

Emergency (within 24 hours)

An emergency is anything that is a risk to your health and safety or likely to cause damage to the structure of the building. If something goes wrong and you're left without heating and hot water and you don't have a back-up immersion heater between 1 September and 1 April we will respond within 24 hours.

Urgent

This is anything that is more urgent than a routine repair but is not an emergency, including plumbing (small, containable leaks), drainage, electrical and heating faults. Also, repairs to roofing and chimneys, internal walls and floors, overflows and gutters.

Routine (within 28 days)

This is anything standard or routine, including repairs to external doors and other joinery, windows, internal fixtures and fittings. Repairs to non-urgent structural faults, replacement of internal fixtures and fitting, internal doors, window replacement, garages and out-buildings. We aim to schedule and appoint these repairs when they are reported.

Who does what?

Responsibility for repairs is split between SHAL as the owner and you as the occupier of the property.

SHAL is responsible for:

- Main structure and external fabric of the dwelling and adjoining outbuildings
- Repairs to the installations provided for water supply including ball valve washers, tap washers, gas and electricity supply and space and water heating, drainage
- Communal installations and services
- Access paths leading to the dwelling, boundary and division fences, walls and gates, garages and parking
- Floor tiles and other floor finishes SHAL has provided

You are responsible for:

- Any repairs or replacement resulting from the tenant's negligence, damage or misuse
 - If SHAL has to complete these repairs we will recharge you
- Security of the property following loss of keys and work resulting from the loss (e.g. forced entry through doors or windows)
- Sanitary installation (i.e. the WC seat and cover, the handles and chains, plugs and chains to baths, basins and sinks, blockages to internal waste pipes and traps, including WC pans)
- All electrical & gas fittings and appliances and wiring supplied by the tenant, door bells, batteries and fluorescent tubes and starter motors
- Paths and boundary fences not provided by SHAL
- Internal decorations (i.e. all internal decorations, including plaster cracks which would normally be made good during preparation)
- Miscellaneous fittings (i.e. hat and coat hooks and rails, internal door pulls and hinges, catches and fittings to cupboards and kitchen units)
- Glass to windows and doors, curtain rails and battens, any structure or appliance not installed by SHAL
 - where safety glass is used it must be replaced by glass of the same standard and quality

Insurance

We insure the building but you need to insure the contents. We urge all tenants to obtain adequate household contents insurance and the National Housing Federation is just one of the many affordable options available.

The following items should be covered:

- Furniture and fittings and internal decorations, i.e. damage following burst pipes, flood, bursting of heating appliances, water storage tanks and cylinders
- Damage arising from fire and other occurrences
- Sanitary fittings i.e. accidental damage or misuse of WC pans and cisterns, washbasins and pedestals, baths and bath panels, sinks and draining boards
- Glass and glazing to windows, doors and internal partitions

Rechargeable Repairs

Some repairs are necessary due to negligence, damage or misuse. If the person responsible agrees to pay for the work in question, an estimate of cost is given and the payment is collected before the work is carried out.

Asbestos

Asbestos can be found in any building built before the year 2000 (houses, factories, offices, schools, hospitals etc) and causes around 5000 deaths every year.

Even if there is asbestos in your home, it will not cause any problem unless it becomes disturbed or is damaged. If you suspect that materials containing asbestos have been damaged please contact SHAL and we can take the appropriate action.

Remember:

- Don't drill, sand, saw or otherwise disturb any material which may contain asbestos
- Don't carry out DIY work on any part of your home which you think may contain asbestos, seek guidance from us
- Do soak wallpaper before removing it and if possible use a steam stripper and then gently peel away the paper before decorating
- Don't try to remove any textured coatings from ceilings. Wash areas of flaking paint before re-painting
- Don't try to remove old floor tiles or linoleum. Leave them in place and lay new floor coverings over them

Pest control

SHAL is not able to provide assistance with pest control problems. They must be dealt with quickly, professionally and effectively. Most household pests can be treated effectively and cheaply by the householder. For difficult infestations or particular pests it may be advisable to contact your Local Authority, a specialist provider or by looking on the Internet. Always agree a price and number of visits when contacting a specialist.

DIY pest control treatments are often available from good DIY shops; ironmongers; garden centres and pet shops. Please follow the links below if you need more information about the advice and services provided by your Local Authority

www.shal.org/pest-control

Gas servicing

If you have a gas supply, SHAL has a legal duty under the Gas Safety (installation and use) Regulations 1998 to ensure that gas appliances, fittings and flues in your home are safe. We will write to you about a month before the contractor is due to call to advise you that he will be in contact to carry out the service/testing. It is **very important** that you allow access as we have a responsibility to ensure that you, your family and visitors to your home are not put in any danger.

REMEMBER: if you smell gas in your property call 0800 111 999 immediately and:

- Turn off the gas at the meter and open all windows and doors
- Don't turn electrical switches on or off and put out any naked lights. Don't smoke or strike matches or do anything that could cause ignition

I have a question!

We hope this leaflet has answered any questions you may have had. However, if you have any questions about our repairs service please do not hesitate to contact us on 01278 444344. You can also visit our website for further information and advice:

www.shal.org/resident-area/report-a-repair

How can I report a repair?

In person (09:30 – 16:00) – 2 King Square, Bridgwater, TA6 3DG

Telephone (08:30 – 17:00) – 01278 444344

Text **REPAIR (plus your message)** – 07984 355553

Email – maintenance@shal.org

Online – www.shal.org/resident-area/report-a-repair

Emergency (24/7) – 07889 537164