



REPAIRS SERVICE



You have the right to live in a decent, well maintained home and we are committed to providing you with an excellent repairs service.

As we invest in your homes, it's vital that we maintain the quality of properties with a first class repairs service. Our aim is to carry out any repair work needed to your home as quickly and conveniently as possible.

REQUEST A REPAIR

You can request any repairs through our appointments system. This will make sure that you know when repair work will be done at your home. The service is reviewed regularly to ensure it meets your needs.

To ask for a repair you can:

- Call us on 0300 123 8084
Between 8.00am and 6.00pm, Monday to Friday, lines are manned by full-time Customer Services Officers. Outside these hours an emergency only service is provided on the same number by stand-by officers.
- E-mail trwsio@ccgwynedd.org.uk
- Fill in the on-line form on our website www.ccgwynedd.org
- Or write to us at: Repairs and Maintenance Service, Cartrefi Cymunedol Gwynedd, PO Box 206, Bangor, Gwynedd, LL57 9DS

If you would like to receive this leaflet in a different format, such as Braille, large text or in another language, contact us on 0300 123 8084.

EMERGENCY REPAIRS

We operate a 24-hour service for emergency repairs.

Emergencies can include the following:

- Risk of serious flooding
- Risks to health
- Security risk
- Risk of fire

You can contact the emergency repairs service on **0300 123 8084**.

Each case will be assessed individually and a timescale for repair agreed with you.

Other work is organised according to the type of repair needed. Some examples are listed below but this list is not exhaustive.

One day priority work includes:

- Total loss of electricity power
- Unsafe electrical power or lighting socket
- Total loss of water supply
- Total or partial loss of gas supply
- Blocked flue to open fire or boiler
- Total or essential loss of heating between 1st November to 30th April
- Blocked or leaking foul drain, soil stack or toilet pan
- Toilet not flushing (where there is no other working toilet)
- Serious leak from water or heating pipe, tank or cistern
- Insecure external window, door or lock

Three day priority work

- Partial loss of electricity power
- Partial loss of water supply
- Total or essential loss of heating 1st May to 31st October
- Blocked sink, bath or basin

Seven day priority work

- Leaking roof
- Door entry phone not working
- Mechanical extractor fan in kitchen or bathroom not working

ROUTINE REPAIRS

Repairs that can wait a little longer (up to a month) to be fixed and are not urgent are categorised as routine. They include minor problems such as dripping taps, loose internal door handles or kitchen unit doors that need adjusting.

Planned and cyclical maintenance

We will regularly maintain your home, to ensure it is kept up to a decent standard.

This will include:

- Servicing all gas and solid fuel appliances every year
- Decorating communal areas in sheltered homes and flats
- Maintaining communal lifts, fire and smoke alarms, fire safety equipment and emergency lighting

- Asbestos removal, where necessary
- Fire safety inspections to communal buildings
- Inspecting communal water storage facilities
- Maintaining open spaces and green areas

ACCIDENT, DAMAGE OR NEGLIGENCE

We will carry out repair work when the cause is general wear and tear. If repairs are needed because you have not looked after your home properly or someone in your home has caused damage, we will carry out the repair but we will charge you for it. This includes any damage done by visitors, children or pets. This is called a 'rechargeable repair'.

We will tell you if it is a rechargeable repair before doing the work.

We will not carry out a rechargeable repair without telling you first, unless it has been identified once you have left the property. You will receive an estimate once the damage has been reported and invoiced the actual amount once the work has been completed. The amount will be outstanding on your account until the bill has been paid.

If the damage is caused as a result of a crime (e.g. a break-in), you must report it to the police as well as CCG. Remember to get a crime reference number from the police.

REPLACEMENT WORK

Replacement work such as installing kitchen units is part of the CCG investment programme and is not included in our repairs service. In normal circumstances, we replace items as part of our planned programme of work based on the age and condition of what needs replacing e.g. kitchen units, windows, bathroom, fencing etc. There are exceptions to this e.g. if your boiler has failed, we will replace this immediately. You can find out more about our planned investment programme by contacting us on 0300 123 8084.

Who is responsible for what?

Table attached as separate document.

HANDIMAN CCG

If you are over 60 years old, disabled or have other needs our Handiman may be able to undertake small repairs and odd jobs for you.

To register for this service complete the registration form on our website or call 0300 123 8084 and ask for the Handiman service. Once you've received a letter confirming your registration you can make a request for the service as you would a normal repair.

ACCESS TO YOUR HOME

When we arrange a time with you to carry out repair work at your home it is important that you keep that appointment or let us know if you can't make it. If you don't, it could prevent or delay us carrying out repair work to somebody else's home. It is a breach of your tenancy conditions not to allow access to our staff or contractors at reasonable times when notice has been given.

COMPLAINTS

We hope that you are satisfied with repair work carried out to your home. If this is not the case please tell us by phoning 0300 123 8084.

CONTACT US

If you would like any more information about our repairs service you can contact us at:

Cartrefi Cymunedol Gwynedd
PO Box 206
Bangor
LL57 9DS

0300 123 8084
www.ccgwynedd.org



@CartrefiGwynedd



www.facebook.com/CCGwynedd

WHO IS RESPONSIBLE FOR WHAT...

TYPE OF WORK	DETAILS	TIMESCALE	US	YOU
Bathroom fixtures and fittings	Cabinets, mirrors, shower curtain, towel rails, plugs and chains			✓
Blockages	Basins and baths	3 day	✓	
Blockages	Toilets	1 day	✓	
Boilers	Servicing	Annually	✓	
Boilers	Repairs	1 - 3 day	✓	
Boilers	Re-setting, Re-pressurising and adjusting timer			✓
Chimney sweeping		Twice a year	✓	
Communal areas	Lighting, doors, locks	1 day	✓	
Communal areas	Door entry system	7 day	✓	
Decoration	Internal			✓
Doors - External	Including frame	20 days	✓	
Doors - Internal	Ease and adjust	20 day	✓	
Doors - Internal	Adjust to fit new carpet			✓
Drains	Unblocking	1 day	✓	
Electric appliances	Such as cookers, fridges, washing machine etc.			✓
Fences and Gates	Repairs	20 day	✓	
Fireplaces and surrounds	Grate bottoms, fireplaces, raised pieces, ash pans and surrounds			✓

TYPE OF WORK	DETAILS	TIMESCALE	US	YOU
Fireplaces and surrounds	Back brick	20 day	✓	
Fixtures and fittings	Such as coat hooks, curtains and curtain rails			✓
Floor boards		20 day	✓	
Gardens	Including turf, shrubs, hedges and trees			✓
Glass	Cracked or broken		✓	
Gullies	Unblocking	7 day	✓	
Hot water	Including immersion heater	1 and 3 days	✓	
Kitchen	Including worktops	20 day	✓	
Lean-to				✓
Light fittings	Sealed unit in kitchen and bathroom and ceiling pendant	3 day	✓	
Light fittings	Bulbs, fuses and fluorescent tubes			✓
Locks	loss of keys and repairs to forced entry - key fobs			✓
Locks - faulty		1 day	✓	
Plastering	Minor repairs to plastering	20 day	✓	
Plumbing - broken tap	Tap stuck, constant running water	3 day	✓	
Plumbing - broken tap	Tap stuck, no running water	20 day	✓	
Plumbing - leak or burst from water pipe		1 day	✓	

TYPE OF WORK	DETAILS	TIMESCALE	US	YOU
Plumbing - leaking overflow		20 day	✓	
Porches		20 day	✓	
Roof leaking		7 day	✓	
Roofing and rain water goods	Missing slates , broken or cracked guttering/ downpipe	20 day	✓	
Security lighting	Communal areas	1 day	✓	
Security lighting	Residential	3 day	✓	
Showers	Installed by CCG	20 day	✓	
Smoke and CO alarms and detectors	Battery operated			✓
Sockets	Unsafe socket	1 day	✓	
Sockets	Broken sockets	20 day	✓	
Telephone points				✓
Toilet seats				✓
TV aerial - communal		20 day	✓	
TV aerial - non communal				✓
Ventilation system		7 day	✓	
Wall tiles		20 day	✓	
Washing line poles	This will not include the line itself	20 day	✓	
Windows	Sill, sash, cords, catch and frames	20 day	✓	
Wiring (Electrical)		up to 20 day	✓	