



## Repair standards

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 how long you may have to wait for the repair to be done. If it is an emergency repair we will attend within four hours,
- offer you a morning or afternoon appointment or a school run appointment (ie between 9.30am and 2.45pm),
- offer you weekday evening and Saturday morning appointment if a weekday appointment cannot be made,
- take into account any particular needs of those living in the house, adjusting the priority of the repair if this is needed,
- confirm to you in writing or by email that your repair has been ordered and also the details of any appointment,

- ask you to complete a customer satisfaction form when the repair is finished,
- send a Soha Technical Officer to inspect a repair needing assessment within five working days of you reporting it. Not all repairs need a technical inspection first,
- let you know if your repair is going to be delayed and how long you may have to wait,
- aim to complete your repair on our first visit, and
- make sure our contractors take care not to damage your home or belongings. If they do, we'll make sure they put it right 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. But it's down to you to take care of your home, report any repairs as soon as possible and repair anything which is your responsibility.

## **You are responsible for:**

- taking reasonable precautions to prevent damage once you've identified a repair is needed,
- keeping your home clean and decorated inside,
- allowing Soha access to your home to carry out a gas safety check every year, plus any other inspections we feel are necessary,
- reporting criminal damage or vandalism to the police and getting a police crime number for the report,
- replacing keys or getting back into your house if you have been locked out,
- replacing broken or cracked glass,
- resetting trip-switches,
- replacing fuses, light bulbs, fluorescent tubes and starters,
- trying to clear blockages in waste pipes, toilets or gullies (if you are unsuccessful, you may have to call out Soha),
- 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 communal ones),
- sweeping chimneys regularly; if you use coal, you should do this once a year,
- testing and maintaining battery-operated smoke detectors,
- providing and maintaining fences between your home and your neighbours',
- taking action to prevent and control condensation, and
- decorating the walls, ceilings, woodwork and pipework inside your home.

You should not carry out alterations or improvements to your home without Soha's permission.

## **The jobs Soha is responsible for:**

We are responsible for repairing and maintaining the structure and many of the components in your home. These include all external parts and internal fixtures and

fittings originally provided by us, unless we have told you they are your responsibility. So we would repair:

- kitchen units, sinks and worktops,
- bathroom sanitaryware – bath, hand basin and WC,
- all pipes,
- electrical wiring, the consumer unit, power and lighting,
- the heating system,
- the main roof, porches and canopies,
- external walls – brickwork, render and 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 homes,
- steps and main paths that lead to the front or back door, but not garden paths, and
- brick outhouses, but not timber sheds.

We also:

- carry out a yearly gas safety check in every home where this is a gas supply,
- carry out an eight-yearly electrical check in every home, and
- are responsible for any communal areas or facilities.

## **Soha handyerson service**

We provide a handyerson service for tenants aged 70 and over who live in general needs (that is, not sheltered) accommodation. The purpose is to help you with repairs you might otherwise not be able to do or afford to pay a contractor to do for you. It gives you peace of mind that you will get a good job done by a trustworthy and professional workman and gives us the opportunity to check whether you need any other help from us, for example planned maintenance, repairs, gardening work, etc.

The handyerson service is free if you meet the criteria. They can work for you for a maximum of four hours per home per year. If you would

like to talk to us about booking the service, please email us on [housing@soha.co.uk](mailto:housing@soha.co.uk) or phone us on 01235 515 900/0800 014 15 45 (freephone).

## Do I have to pay for repairs?

### Rechargeable repairs

We will charge you for any repairs we do 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. We will also charge an administration fee of £25 plus VAT for any rechargeable repair we carry out.

You may decide to make your own arrangements for the rechargeable 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.

You should pay for non-urgent repairs in advance. If it is an emergency repair, we will carry out the work then send you an invoice. It is important you

pay within 14 days; if you don't, we could take you to court.

There is a downloadable table of rates for rechargeable repairs on the Soha website. If you don't have access to the internet and would like a copy, please ring Customer Services on 01235 515 900 or 0800 014 15 45 (Freephone).

### How to report repairs

You can report a repair in several ways.

- On our website: to report a repair you need to be registered. If you've not received your registration letter, please email [housing@soha.co.uk](mailto:housing@soha.co.uk) and we'll send you the information you need. Once registered, log in and click on **report a repair** on the home page to tell us what needs attention.
- By phoning us between 08.30 and 17.00 Monday to Friday on 01235 515900 (0800 014 1545 freephone). We're also available 09.00 to 12.30 on Saturdays.
- By visiting our office opposite Didcot Parkway railway station between

08.30 and 17.00  
Monday to Friday.

- By writing to us at Royal Scot House, 99 Station Road, Didcot, OX11 7NN.

## What if it's an emergency?

If you have an emergency repair, please phone us rather than report it online. You can call the numbers above even outside office hours and our out of hours colleagues will help you. We treat repairs as emergencies if they are necessary to avoid danger or risk to the health of the tenants, or serious damage to the property.

If you have a repair which isn't an emergency, or a non-urgent repair, please report it between 08.30 and 17.00 Monday to Friday or Saturday between 09.30 and 12.30.

## 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 sure essential services (for example water and gas) are connected at the end of each day,
- be polite, courteous, diligent and professional at all times, and
- explain what work they are going to do before they start, offering you choices where appropriate.

Please also be aware that:

- contractors cannot be left alone in your home, or with children under 16 years old,
- you should not leave your keys hidden, or with someone else, for the contractor to pick up because you can't be at home to meet them,
- in bad weather contractors cannot, for their own safety, work at height,

- you should 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 do this or arrange for it to be done, and
- Soha will inspect a proportion of repairs which are completed. This is to make sure that contractors' work is to a high standard.

## **Customer satisfaction form**

When you order a repair, we will send you a customer satisfaction form. Please do return this form after the job is done as it helps us to check we are giving you a good

service. We hold a monthly draw of all the satisfaction forms received during the month. There is a cash prize of £25 for the winner.

## **Right to repair**

If we fail to do certain qualifying jobs within the target time 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 doesn't attend you may be entitled to compensation at a rate of £10 plus £2 for each day the repair remains undone. This applies if the work costs less than £250 and if you have provided reasonable access arrangements.

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

### Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

### Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

### Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampo a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

### Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

### Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়য়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



## Soha Housing

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