

Repairs to your home



Telephone

01992 453 750

Telephone

0800 107 0712*

E-mail

repairs@b3living.org.uk

B3 LIVING Better
Homes
Communities
Business

We aim to provide an effective and speedy repairs service.

B3Living is responsible for most repairs to your home. It is your responsibility to tell us the repairs that are needed and you must allow access for the work to be done.

Help us to improve

We meet with residents regularly to look at ways to improve our repairs service. If you would like to join the repairs panel please phone our Resident Involvement Manager on 01992 453 700.

Send and Mend – your repairs service

Reporting a repair

If you need a repair you can:

- Use the on line reporting tool at www.b3living.org.uk;
- Phone the repair line on **01992 453 750** or Freephone on **0800 107 0712***
- Send an email to repairs@b3living.org.uk;

- Come into the B3Living office and tell us;
- Write to us at the address at the end of this leaflet.

Emergencies

In an emergency, the repairs team aims to make things safe within 2 hours and will then recommend further action. For details of how quickly other repairs can be done, please refer to the tenants' handbook.

If the emergency happens out of office hours please phone: 0800 111 4484.

*Calls to this number are free from landlines.

Appointments and access

B3Living has an appointment system for repairs. We will try to make sure that someone calls at the time most convenient for you.

If you are not able to be at home you must make arrangements with a friend or neighbour to allow access. If you fail to allow access you may be charged for our operative's wasted journey.

Repair Responsibilities

B3Living is responsible for most of the repairs to your home, however there are a few areas that you are responsible for maintaining. Over the next 3 pages is a full list of responsibilities you might be liable for. If you have any questions about this please call our repairs team on **01992 453 750** or email: **repairs@b3living.org.uk**

Kitchen

Responsibility	You	B3	Notes
Breakdown of appliances e.g. cooker, washing machine	✓		
Connecting appliances e.g. washing machines	✓		This is a chargeable service if you need B3Living to do it.
Plumbing		✓	Priority will depend on issue.
Clearing a blocked sink	✓		We can clear the blockage for you but this is a chargeable service.

Bathroom

Responsibility	You	B3	Notes
Plumbing		✓	Priority will depend on issue.
Replace the toilet seat	✓		We can replace the seat for you but it is a chargeable service.
Clearing a blocked toilet	✓		We can clear the blockage for you but this is a chargeable service.

Lighting

Responsibility	You	B3	Notes
Communal lighting		✓	

Heating

Responsibility	You	B3	Notes
Boiler service		✓	We carry this out annually.
Heating (including radiators)	✓		All issues should be reported to Oakray 0208 370 4500.

Doors

Responsibility	You	B3	Notes
Communal doors		✓	
External Door furniture e.g. letterbox, bell, spy hole	✓		
External Doors		✓	
Internal door furniture	✓		
Internal doors		✓	
Renew the cylinder lock to the front or rear door	✓		This is a chargeable service

Windows

Responsibility	You	B3	Notes
Broken windows (glass)	✓		If this is caused through misuse or neglect we will charge you to make this safe.
Windows (handles and hinges)		✓	

Roofs & gutters

Responsibility	You	B3	Notes
Roofing and gutters		✓	Classed as emergency when all lights are affected. Would be a routine repair if single light.
Consumables e.g. light bulbs, fuses	✓		Vulnerable tenants may be eligible for help with replacing light bulbs

Keys

Responsibility	You	B3	Notes
Replacement communal keys	✓		We can replace communal keys but you will be charged.
Replacement of the garage lock	✓		If you have lost the key or damaged the lock you will be charged for a replacement.

Outside area

Responsibility	You	B3	Notes
Garden maintenance	✓		If you have a shared communal garden – your grounds maintenance service charge pays for this service.
Gates and fences		✓	
Sheds (concrete/brick)		✓	If the fault is with the lock this is your responsibility.
Sheds (wooden)	✓		

General

Responsibility	You	B3	Notes
Communal decorating		✓	Carried out as part of our improvement programme.
Damage caused by misuse or neglect	✓		
External drainage		✓	If drainage issue is sewage, call Thames Water on 0800 714614
Fixtures and fittings supplied B3Living (not toilet seats)		✓	
Internal decoration	✓		
Locked out of property	✓		If you wanted us to gain access to the property for you, we would charge you for the service.
Pest control (unless communal)	✓		If not communal, contact Environmental Services 01992 785555
Plastering		✓	
TV aerial (unless communal)	✓		If the fault is with a communal aerial please contact us
Wiring		✓	

Regular maintenance

B3Living has a planned maintenance programme to ensure that homes are in good repair. This includes external decorations, internal common areas and associated repairs.

Asbestos

There are no serious asbestos problems in any of our homes. However, in common with many homes across the country, there is some asbestos content in materials such as some floor tiles and artex ceilings. Sensible precautions would need to be taken before working in these areas. Please check with us before doing DIY.

Improvements

We will take account of tenants' wishes and, whenever practical, provide a choice of fittings and colours, such as in kitchens and bathrooms.

Adaptations

As part of our commitment to enabling people to live independently, B3 Living will carry out alterations to meet special needs. We will liaise with Adult Care Services' Occupational Therapists and other appropriate agencies.

What happens if things go wrong?

If we fail to do the work within the timescale agreed with you then you have a right within your tenancy agreement to claim compensation. We will pay compensation of £10 plus £2 for each day the work remains outstanding, up to a maximum payment of £50.

This is known as your Right to Compensation for Failure to Repair and there is a specific procedure to be followed. It is important that you do this as various notices have to be served before you become eligible for a payment.

Please tell us if:

- The job has not been done satisfactorily
- The operative did not turn up at the agreed time
- The operative was not courteous and considerate or did not tidy up after the job.

We aim to get things right first time, but if we don't, then telling us should rectify the problem. If you are still unhappy, talk to or write to us, or fill in the form on the leaflet Compliments, Comments and Complaints and action will be taken.



Help with understanding this information

English

If you need help to understand the information in this document, please phone 01992 453 700.

Turkish

Bu belgedeki bilgileri anlamak için yardıma ihtiyacınız varsa, lütfen 01992 453 700 numarayı arayınız.

Italian

Se avete bisogno di aiuto per capire le informazioni contenute nel presente documento, siete pregati di telefonare allo 01992 453 700.

Portuguese

Caso necessite de ajuda para compreender a informação contida neste documento, telefone para o 01992 453 700.

Greek

Εάν χρειάζεστε βοήθεια για την κατανόηση των πληροφοριών που περιέχονται σε αυτό το έγγραφο παρακαλώ επικοινωνήστε στο 01992 453 700.

Arabic

إذا كنتم بحاجة الى المساعدة لفهم المعلومات الواردة في هذه الوثيقة يرجى الاتصال بالهاتف رقم: 01992453700.