

## SHAL's Community Chat (repairs)

Monday 19 July 2021

Simon White led a chat about our day-to-day repairs service.

### **Working environment**

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Supplies and skilled labour are in short supply at the moment. Both Brexit and the pandemic are playing a part. Likewise, the national shortage of HGV drivers is also having an impact.

He expressed concern about the shortage of replacement parts for some heating systems. While it's not an issue in the summer it's something to monitor as we head into winter as we want to be able to continue to ensure tenants have heating and hot water all year round.

Likewise, in line with the government's targets to reduce carbon emissions, some replacement parts are no longer being manufactured. We'll discuss this in more detail in August.

We have a great working relationship with our suppliers and contractors and we are able to build up a stock of the supplies we use most. We've added this to our risk register and we will do everything we can to ensure our service continues. We're part of two procurement groups with other housing associations so we can get good deals and value for money.

We're currently recruiting for Multi Traders for our inhouse team as well as a Customer Service Advisor to manage the scheduling of day-to-day repairs and our planned programme.

We're taking a cautious approach to changing our working practices. As a small team working together we don't want to have a situation where suddenly everyone needs to self-isolate leaving us unable to start/finish repairs.

We had a discussion about repairs not being done and Lee Barrett will discuss this with those affected. Once again communication was highlighted as being an area to improve.

## Responsibilities

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We had a discussion about who is responsible for which repairs. Some tenants may have lived in their homes for a long time and can't find their copy of the tenancy agreement they signed when they moved in. Lee Barrett will share a link online and making it user friendly and easy to understand (sometimes the tenancy agreement can be too wordy).

[www.shal.org/resident-area/report-a-repair](http://www.shal.org/resident-area/report-a-repair)

We reminded everyone of their Right to Repair and the Home Standard issued by the Regulator of Social Housing.

We reminded everyone of their right to make a complaint if they think we're getting things wrong. We don't want anyone to feel like they can't speak to us or have their say. We will always look into issues raised and be open, transparent and accountable about what may or may not have happened.

We reminded everyone of the importance of contents insurance and making sure the policy covers glazing as this is the tenant's responsibility. If a window is broken we'll attend and ensure your home is safe and secure. However, you'll be responsible for replacing the glazing.

[www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

However, if the seal on the double-glazing unit is broken and there is condensation between the two panes of glass that is our responsibility to repair the unit.



## Emergency repairs

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We explained our out of hours emergency repairs service. Angela Gascoigne, Lee Martin-Scull, Neil Allan and Simon White are on monthly rota call to take emergency calls out of hours.

Our priority is always to make sure you're safe at home. We may be able to talk you through how to make it safe over the phone without coming out immediately. If we do attend we'll make sure you're safe and return to complete the repair the next working day. We do this because we may not have access to the materials and we don't want to potentially make the situation worse.

Our electricians and gas engineers are also available if required.

All out of hours emergency calls should be made to our main number 01278 444344 and selecting option 2.



## Next up

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August – Energy efficiency, insulation, condensation and mould

September – Rusty Road 2 Recovery

October – How we re-let our homes

November – Help & support for disabilities

If you'd like to have a chat  
please drop us a message,  
email [Lee@shal.org](mailto:Lee@shal.org) or call  
01278 442014.

