

If you would like this information in a different language,  
in large print or on CD, please contact us on 01235 515900.

**Polish** Naprawy w domu

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

**Portuguese** Reparações em sua casa

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

**Bengali** আপনার বাড়ির মেরামত

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

**Chinese** 房屋修葺

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

**Albanian** Riparime në shtëpinë tuaj

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

**Slovakian** Opravy vašej domácnosti

Ak požadujete túto informáciu v inom jazyku, vytlačenú s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing**, Royal Scot House,  
99 Station Rd, Didcot OX11 7NN

**Tel:** 01235 515900

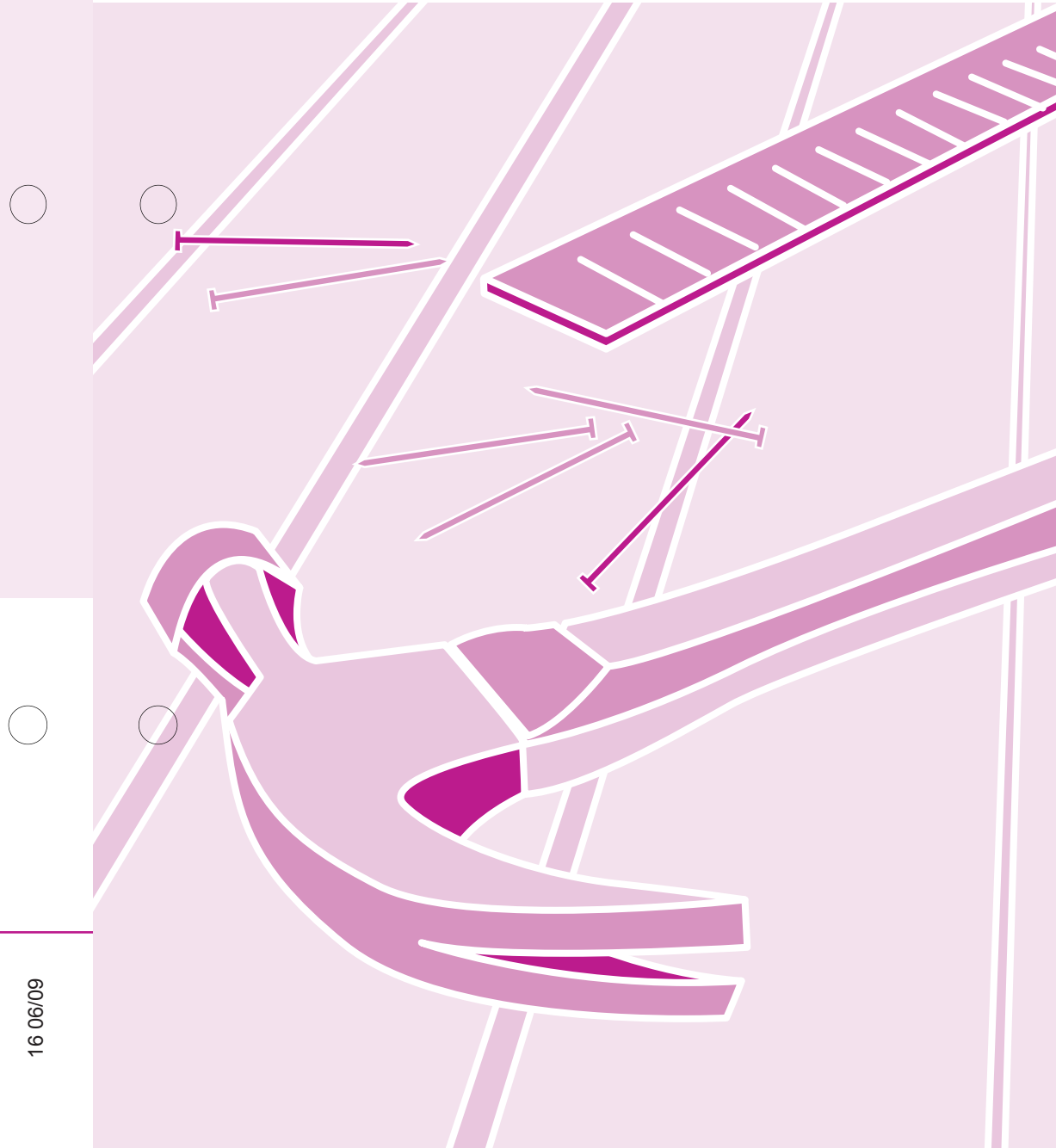
**Fax:** 01235 515970

**Email:** [housing@soha.co.uk](mailto:housing@soha.co.uk)

**Website:** [www.soha.co.uk](http://www.soha.co.uk)



## Repairs



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**Working with tenants, we have put together the following standards for our responsive repairs service. We will:**

- Provide a variety of ways in which you can report a repair
- Tell you what priority your repair is and how long you may have to wait for the repair to be done
- Offer you a morning or afternoon appointment or a school run appointment (i.e. between 9.30am and 2.45pm)
- Weekday evening and Saturday morning appointments will be offered in exceptional circumstances. (e.g. if a weekday appointment cannot be made within the timescale due to work commitments)
- Take into account any particular needs of those living in the house and may increase the priority of the repair if this is needed
- Confirm to you in writing or by email that your repair has been ordered and any the details of any appointment that has been agreed with you
- Ask you to complete a customer satisfaction form when the repair is finished
- Should a Soha Technical Officer need to inspect the repair before the work is carried out, this inspection will take place within 5 working days of you reporting the repair
- Inform you if your repair is going to be delayed and let you know how long you may have to wait

- Aim to complete your repair on our first visit
- Contractors will take care not to damage your home or belongings but, if they do, we will ensure they put right any damage they cause, or compensate you

## Repairs to your home

Looking after your home is a joint responsibility. We are responsible for most, but not all, repairs within your home. However, it is up to you to take care of your home, report any repairs as soon as possible and repair anything that is your responsibility.

## Repairs responsibilities

### Your responsibilities include:

- Taking reasonable precautions to prevent damage once a repair has been identified
- Keeping your property clean and in good decorative order
- Allowing access to your home to carry out a yearly gas safety check and any other inspections we feel are necessary
- Reporting criminal damage or vandalism to the police and obtaining a police crime number
- Not carrying out alterations and improvements to your home without our permission

### You are also responsible for certain jobs:

- Replacing keys or gaining entry when you have been locked out

- Replacing broken or cracked glass
- Resetting trip switches
- Replacing fuses, light bulbs, fluorescent tubes and starters
- First attempts to clear blockages in waste pipes, toilets or gullies
- Repairing minor cracks or holes in walls or ceilings
- Replacing washers on taps
- Bleeding radiators
- Replacing toilet seats
- Replacing clothes posts or rotary driers (except in communal areas)
- Sweeping chimneys regularly (once a year for solid fuel)
- Testing and maintaining battery-operated smoke detectors
- Providing and maintaining fences between adjoining residential properties
- Taking action to prevent and control condensation
- Decorating the walls, ceilings, woodwork and pipework inside your home



### **Soha's responsibilities:**

We are responsible for repairing and maintaining the structure and many of the key components in your home. This includes all the external parts and any internal fixtures and fittings originally provided by us, except those that we have told you are your responsibility.

### **Soha's responsibilities include:**

- Kitchen units, sink and worktops
- Bathroom sanitary ware e.g. bath, wash hand basin and WC
- All pipes
- Electrical wiring, consumer unit, power and lighting
- Heating system
- Main roof, porches and canopies
- External walls e.g. brickwork, render, cladding
- Drainage and guttering
- Smoke detectors which are connected to the mains electricity supply
- Fences that border on to public areas, but not fences between adjoining residential properties
- Steps and main paths that lead to the front or back door, but not garden paths
- Brick outhouses, but not timber sheds

### **Our responsibilities also include:**

- Carrying out a yearly gas safety check in every property with a gas supply
- Carrying out an 8-yearly electrical check in every property
- Any communal areas or facilities

## **Do I have to pay for any repairs?**

### **Rechargeable repairs**

We will charge you for any repairs we undertake that are

your responsibility, or damage that is caused by you or any visitor. When reporting the repair you will be told if you have to pay for it. We will tell you how much the repair will cost. You will also have to pay an administration fee of £25 for any rechargeable repair we undertake.

You may decide to make your own arrangements for the repair work and you may be able to claim on your contents insurance.

We may also charge you if you call the out-of-hours emergency repairs service without a good reason.

## Administration charges

### Paying for rechargeable repairs

For non urgent repairs we require payment in advance of the work being carried out. If it is an emergency repair, we will carry out the work then send you an invoice. It is important that you pay within 14 days; failure to do so could result in legal action.

### How much will a rechargeable repair cost?

Soha regularly publishes on its website and in its tenants' magazine Hometalk the rates for rechargeable repairs. If you want an up to date copy of this list, please contact our Customer Services team on 01235 515900.

## Reporting repairs to your home

You can report a repair in several ways:

### Call in to see us

Monday to Friday 8.30am – 5.00pm

### Phone us

**Berinsfield area: 01865 343715**

Monday to Friday, 8.30am – 5.00pm

**All other areas: 01235 515900**

Monday to Friday, 8.30am – 5.00pm

**Out-of-hours: 01235 515900**

Weekdays before 8.30am and after 5.00pm or  
Weekends and Bank Holidays

**On Soha's website [www.soha.co.uk](http://www.soha.co.uk)**

To report a repair on Soha's website you will need to register on the secure tenants' area 'My Home'. To register you will need your Tenancy Reference and Security Code: you will find these on your tenancy agreement. Once you have registered, click on the 'My Repairs' window and follow the easy step-by-step guide to reporting your repair.

### Write to us

Soha Housing Ltd, Royal Scot House, 99 Station Road,  
Didcot, Oxon OX11 7NN

## Repairs priorities

### How long will my repair take?

When you order a repair, we will prioritise it based on the nature and urgency of the job. This determines how quickly the work will be done. We confirm the job target date and any agreed appointment with the contractor.

The target date is measured from the day you report the repair to us. We measure the performance of our contractors which includes the number of repairs that are completed by the target date. If your repair is not completed on time or the Contractor does not keep an appointment you should phone Customer Services on 01235 5125900 or email [housing@soha.co.uk](mailto:housing@soha.co.uk).

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#### **Emergency: 2 hours**

We will respond in 2 hours if there is immediate danger to you or others

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#### **Priority 1: 24 hours**

We will respond within 24 hours if the repair causes serious inconvenience to you or is causing serious damage to your home

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#### **Priority 2: 7 calendar days**

We will respond within 7 days if the repair causes you inconvenience or is causing damage to your home

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#### **Priority 3: 28 calendar days (and often more quickly)**

We will respond within 28 days if the repair is not causing an inconvenience to you and there is no danger to you or others

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We offer morning and afternoon appointments for your convenience. If knowing a rough time of arrival would be helpful, it is often possible for a contractor to call you when leaving the job before yours. Ask for this when you report the repair and we'll do our best to help.

## **What if it is an emergency?**

Please report emergency repairs by phone (01235 515900) rather than online. We treat repairs as emergencies if they are necessary to avoid danger or risk to the health of the occupants, or serious damage to the property.

You can report emergency repairs outside of office hours on our usual phone number. We expect you to report urgent or non-urgent repairs on the next working day. We will charge you for the contractor's time if you call us out and we find the repair is not a genuine emergency.

## **Soha's contractors**

We employ a number of contractors to carry out your repairs. When our contractors work in your home they must:

- Carry identification and show it to you before entering your home
- Take care of your property and possessions, protecting them from damage, dust and paint
- Keep your home secure at all times
- Clear up their rubbish at the end of each day
- Make good damage to decorations caused by repair work
- Make sure essential services e.g. water and gas are connected at the end of each day
- Notify you, or a neighbour if you are out, when starting any work to the outside of your home

You should also be aware that:

- Contractors cannot be left alone in your home, or with only children present (under 16)
- You should not leave your keys hidden, or with someone else, for the contractor to pick up
- In bad weather conditions contractors cannot, for their own safety, work at height
- You are expected to make arrangements that allow contractors to get on with their work
- If furniture or carpets need to be moved before repair work can be done, you must arrange to do this
- Soha will inspect a random number of completed repairs, to make sure that our contractors' work is to a high standard

## Customer satisfaction form

When you order a repair, we will send you a customer satisfaction form. Please return this form as it helps us to check we are giving you a good service

## Right to repair

If we fail to do certain jobs within the target time stated or fail to keep to an agreed appointment, we will:

- Tell our contractor to do your repair within 24 hours; or
- Instruct another contractor to do it, if our contractor or new contractor does not respond, you may be entitled to compensation. This equates to £10 plus £2 for each day the repair remains undone. This applies only to

work costing less than £250 and if you have provided reasonable access arrangements

## Involving you

We know that repairs are one of the most important services to many of our tenants. You could help monitor or improve our repairs service by getting involved. It doesn't have to mean coming to meetings, but could be anything from completing occasional surveys (the Connect Club) to testing our service standards (Mystery Shopping) or doing a review of a whole service (Tenant Inspectors). Have a look at our 'menu' of involvement in the leaflet called 'How you can get involved' or call our Resident Involvement team on 01235 515900 for more information.