



Blenheim Gardens RMO Guidance Leaflet

Repairs: How to report them

in partnership with



Blenheim Gardens RMO aims to provide you with the best possible repairs service to your home and communal areas. The repairs service forms part of your tenancy agreement and this leaflet contains clear information regarding the level of service you can expect from us.

You can report a repair in the following ways:

- You can report a repair on **020 7926 0158 / 0159 / 0161**
- You can write to us at Blenheim Gardens RMO, 24 Prague Place. Blenheim Gardens Estate, Brixton, London SW2 5ED
- You can call in person at the estate housing office
- You can email the office at **blenheimgardens@lambeth.gov.uk**
- You can report all non-urgent repairs 24 hours a day via text message to 078 373 63715. Please remember to include your contact details.

What happens when I report a repair?

When you report a repair we promise to:

- Let you know whether the repair is covered by the tenancy agreement or rechargeable to you
- Let you know whether a repairs order will be raised immediately or if an inspection is required
- Offer you an appointment and give you a job reference number for your records
- Confirm all non-urgent appointments in writing. Appointments are available 08.00 – 16.30 Monday to Friday. Late night Thursday till 19.00 and Saturday between 08.30 – 13.00. (Appointments for Thursday evenings and Saturday mornings will need to be booked 7 working days in advance.) Appointments will be allocated 2-hour slots.
- Change any appointment for you as long you give us at least two full working days notice
- Keep all appointments. In some cases we may need to change your appointment, but will, with the exception of an emergency, give you at least one full working day notice

- Carry out repairs monitoring surveys after each repair has been completed to ensure satisfaction
- Ask you to sign that a repair has been completed satisfactory to ensure you are happy with the work. We will investigate all cases were you tell us that the service is not to the expected standard
- Keep you informed of any changes or delays to the repair to be executed
- To always be polite, helpful and treat you and your home with respect. We will clean up after the work has been completed
- Give you a £10.00 gift voucher as compensation if an appointment is missed or a repair is completed late. For a late emergency repair (Right to Repair), we will give you up to £50.00 in gift vouchers.

How long will I have to wait for a repair to be done?

When you report a repair, we guarantee to carry it out within the following times scales, unless you change the initial arrangement we make.

Emergency repairs (Priority 1) will be completed **within 24 hours** of being reported.

- Stopping water flowing back into your sink, basin, toilet, pan, bath or drain
- Securing an empty property
- Boarding and making broken glass safe
- Attend and make safe the consequences of a roof leak
- Repairing a total loss of electrical power
- Restore mains water supply to property
- Repair a blocked or leaking foul drain, soil stack or toilet, if only one toilet is in the property
- Stopping leaks from water pipes, tank or cistern
- Repairing locks to windows or doors when property is not secure
- Repairing or replacing a broken and unusable toilet pan when there is only one toilet in the property

Please turn over...

Responsive Repairs (Priority 2) within 3 working days.

- Repairing supply to electrical cookers
- Repairing an electrical supply and or fitting
- Repairing a water supply
- Clearing a blocked bath, sink and basin
- Repairing a tap that will not turn off
- Repair a loose or missing banister rail
- Repairing a running overflow
- Repair lighting to communal area where there is insufficient lighting
- Repairing and replacing toilet pan if there is another toilet in the property
- All repairs that cause nuisance or concern to residents, for example door entry phone
- Clearing roof and/or porch outlets

Routine Repairs (Priority 3) between 4 and 14 days.

- Renewal of sanitary appliances, basin, cistern, toilet pan, kitchen sink
- Repair or replace wooden floor boards that are broken or damaged
- Overhaul a sanitary appliance
- Repairing Plasterwork to walls and ceiling after remedial work has been completed.
- Clearing blocked gully or rainwater pipe
- General repairs to windows and doors, including frames
- Repair or renewal of skirting boards
- Repair or renewal of a plug socket or light switches, where they are not considered dangerous.
- Paint ceiling or wall
- Plaster ceiling or wall
- Replacement of broken glass, where applicable
- Renewal of taps
- Repair kitchen units or drawers

- Repair to roof (where possible)

Planned Repairs (Priority 4) will be completed under a program of works. Planned repairs take longer to resolve since we may need to consult with a specialist contractors or get items specially made. On some occasions, it may not always be possible to confirm when funding for certain repairs or works will be available. In this circumstance however, we will always register your request and inspect within two weeks of it being reported.

- Gas servicing and maintenance to appliances (annually)
- Fence and gate repairs will be completed within six months of being reported when financially possible
- Kitchens will be replaced as and when identified by the stock condition survey
- Front entrance door will be replaced as and when identified.
- Communal repairs that are not hazardous will be completed within 6 months of being reported
- Garage door repairs, where financially possible, will be completed within 3 months from date of being reported
- OAP re-decorations will be completed between November and February

What will happen after a repair is completed?

After a repair has been completed we will send you a repair satisfaction form for your completion. The satisfaction form will confirm you are completely satisfied with the repair carried out. If for any reason you are not satisfied with the repair completed, it will be investigated as a service complaint. Your feedback will help us to constantly improve our service to you.

If an inspection is needed, how long will I need to wait?

An inspection appointment may be needed to find out what the nature of the problem is and what parts or materials are required.

Please turn over...

You will receive written confirmation of an inspection appointment. Non-urgent repairs will be inspected within 7 days of the repair being reported **either on a Tuesday or Thursday**, unless you have made alternative arrangements.

Following an inspection you will be informed of what will happen next. The nature of the repair following the inspection will be completed in accordance with the above priority codes (P1, 2, 3 and 4). You will receive written confirmation of the completed inspection and future appointments within 48 hours of the inspection being completed, unless the repair is considered to be an emergency in which case it will be completed within 24 hours.

If I am dissatisfied with the service provided, can I claim compensation?

Yes, we recognise that on occasion things go wrong. You can claim compensation if:

- A repair is not carried out within the time indicated
- Our repairs manager, operative and/or contractor fails to keep an appointment
- The RMO fails to reply to your complaint regarding a repair within 10 working days

If any of these apply, we will give you the relevant gift voucher. Residents in rent arrears will have the value amount credited to their rent account. If you wish to claim compensation, a claim form is available on request.

Compensation cannot be claimed in the following incidents:

- The repair is not part of your tenancy agreement
- The repair is to replace batteries in your smoke alarms
- Decorating your home (although some special schemes operate for OAPs and disabled residents)
- Fencing unless it is a health and safety hazard

- The repair is to a garage or pram shed
- The repair to the property has been caused by neglect and/or is deemed by the repairs manager to be deliberate or due to misuse
- A new lock is needed because you have lost your keys
- Glazing to internal doors

Working in your Home

BGRMO staff and contractors will be required to work in your home.

Here is what you can expect from us:

- Have the appropriate qualifications and/or experience to execute the required work
- Be polite and courteous
- Show identification before entering your property
- Be clean and tidy
- Not to start work outside your property without letting you know
- Arrange appointments with you if access is required
- Keep safe all materials and equipment used
- Clear up after the work is complete
- Not to use audio equipment without your prior permission
- Not to smoke in your property
- Use dust sheets and protective covers to protect your possessions
- Ensure that at the end of each day you have working gas, water, heating and cooking services
- Respect your cultural priorities or personal circumstances
- Take meal and comfort breaks away from your property

When staff and/or contractors work in your home, we expect:

- A person in the property to be over the age of 18
- Access to be granted on the agreed day and at the agreed time
- The working area to be clear of all possible obstructions
- Additional repair requests to be reported to the estate office
- The operative to be treated with respect

Please turn over...

- You will not smoke while the operative is on site. If you are a smoker, you will ensure that the working area is well ventilated

Emergency service

Lambeth Council operates an 'out-of-hours' emergency repair service. Contractors will **only** attend if you are experiencing:

- An uncontrollable leak (burst pipe etc.)
- You have been a victim of crime
- A gas leak (National Grid emergency helpline 0800 111 999)
- Complete loss of power

London Borough of Lambeth's out-of-hours repairs service can be reached on **020 7926 6000**.

Our estate lighting contractors, RMA Stewart, can be contacted out-of-hours on **07967 483 037**.

Ways to contact us:

Blenheim Gardens RMO
24 Prague Place
London SW2 5ED

Phone: 020 7926 0158
Website: www.bgrmo.org.uk
Email: blenheimgardens@lambeth.gov.uk

If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.

Español: *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

Français: *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

Português: *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158*

Twi: *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

Yoruba: *Tí ẹ ba fẹ ìmoràn yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*