

Maintaining Your Home

To make sure your home is safe and well maintained we need you to work with us to report repairs that we should do and you need to look after your home and do the repairs that you are responsible for.

Below, we explain how you can report repairs and what we need from you to make sure that we can carry them out right first time. We have introduced a new annual property inspection to improve our service.

We will visit once a year and carry out any small repairs while we are there so that you do not have the inconvenience of having to report lots of small jobs separately and wait in for us several times. We hope that you will find this better for you and it should give all tenants better value for money. **Together we can make sure your home is safe, warm and properly looked after.**

Repairs that are your responsibility and which are ours (includes how quickly we will do the work)

You will:	We will:
<p>Keep the inside of the property clean and in good condition, and decorate all internal parts as often as is necessary to keep them in good decorative order.</p> <p>Tell us promptly about any faults or damage that we are responsible for repairing.</p> <p>Make good any damage to the property or fixtures and fittings in the property and also in the shared areas of West Kent's land caused by you, anyone who lives with or visits you, or your contractor.</p> <p>You must pay any costs we incur in putting right any damage that you do not make good. You are responsible for day to day repairs and maintenance in your home and full details are available at: www.westkent.org</p>	<p>Keep the property in good repair and complete any maintenance repairs – full details available at www.westkent.org</p> <p>Emergency – 24 hours This priority is used where there is an IMMEDIATE RISK to the resident's health or security or serious damage to the residents' home or adjacent buildings. This is a make safe service.</p> <p>Urgent Repair – 0 to 3 days This priority is used where there is a risk to the resident's health or security.</p> <p>Routine – up to 21 days All other repairs will be completed by appointment made with you when you call. The timescale is a guide and the priority of your repair will depend upon the exact nature of the repair.</p> <p>Planned Some repairs involving large scale replacement or improvement works may be scheduled outside routine repairs. These will be carried out under a separate programme of planned works.</p> <p>Further Works If we identify further works we will advise you when these will be completed while at your property and if possible agree an appointment for us to return.</p>

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You will:	We will:
<p>Annual Gas Safety and Asbestos Survey</p> <p>We are legally responsible for the maintenance of your gas heating and committed to ensuring the safety of you and your family in your home.</p>	
<ul style="list-style-type: none"> • Provide access before the expiration date of the gas safety certificate. • Test your smoke alarm every week. • Contact us immediately if the CO alarm goes off. If this happens please turn off all gas appliances and ventilate the room. 	<ul style="list-style-type: none"> • Arrange an appointment and complete an annual gas safety inspection as required by law and at the same time we will do an asbestos survey. • Check and replace your CO alarm and smoke alarm if required. • Give you a copy of the survey results and confirm any further works in your home.
<p>Electrical Safety Inspection</p> <p>We are legally responsible for the safety of your home electrics and will complete a survey at least once every ten years to ensure the safety of you and your family in your home.</p>	
<ul style="list-style-type: none"> • Be at home for the appointment. If it is inconvenient contact us to make a new appointment. 	<ul style="list-style-type: none"> • Arrange an appointment or complete a survey while we are completing other arranged repairs. • Give you with a copy of the survey results and confirm any further works in your home.
<p>Other Health and Safety Checks</p> <p>Depending on your home we will have to carry out other checks to ensure your home is safe from time to time, these include testing your water system for legionella.</p>	
<ul style="list-style-type: none"> • Be at home for the appointment. If it is inconvenient contact us to make a new appointment. 	<ul style="list-style-type: none"> • Arrange an appointment to complete the tests. • Tell you if there are any concerns.
<p>Annual Property MOT</p> <p>We are committed to maintaining the quality of our homes and to improving the convenience of our service. We will carry out an annual inspection of your home and complete minor repairs at the same time.</p>	
<ul style="list-style-type: none"> • Be at home for the appointment. If it is inconvenient contact us to make a new appointment. 	<ul style="list-style-type: none"> • Arrange an appointment or complete a survey while we are completing other arranged repairs. • Complete any minor repairs that are our responsibility that we can do in 30 minutes. • Give you a copy of the survey results and confirm any further works in your home.

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You will:	We will:
When you report a routine repair	
<ul style="list-style-type: none"> • Provide as much detail as you can about the repair to help us diagnose the issue so we can send out the right person for the job. • Provide up to date contact information so we can contact you about the progress of your repair. 	<ul style="list-style-type: none"> • Provide a range of ways you can report the repair: <ul style="list-style-type: none"> • Website • Email • Respond to your repair request within two working days depending on how you contacted us. • Confirm if the work is our responsibility and when we will undertake it for you. • Recharge you for any repairs not our responsibility that we complete due to the health and safety risk – such as re-securing radiators to walls, replacing a stair bannister and replacement of missing CO or smoke alarms. • Confirm the cost of repairs that we aren't responsible for and the cost you will be charged if you want us to complete them for you.
If your repair is an emergency	
<ul style="list-style-type: none"> • Ring to report an emergency repair (as listed above). • Minimise any potential damage to your home (if the emergency is a leak) by turning water off at the stopcock and containing any water in a container. • Stay in until we attend. If you are not at home when we attend we will charge you £20 for missing the appointment and the cost of any additional damage caused. 	<ul style="list-style-type: none"> • Attend within 24 hours. • Try to fix it first time. If this is not possible we will make safe and arrange a convenient date to complete the repair in full. • If the emergency is reported out of our working hours between 5pm and 8am we offer a make safe only service – no repair will be made. • A follow on repair will be arranged, which will be assessed by the engineer and reported in the morning. We will contact you by 10am to confirm a further appointment. • Make sure essential services are restored within 24 hours wherever possible. • Provide substitutes where appropriate, such as fan heaters or bottled water/standpipe/bowser (where there is a pumped water system we are responsible to maintain) if we cannot fix services.
For other routine repairs we will make an appointment to do the work	
<ul style="list-style-type: none"> • Keep to the appointment or let us know by 10am at the latest on the day of the appointment if you are unable to make it. • Let us know as soon as possible of any unavoidable issue with being in for the appointment. 	<ul style="list-style-type: none"> • Agree an appointment with you – how long you have to wait will depend on the urgency of the problem. • Give you an appointment within a maximum of 21 days. • Ensure that our team and partnering contractors keep appointments. • Keep you informed of any delays and the progress of your work.

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You will:	We will:
For planned improvements and replacements we will make an appointment to do the work	
<ul style="list-style-type: none"> • Keep to the appointment or let us know by 10am at the latest on the day of the appointment if you are unable to make it. • Let us know as soon as possible of any unavoidable issue with being in for the appointment. 	<ul style="list-style-type: none"> • Tell you when something will be reviewed for replacement or is due for improvement. • Agree a date with you to arrange for the works to be completed. • Ensure that our team and partnering contractors keep appointments. • Keep you informed of any delays and the progress of your work.
When we are in your home	
<ul style="list-style-type: none"> • Help us by clearing any obstacles such as furniture as best you can, to assist our team. • Confirm to the engineer the problem you are having with your home. • Treat the engineer with respect and allow them to complete the works. 	<ul style="list-style-type: none"> • Provide our team with the skills and training to carry out the work safely. • Check with you to make sure that our team are polite, helpful and treat your home with respect. • Keep you informed if for any reason our engineer is delayed. • Tell you if when we visit we identify that the repair is your responsibility and that we will have to recharge you.
After the repair	
<ul style="list-style-type: none"> • Tell us what you think of the service using the forms on our website. 	<ul style="list-style-type: none"> • Investigate all cases where you have told us the service was not acceptable and take action to resolve the matter. • Monitor and report how our staff and contractors are performing including the standard of work delivered and the conduct of those who carried out the repairs.
Tailoring our service	
<ul style="list-style-type: none"> • Tell us if we need to tailor our service to your needs. 	<ul style="list-style-type: none"> • Take your needs into account and tailor our service.