

Let's talk about...

Repairs In Your Home

The Trust is responsible for the main structure of your property and replacing and repairing items that were part of the premises when a tenancy was started



The Trust will:

- Provide a prompt, efficient and effective 24 hour responsive repairs service for all Trust residents
- Complete repairs within a single visit, where possible. If we can't we will let you know when we are coming back
- Aim to ensure that the housing stock is kept in good repair and that the service demonstrates good value for money to the Trust's residents
- Comply at all times with all current legal responsibilities and codes of good practice
- Undertake a structured and comprehensive approach towards cyclical planned and property improvement works through consultation with our residents and leaseholders
- Ensure that our responsibilities for repairs and maintenance of properties are clearly detailed in our

- Tenants' Agreement and Tenants' Handbook
- When you report a repair the Trust will consider your personal circumstances in deciding the priority

The Trust's responsibility

The Trust is responsible for the main structure of your property and replacing and repairing items that were part of the premises when a tenancy was started (as



included within your tenancy agreement). These include:

- Foundations
- External walls to properties
- External doors and door frames
- Window frames
- Roofs
- Gutters and rainwater pipes
- Drainage
- Water services
- Electrical fittings
- Gas services
- Central heating and hot water systems
- Communal areas (e.g. lifts and stairs and decoration) in multi-occupied buildings
- External decoration

Your responsibility

As a resident of the Trust, you are responsible for:



- Any damage over and above normal wear and tear
- The repair or replacement of anything that you have installed or fitted
- The repair or replacement of anything installed or fitted by a previous resident if you exchanged into the property (except for gas appliances).
- The internal decoration of your home
- Making good any internal decoration affected by improvements or repair works

Reporting a repair

All repairs can be reported on the Trust's Freephone number **0808 100 7701** between 8am and 6pm Monday to Thursday and 8am to 5pm on a Friday

Emergency repair requirements outside of normal office hours should be telephoned on Freephone **0808 100 7701**

Repairs can be reported in person at any of the Trust's offices or via e-mail at servicefirst@cdht.org



When you report a repair we would ask that you provide the following information:

- Your name
- Your address and address where the fault is (if different)
- Telephone number or contact name and number for access purposes
- Details of when you are next available to provide access
- A detailed description of the problem (please see

your Tenants' Handbook for repair diagnosis)

Appointments

If the Trust requires access to your home to undertake a repair we will offer you a morning or afternoon appointment. If an appointment is not convenient during this time the Trust will offer limited appointments for early evenings and Saturday mornings. The Trust will also aim to provide appointments avoiding the school run.

Once your appointment has been made it is important that you are available to provide access for the contractor. If you are unable to provide access the job will be cancelled. The contractor will leave a cancellation card and you will be sent a letter confirming the cancellation.

If the work is cancelled and you still need it doing, you will

have to contact the Trust and arrange another appointment.

Emergency Repairs are where there is danger to the health or safety of the resident or a danger of serious damage to the building. Emergency repairs will be attended to within three hours of being reported and will be completed within 12 hours. An emergency repair will usually involve making the situation safe and secure. This may be followed



up by a full repair at a later date.

Urgent Repairs are where the problem is causing discomfort, inconvenience or nuisance to the residents or others and is likely to lead to further damage to the building if the problem persists. Urgent repairs will be completed within either three or five working days of being reported, depending upon the nature of the problem.

Routine Repairs are defects that can be deferred without causing serious discomfort, inconvenience or nuisance to the residents or others and without long term damage to the building. Routine repairs will be completed within one calendar month of being reported.

Other Repairs The Trust will group other non-urgent repairs, e.g. fencing, into



batches covering different areas. You will be told if this is the case when you report the repair. The work will be completed within 90 days of the repair being reported.

Vulnerable customers

We recognise that many of our residents have different needs. We will ask if you have any special access needs when you report a repair. It may be that you want us to “knock loudly” when we call, or use a password, or contact you through a neighbour.

Please let us know when you contact us.

Planned, Cyclical and Improvement works

The Trust has a maintenance programme covering the exterior of your property, including pre-paint repairs and painting every five years. If the repair you report is included within these contracts within the next 12 months, it will be completed as part of this programme.

If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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