

# Window

March 2009 issue three

news and views from Ability Housing Association

## Your New Repairs Service



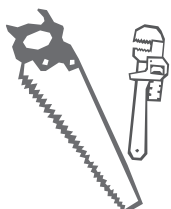
“ With over 70 years experience of property maintenance, we look forward to looking after Ability's residents. ”

Nick Murphy  
Kinetics Group

**W**e are delighted to announce a new arrangement for delivering our repairs service to tenants of Ability. From 9th March 2009, the Kinetics Group will carry out all the repairs and maintenance of Ability's properties.

Kinetics has been chosen as our preferred partner for this service because they have offered the best combination of good customer service, geographic coverage and price.

We know how important the repairs service is to our tenants. Instead of employing lots of small contractors, we will now have one company to deal with and all tenants should now get the same high quality of service wherever they live.



**In this Window special we tell you everything that you need to know about your repairs service.**

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**On page 2** we have a summary of the repairs we are responsible for.  
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**On page 3** we tell you the repairs that you are responsible for and also what you should do if you have an emergency out of normal working hours.  
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**On page 4** we explain how we will ensure a high quality service. We also explain about an exciting new opportunity to get involved in helping us get the repairs service right.  
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# Repairs

## The repairs that are the landlord's responsibility and how quickly we'll carry them out:



### 4 HOURS:-

- Burst water main
- Gas leak
- Blocked flue



### 24 HOURS:-

- Flooding
- Total loss of water
- Severe storm damage
- Total loss of electricity
- Breaches of security to outside doors and windows
- Unsafe electrical fitting
- Fire damage
- Total loss of gas supply
- Failure of warden / alarm call system
- Blocked mains drain, soil pipe or sole WC
- Major fault with electricity
- Failure of lift
- Heating loss for elderly and vulnerable tenants
- Hot water loss elderly and vulnerable tenants
- Offensive or racist graffiti

### 7 DAYS:-

- Blocked drains, sinks, basins, baths, WC
- Defective cistern (not flushing)
- Heating faults & breakdown
- Roof leaks
- Hot water faults & breakdown
- Graffiti
- Security of internal and windows
- Blocked gutters

- Failure of door entry phone
- Severe dampness
- Minor plumbing leaks / defects
- Faulty extractor fan
- Minor electrical faults
- Repairs to void property
- Defective flooring
- Faulty communal TV aerial
- Damage to stair treads or hand rails / banisters

### 28 DAYS:-

- General joinery repairs
- Easing doors and windows
- Repairs to doors, windows and floor
- Repair to tiling
- Repairs to external walls, fences and paths
- Repairs to walls, brickwork and slates / tiles
- Repairs / clearing of gutters and down-pipes
- Repairs to kitchen fittings
- Repairs to plaster work
- Dripping / leaking taps or shower unit
- Other minor plumbing repairs
- Estate management
- Other minor 'day to day' repairs / replacements

### We also do a regular cycle of maintenance, this includes:

- Redecoration to the outside of your home and any communal areas – *usually every 5 years*
- Gas servicing – *every year*
- Electrical wiring checks – *every 5 years*

# Repairs

## These repairs are your responsibility to arrange:



### Repairs that we do not do for you:

- Decorating and filling small gaps or cracks;
- Repairing or replacing electric plugs, light bulbs, fuse starters and pull cords;
- Clearing blocked sink, bath, basin or shower waste pipes;
- Setting heating controls and bleeding radiators;
- Replacing broken glass;
- Maintaining washing lines or individual rotary dryers;
- Fitting extra locks or safety catches, replacing lost keys and changing locks;
- Replacing toilet seats.
- Renewing smoke alarm batteries;
- Draught proofing;
- Resecuring loose door and cupboard handles, locks and catches;
- Your own aerials and satellite dishes;
- Replacing broken glass;
- Phone wires and sockets;
- Repair to any own home improvements you have made;
- Your garden (where you have one);
- Any damage to your contents including carpets and decorations.

You are also responsible for any repairs needed because you, your family or other visitors to your home have caused damage.

**Please be aware that** if we do carry out any repairs that are your responsibility we may have to charge you the cost of the repair plus some extra for administration. If you cannot manage to do a repair yourself you should try to arrange for the repairs to be done by someone you know or a reputable local tradesman.

## To report a repair

Firstly check that the repair required is listed on page 2 of this leaflet and therefore Ability's responsibility. Next telephone this number between 9am - and 5pm, Monday to Friday, our normal office hours.



**0845 2300 051**

## What happens if I have an emergency repair out of office hours?

The first thing you should do is check that the problem is listed opposite as a **4** hour or a **24** hour repair. **You call the same number and don't worry** – Kinetics will provide a service for genuine emergencies at any time. Kinetics' staff are trained to help you and they will make sure that the right staff are sent to deal with the emergency. Please be aware that we may charge you the cost of a call out if you misuse the emergency service.



**REPAIR LINE**

 **0845 2300 051**

PLEASE MAKE NOTE OF THIS NUMBER



# Ensuring a high quality service

**W**e know how much value Ability tenants place on their repairs service and we and Kinetics are both committed to continually improving the quality of our service to you. Our own Housing Services staff will inspect a random selection of repair jobs undertaken by Kinetics, but we will also rely on your feedback to help us to identify where we and Kinetics can work together to make improvements.

Each time you have a repair undertaken you will receive a customer feedback form. We'd really like you to fill this in and send it back to us each time so that we can fully understand your experience of the repairs service. **This helps us to improve.**

**Please return the enclosed form to tell us a few more details about your household. It will help us provide a better service to you.**



The information will be treated as confidential and only used in connection with your tenancy. A stamped addressed envelope is enclosed for you to use.

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**We will draw one lucky winner from the forms returned – the prize is worth £25**

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Want to get more involved – why not join our discussion forum.

Just tick the box on the enclosed form and give us your email address. We will then include you on our circulation for regular updates and invite your comments on plans for the repairs and maintenance service.



*tell us*  
**your story**

This is your newsletter; we want to hear from you!

Get in touch with us by:

  
E-mail  
window@ability-housing.co.uk

  
Telephone  
**01784 490910**

  
Letter  
Ability Housing Association  
The Coach House  
Gresham Road  
Staines  
Middlesex TW18 2AE