



Your Housing Repairs Service

Tenant
Approved 

Kettering
Borough Council

Our New Housing Repairs Service

The Council launched its new housing repairs service in May. This leaflet gives you important information about our new service and how the changes may affect you.

New repair responsibilities

Listed below are our new repair responsibilities between you and us:-

Council responsibility: -

- ◆ The structure of the property including: walls, ceilings, windows (frames, catches/handles and hinges), roofs, drains, soffits, gutters and external pipes, chimneys (but not sweeping)
- ◆ External doors and frames
- ◆ Supply pipes for water, gas and wiring for electricity from the meter or main pipe/connection including taps and waste pipes, electric sockets and switches (but not light pull cords or standard/fluorescent strip bulbs or sink plugs).
- ◆ Major plaster replacement (perished or affected by damp)
- ◆ Sanitary fittings including: baths, bath panels, WC pedestals and cisterns, wash hand basins, sinks, splashback tiling, toilets including pull/flush handles, and shower units installed by us
- ◆ Heating and hot water systems including appliances supplied or installed by us: i.e. boilers, radiators, fires and hot water heaters/tanks.
- ◆ Kitchen units and worktops
- ◆ Loose floorboards or floor panels (but not carpets or laminate flooring), banisters and handrails
- ◆ Smoke alarms (but not replacement batteries)
- ◆ Paths to your entrance doors and from your property to a clothes line provided by us.
- ◆ Walls and fencing adjoining public areas that are owned by us.
- ◆ Repairs to garages including the main structure, roof, doors, locks and any rainwater pipes.
- ◆ We are also responsible for repairs to communal areas including lighting, doors windows, lifts, fire alarm systems and entry phones where fitted.

Tenant responsibility: -

- ◆ Replacing broken door locks or lost keys, including outhouses and garages
- ◆ Fencing between gardens
- ◆ Replacing broken or cracked glass in windows and doors
- ◆ Door knockers and door bells
- ◆ Removing blockages from sinks, baths and toilets caused by you
- ◆ Toilet seats
- ◆ Internal decoration including small plaster repairs
- ◆ Consumables including light bulbs and pull cords, sink and bath plugs

- ◆ Curtain rails, pelmets and shelves
- ◆ Replacing light bulbs, fluorescent tubes and starters
- ◆ Cleaning and testing smoke detectors and extractor fans
- ◆ Replacing clothes lines
- ◆ TV aerials and sockets (unless it is a shared aerial system)
- ◆ Any heating appliance or other fittings you installed that could be taken with you when you leave
- ◆ Taking off or adjusting doors to allow new floor coverings
- ◆ Decoration

Your Tenants' Handbook

These revised responsibilities replace those that are in the current version of the Tenants' Handbook. A review of our Tenants' Handbook has started and you will receive an updated Handbook in early 2011.

For all new tenants after 10th May 2010, your Tenants' Handbook contains this new information.

Our New Repair Priority Categories

We will carry out -

- ◆ **Emergency** repairs within 24 hours
- ◆ **Urgent** repairs within 7 calendar days
- ◆ **Routine** repairs within 90 calendar days
- ◆ **Planned** repairs within 12 months

When you report a repair we will tell you which priority category it is in.

How to report a repair

In person	You can visit one of our Customer Service Centres in Kettering, Rothwell, Desborough or Burton Latimer. You can also report repairs to your Scheme Manager if you live in sheltered housing.
By telephone	You can telephone our main Customer Service Centre on 01536 410333
Online	You can report your repair online by going to our website at www.kettering.gov.uk . You will need to register and create a log-in with your email address and password.

Before contacting us, please check to see if the repair required is **Council** or **Tenant** responsibility.

Special considerations

We may on occasions agree to carry out certain repairs that are **Tenant** responsibility for elderly or vulnerable tenants or those with additional support needs.

Rechargeable repairs

Where we agreed to carry out a repair that is not as a result of fair wear and tear: i.e. accidental damage, vandalism or anti-social behaviour, we will consider recharging the cost of the work carried out to the tenant.

Tenant Service Standards

Our aim is to provide you with an efficient, customer-focused housing repairs service that carries out high quality repairs to your home at times to suit you.

To support our aims, we have created the following Tenant Service Standards for our new service: -

- ◆ We will provide an efficient service that responds to and completes repairs to our properties within our published timescales.
- ◆ We will offer you a number of ways to report repairs and have effective arrangements for handling repair emergencies outside normal working hours.
- ◆ We will publish a clear list of repair responsibilities for both us as your landlord and you as the tenant.
- ◆ We will give you a job number, latest completion date and in most cases and appointment for your repair when you first report it. We will then confirm this information with a repair receipt.
- ◆ We will have a 'Right First Time' approach and aim to complete as many repairs as possible on our first visit.
- ◆ We will give every tenant the opportunity to give feedback about their repair experience, and provide regular information about our performance.



For further information please contact
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www.kettering.gov.uk