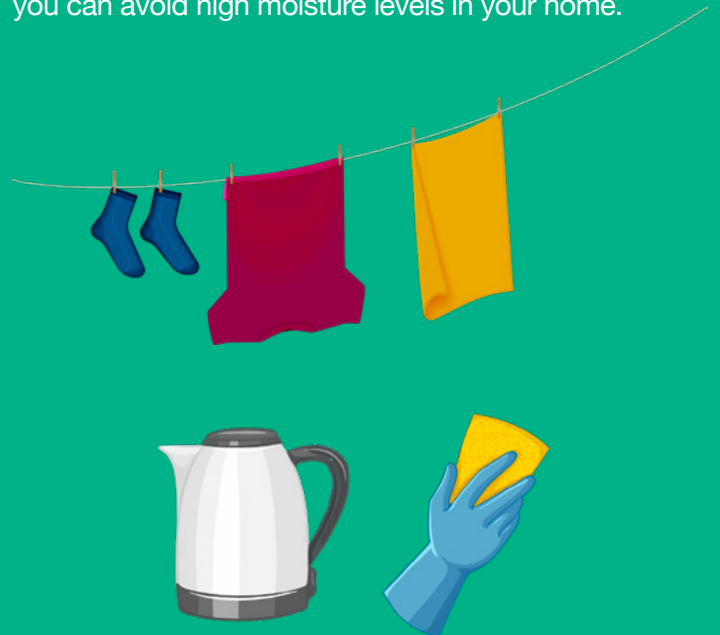
Handy tips:

- Cover pans when cooking
- Use extractor fans in kitchens and bathrooms
- Close internal doors when cooking or showering
- Leave a gap between furniture and external walls
- Dry clothes outdoors or use an externally vented or condensing tumble dryer fitted according to the manufacturer's instructions
- Ensure your home has good ventilation with fresh air flow
- Replace damp air with fresh air by opening windows for 5-10 minutes when you wake up
- Try to keep your home properly heated. It usually helps to have a low background temperature of at least 15 degrees in all rooms. Fresh dry air costs less to heat than wet air

What should I do if there's mould in my house?

- Wipe the mould off straight away with a clean warm water cloth
- Rinse the cloth in clean water to remove mould spores from the cloth
- Repeat
- Don't use washing up liquid or bleach. Instead, use a product specially to remove mould, which you should be able to buy from a hardware or DIY store. Always follow the instructions carefully.

We can provide further advice through leaflets, Mr Mouldy DVDs and digitally on our website. If it's an ongoing problem with condensation you're struggling with, we can also provide you with a digital device that helps you monitor the condensation in your home, so you can avoid high moisture levels in your home.



Bath, shower, toilet and basin

Bathrooms will be maintained for wear and tear, however you're responsible for maintaining the sanitary wear and the upkeep of your bathroom/s to support its lifecycle of 40 years.

Stopcock

Make sure you know where the stopcock is. It's the mains tap where you can turn off the water in an emergency. Check you can easily get to it and that everyone living in your home knows where it is if they need it. If you test your taps for water when the stopcock is turned off, please remember to turn your taps off again to avoid flooding when the stopcock is turned back on.

Leaks

If water is leaking, try to collect it in a dish or bucket. If it's leaking onto electrical fittings, do not touch them. On the consumer unit turn the switch for that circuit to the 'OFF' position. This turns off the electricity to the fitting. See page 6, *Electrical Failure*.

Blockages

A blocked toilet is not an emergency unless there's only one toilet in your home. You must try to clear these blockages yourself before you call us. Do not pour fat, rice or any kind of oil down sinks, toilets or outside drains. If a blockage is caused by items such as nappies, air fresheners, tampons, wet/baby wipes and other objects, you'll be recharged for the cost of clearing it.

Don't apply caustic soda to blockages, as this could be harmful to you and others, and it could melt pipes. If we need to attend after you've tried to clear the blockage you **must** inform us of the products that you've already tried to make sure we don't cause a chemical reaction that could be harmful to anyone present.

How to prevent a blockage

Blockages are mainly caused by hair being washed down plugholes in bathrooms. In the kitchen, sinks are often blocked because of a build-up of grease or fat in the pipe. Both these types of blockage build up over time and the flow of water becomes slower. This is because the inside of the pipe is becoming smaller and smaller as the deposits build up over time. Regular use of chemical drain cleaners will help keep the waste system clear and smelling fresh, but remember to follow the instructions carefully as some products aren't suitable for plastic pipes.

How to unblock a bath, basin or sink


- Scoop out most of the water with a jug or cup
- Hold a wet rag tightly over the overflow opening
- Place the plunger over the plug hole and pump it up and down quickly (this maybe easier with a second person to help you)

How to unblock a toilet

- If the toilet is already full, remove some of the water into a bucket using a scoop, for example an old jug or cup
- Push the toilet brush or plunger to the bottom of the toilet bowl
- Pump it up and down with force about 10 times. This creates a vacuum and pressure, which may shift the blockage
- Flush the toilet to see whether the blockage has gone. You may need to repeat this process a few times before the toilet flushes normally. If there's no improvement, you should contact us.
- Thoroughly wash your hands and all equipment after you've finished and don't use the old jugs or cups for eating or drinking again.



| Plumbing repair description | You're responsible | We're responsible |
|--|--------------------|-------------------|
| Unblocking waste pipes to sinks, toilets, basins and baths where the blockage is in your home | ✓ | |
| Replacing or re-affixing broken, cracked internal wall tiles | | ✓ |
| Repairing or replacing toilet seats, bath panels, plugs and chains on baths, basins, or sinks. Not in temporary accommodation. | ✓ | |
| Blocked toilets after you've attempted to clear yourself as above (where there is only one in the property) | | ✓ |
| Renew or repair toilet (where only one in property) | | ✓ |
| Reseal around bath/sink/basin and replacing wall tiles | | ✓ |
| Water hammer, defective tap washers | | ✓ |
| Renew bath, hand basin or toilet (where property has two) | | ✓ |
| Trying to clear blocked baths, basins, sinks or toilets | ✓ | |
| Clearing blockages or repairing leaks from your washing machine or dishwasher, and upsurges | ✓ | |
| Keeping gully grids clear of leaves and rubbish, this will help to avoid blockages and flooding | ✓ | |
| Severe water penetration and flooding | | ✓ |
| Major blockages to stacks and surging drains | | ✓ |
| Renewing inspection chamber and/or cover | | ✓ |
| Repairing gully grids | | ✓ |
| If a water pipe has burst you should turn off your water supply at the stopcock, and then turn all taps on to allow remaining water to flow out and release pressure | ✓ | |
| Fitting pipes for a washing machine or dishwasher (if not already provided) | ✓ | |

| | | |
|---|---|---|
| Taking steps to prevent water in pipes and taps freezing in cold weather, particularly if you're going away |  | |
| No drinking water or loss of mains water | |  |
| Plumbing leaks | |  |
| Repairing duct boxing | |  |






Floors and stairs

We're not responsible for damage to your carpets or other floor coverings, unless it's been caused through neglect by our repair team or contractors.

You may be asked to lift your floor covering, so repairs can be carried out, you'll also be responsible for putting it back. If you lay carpets, these should be held down with gripper rods. This makes it easier for you to lift them for repairs.

You should report issues with communal flooring as soon as you notice them. These could be a health and safety hazard to others.

If you're vulnerable or disabled, we'll move some items of furniture to carry out repairs to flooring, however we may not be able to move large or fragile items for you. You'll need to sign a disclaimer for any items moved by our team or contractors.

| Floors and stairs repair description | You're responsible | We're responsible |
|---|---|---|
| Repairing any floor covering you've fitted (vinyl tiles, sheeting, carpets, laminate) or that was fitted by a previous tenant |  | |
| When you leave your property you must lift any laminate flooring, otherwise you'll be recharged for the cost of removal |  | |
| Problems with flooring in communal areas or stair tread(s) where there's a health and safety issue | |  |
| Loose or detached banister or handrail(s) | |  |
| Communal floor or wall tile repairs | |  |

Electrics

Remember, it's your responsibility to allow us or our contractors into your home for testing and servicing of your electrical installation. Failure to comply is a breach of your tenancy agreement and enforcement action may be sought that will incur a cost to you that we hope to avoid with your cooperation.

Electrical failure

If your lights or power go off, it means your trip switches are working properly. You can find out what caused the problem and sort it out quite easily. This advice only applies to modern consumer units, as explained on Page 6.

If you've not paid your bill or not put enough credit in the meter (£10 minimum) your electricity supply could be disconnected. You'll need to contact your supplier.

If an electrical fault occurs and you're not sure what to do you should always call us on 0300 123 399 or through your **MyRaven** online account and ask for telephone support or an engineer to attend to resolve/advise of the issues found.

| Electrical repair description | You're responsible | We're responsible |
|---|--------------------|-------------------|
| Resetting trip switches and, if needed, turning off the mains supply. See <i>Appendix 1 Electrical Failure</i> for tips on how to do this | ✓ | |
| Replacing non-standard batteries in smoke alarms and carbon monoxide detectors, indoor fluorescent tubes and other light bulbs | ✓ | |
| Light bulbs inside light fittings, such as in bathrooms (unless you're vulnerable, for example resident within Sheltered accommodation) | ✓ | |
| Maintenance and repair of all electrical inter linked smoke and heat detectors | | ✓ |
| Repair to communal door entry phones | | ✓ |
| Lift breakdowns | | ✓ |
| Total loss of electrical supply (if this is a supplier fault, you'll need to contact your supplier) | | ✓ |
| Partial loss of electrics, for example one room, lights only, or sockets only | | ✓ |
| Re-secure loft hatch or intake cupboard gas or electric | | ✓ |
| Faulty communal TV aerials | | ✓ |
| Electrical extractor fans | | ✓ |

Heating

It's your responsibility to allow our team or our contractors into your home to allow us to test and service your appliances. If you don't give us access, it's a breach of your tenancy agreement and enforcement action may be taken. This will be at a cost to you, but we hope to avoid this with your cooperation.

Depending on your boiler, you may need to relight and reset the controls yourself. Guidance on how to do this can be provided by customer services or by raising a repair engineer to attend.

Ventilation

Ventilate your home through vents and open windows to heat dry air not damp air through poor ventilation. It's cheaper to heat a dry well vented home than a closed up wet air home. You can even turn your thermostat down! Lowering the temperature by 1C could cut your heating bill by 10% per year.

| Gas repair description | You're responsible | We're responsible |
|---|--------------------|-------------------|
| If you smell gas contact National Grid Gas Emergency Helpline immediately on 0800 111 999 | ✓ | |
| Check your heating controls (room thermostat, timer or programmer) are set correctly | ✓ | |
| Keep your home properly heated to prevent frozen or burst pipes, even when you are away, and keep it ventilated to prevent condensation | ✓ | |
| Get chimneys (used for coal or wood fires) swept once a year by a sweep registered with the National Association of Chimney Sweeps | ✓ | |
| Loss of communal heating or lighting | | ✓ |
| Blocked flue to boiler | | ✓ |
| Total or partial loss of space or water heating | | ✓ |
| Leak from water or heating pipe, tank or cistern | | ✓ |

Handy tips

- If you've not paid your bill or not put enough credit in the meter (£10 minimum) your gas or electricity supply could be disconnected. You'll need to contact your supplier
- Close your curtains at night to stop heat being lost through windows
- Keep your home warm but well ventilated to prevent black condensation mould
- Is your water too hot? Your cylinder thermostat should be set at 60C/140F

Kitchens

Kitchen doors and drawer fronts, including handles, are your responsibility for maintaining. We'll make sure the base/wall unit carcass, worktops (due to wear and tear) and related plumbing (excluding wash machines and dishwashers) are kept in a good condition. The kitchen should be maintained to support its lifecycle of 30 years. If you ask us to help with a repair that is your responsibility, you will be recharged.

Gardens, fencing, gates and external areas

You garden/s is/are your responsibility to maintain by being free of rubbish, cultivated with shrubs, bushes, trees and lawns maintained to an acceptable standard. See 'how to return your home' leaflet for guidance.

If you see vermin such as rats or mice you should report this through your **MyRaven** online account or by contacting customer services on **0300 123 3399**.

If you're locked out of your garden, garage or home you should contact your contents insurer as this might be covered under your policy and avoid us charging you to gain access.

If your garage is separate from your home, you need to ensure it's kept safe and secure at all times.

Your garage must not be used to store any dangerous items that could explode or catch fire (such as petrol, oil, bottled gas or other toxic materials).

Don't grow shrubs or climbing plants near or against house walls. These can damage brickwork and foundations, and can cause damp problems.

Fencing and gates

Keeping dogs in your property is your responsibility, not ours. Fences are put up as boundary markers, not to keep in pets. If the fence is in need of repair, it's your responsibility to keep pets from straying until we're able to repair the fence. If the fence is damaged due to neglect you'll be recharged for the repair.

Fencing repairs will be delivered within a 365 day cycle from date of works agreed. This length of time is due to the volume of fencing repairs required and the time they take to repair, especially during stormy seasons. Any accidental damage or vandalism to a panel and/or the whole run of fencing is not covered by our 'end of life' fencing repair standards. If you make any unauthorised changes to fencing, this also isn't included.

Rear garden fencing

- When we do repairs, we'll repair or replace like for like, this includes chain-link
- When we replace the whole fence line we'll replace with six-foot panel fencing, concrete gravel boards and posts

For more information about fence/wall lines, gates and guidance of potential Planning Permission please see *Appendix 2*.

| Gardens and external areas repair description | You're responsible | We're responsible |
|---|--------------------|-------------------|
| Replacing keys or locks to garages when keys are lost or stolen | ✓ | |
| Gaining entry to your garage if you lose your key (there is a recharge if obtained from us) | ✓ | |
| Fencing repairs to individual properties due to wear and tear | | ✓ |
| Fencing repairs to individual properties outside of wear and tear (this will be recharged back to you) | ✓ | |
| Replacing keys or locks to sheds when keys are lost or broken | ✓ | |
| Maintaining individual paths/patio areas, except the one leading from the boundary to your main / back entrance door | ✓ | |
| Replacing clothes lines and rotary driers, except in shared areas | ✓ | |
| Repairs to garage doors, (these will never be treated as an emergency repair) | | ✓ |
| Security of anything left inside sheds and garages | ✓ | |
| Communal paths | | ✓ |
| Maintain fencing and walls that form a boundary with a highway, footpath or public right of way. We may replace existing brick walls with wooden fencing, if appropriate. | | ✓ |
| Boundary walls, gates and fences owned by us | | ✓ |
| Removal of front garden fencing when broken (we won't replace) | | ✓ |
| Maintain fencing in front gardens | ✓ | |
| Replace rear garden fences at end of life (35 years for chain link fences, 20 years for wooden privacy panels adjacent to windows - fencing specification available on request) | | ✓ |
| Maintain front boundary gates, including catches, locks and hinges | ✓ | |
| Maintain rear and side access gates, including catches, locks and hinges | ✓ | |

Tenant Dwelling Improvement (TDI) applications

If you want to make **ANY** improvements and alterations to your home, you must get our written permission before you do any work. If the work you want to carry out needs building and/or planning permission, it's your responsibility to get this permission.

Examples of this are to replace the taps we supply with ones of your choosing, to install additional electrical circuits outside of our scope such as garden lighting or to convert your front garden to a driveway. On approval of a TDI we'll no longer have repair liability for items such as these and you'll be required to accept the repair liability for these items.

When applying for a TDI you need to submit any supporting documentation required, this will help us make the right decision for your application. This may mean a team leader or surveyor coming to your home to offer further guidance and support of works required.

When works are completed you'll need to supply requested certifications and sign off documents to ensure that this has been undertaken as required and to a professional standard. This may require a team leader/surveyor attending your home to sign off these works.

If you don't follow these requirements, you could be asked to restore the property to the original condition – at your own expense.

Customer responsibilities (as set-out but not limited)

- It's a requirement of your tenancy agreement to take out adequate contents insurance for your belongings at home
- To report any repairs to us promptly and to allow us opportunity to fix the issue before it escalates and causes more repairs to the home or your belongings
- Be accountable for any family members and/or visitors to your home. Make sure that they don't cause neglect or disrepair to the home that you'll be responsible for putting right

Compensation

When we're at fault and proven to have caused a customer financial loss or severe inconvenience due to our failure or poor performance, a compensation payment maybe offered with view to resolving the issue. We aim to minimise these problems occurring or escalating.

Recharges

If you break the conditions of your tenancy agreement, you'll be recharged all costs reasonably incurred where we need to fix damage. You must provide access for us to undertake this work.

Services for vulnerable customers

We understand that at times people may require additional care and support to live in their home. Your needs may change over time, and conditions that may leave you vulnerable for a period but may not be permanent, especially if the right type of support is available. Please remember to tell us if you have a condition which may be impacted by us carrying out a repair, so we can work together to support you and works required.

There are a number of ways we can provide a flexible service where a customer has identified a condition to us. These services are generally for customers who are frail, elderly, or with severe mental and/or physical health problems or disabilities. This may include giving greater priority for repairs, or carrying out work outside of our usual policy. We'll consider cases individually, and within available budgets to support you.

Aids and adaptations

If you or someone you live with finds it difficult to get around your home, you may be able to get help to maintain, or improve your independence.

We can provide some basic adaptations to your home such as support and grab rails, kitchen and bathroom lever taps and easy to use WC flush handles. For larger adaptations, an assessment and report of requirements will be required from an Occupational Therapy Service. Further information and guidance can be provided, call us on **0300 123 3399**.



Useful contacts

| | | |
|--|--|---|
| Raven Housing Trust | Customer Services | MyRaven online account Call: 0300 123 3399 Email: raven@ravenht.org.uk Facebook: RavenHousingTrust Office: 29 Linkfield Lane, Redhill, Surrey, RH1 1SS |
| National Grid Gas Emergency Helpline | If you suspect a gas leak call the National Grid's 24hr helpline | Call: 0800 111 999 |
| Gas Safe Register | To find a Gas Safe registered engineer in your area | Web: www.gassaferegister.co.uk |
| SES | Delivering essential water services to the area | Web: www.seswater.co.uk |
| Police | NON EMERGENCIES | Call: 101 |
| National Association of Chimney Sweeps (NACS) | Use their website to find a NACS chimney sweep in your area | Web: www.nacs.org.uk |
| NICEIC | Use the NICEIC website to find a registered electrician | Web: www.niceic.com |
| Age UK | Provide a range of services to support older people's independence and wellbeing | Web: www.ageuk.org.uk/ |

| | | |
|-----------------------------|--|--|
| Energy Saving Trust | Provide free impartial advice to help people save energy and money | Web: www.energysaving.org.uk |
| Winter Fuel Payment | Some older residents may be eligible for help with their heating bills | Call: 03459 15 15 15 Web: www.gov.uk/winter-fuel-payment |
| Money Advice Service | Free, unbiased advice that helps you manage money better | Web: www.moneyadvice.service.org.uk |



Appendix 1:

Guidance for consumer unit trip switches

Electrics:

Why does my trip switch or button usually operate?

- Too many appliances (overloaded)
- Faulty or misused appliance, such as a kettle has been over-filled, a toaster not cleaned or an iron is broken
- Water has leaked into a circuit or spilled into a socket
- A light bulb has blown
- An immersion heater is faulty

What can I do?

- Make sure your hands are dry when you touch electrical fittings
- Check which trip switches/buttons have tripped to the OFF position and which rooms have been affected
- Put these switches/buttons back to the ON position
- If the issue continues, contact us for support

If the trip goes again it is probably being caused by a faulty appliance or light

- Check all the rooms and note which set of lights or sockets is not working
- Unplug all appliances on that circuit, and switch off the immersion heater
- Switch the 'tripped' switch to ON
- Plug in the appliances or switch on each light one at a time until the trip goes again. Don't use adaptors when testing appliances

Appendix 2:

Guidance for fencing

- Front fences should not exceed one meter in height and rear fences two meters
- Any neighbour who is on the boundary where the fence is to be erected should be informed
- Prior check that the fence boundary belongs to Raven Housing Trust
- All fences need to be constructed on the boundary line and the removal of all old posts etc. should be completed before the new fence is fitted
- All posts and gravel boards need to be made of reinforced concrete
- Before digging post holes check for any risks or hazards such as: drains, cables or pipework
- The posts need to be at least 800mm longer than the required fence post height
- All post and gravel boards must be installed vertical and square to the level ground, be concreted in to the ground and capable of withstanding any wind placed on the fence, post and gravel boards
- Mortice brackets can be fitted to concrete posts to secure arise rails. Aris rail clips can be fitted to existing timber fence posts
- If feather edge fencing is to be fitted the aris rails need to be facing the raven property and not into a neighbouring property
- If arise rails are fixed, then the fence panels should have the best side facing the neighbouring property. This will support any future maintenance should you need to replace a panel
- Gates need to be fitted using T hinges, secured using a gate latch and bolts if required
- All timber must be treated on all sides before installation
- All timbers need to be treated with a timber protection at minimum of every other year, to support the lifecycle of the timbers and protection from weather

More information on improvements can be found on our website -Improving my home - Raven Housing Trust (ravenht.org.uk) where you will be able to complete a home improvement request form.

If you require more information on possible need for Planning Permission please see below for more guidance.

Appendix 2:

Do I need planning permission for my fence?

Here are some basic questions that will help you understand what you can do and make the right decision. If you're unsure you should ask prior to starting by contacting us.

1. **Will the fence or wall be within the boundary of a Listed Building?**

Yes: You require planning permission

No: Go to Question 2

2. **Will the fence or wall be within 20 meters of any road or footpath? This includes the front and rear footpaths.**

Yes: You require planning permission

No: Go to Question 3

3. **Would any fence or wall, which is more than 20 meters from any road or footpath be greater than two meters in height?**

Yes: You require planning permission.

No: See below:

If your answers are NO to all the questions above, you should not require planning permission.

If you'd like to receive this confirmation in writing, please request this before starting work from customer services.

You'll need to submit prior plans of the proposed works to ensure that this is compliant.

This will require a :

- Site plan of your home and the area in question
- Drawing with accurate measurement to define the area:
 - Location of any roads or footpaths
 - Location of the proposed fence or wall line
 - Indicate the distance and heights

More information on improvements can be found on our website - [Improving my home - Raven Housing Trust \(ravenht.org.uk\)](https://www.ravenht.org.uk)

Or you can contact your local authority who will advise further on any planning requirements in your local area.

Further advice can be on the Planning Portal (please note this is independent guidance so may change): [Planning Permission - Fences, gates and garden walls - Planning Portal](#)





Raven
Housing Trust

If you have any questions on these repair guidelines, we'd love to hear from you

Email: raven@ravenht.org.uk

Call: **0300 123 3399**

www.ravenht.org.uk

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 RavenHousingTrust

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