



Sheffield City Council

Housing Repairs Policy

The repairs service that you should expect from us and what the council expects from you.



Contents

Introduction	3
Your responsibilities	4
Repairs that the Council is responsible for	5
Repairs that you are responsible for	7
What help is available?	9
How to report a repair	10
How quickly will my repair be carried out?	11
What will happen once I have reported my repair	13
Standards and expectations	14
Right to repair	14
What to do if you are not happy with our service	15

Introduction

Sheffield City Council is committed to the delivery of a high quality, effective and timely repair service for our tenants. As a tenant you are responsible for looking after your property and this includes doing some minor repairs yourself, rather than contacting the Council. This is part of your Tenancy Conditions. See our website for more details on You and Your Home

This leaflet tells you:

- which repairs the Council are responsible for and which you are responsible for
- what help is available if you are not able to do a repair that you are responsible for
- how we decide which repairs to fix first and how quickly we will do the repair
- how to report a repair
- what you can expect from Council repairs staff
- what to do if you are not happy with how a repair has been done

Your responsibilities

You must tell us as soon as possible if your property needs repairing.

You are responsible for any damage done to your property by you or your visitors. This includes damage if the Police force entry to your property.

If the damage is your responsibility, we will expect you to fix it to a required standard. If you do not, we may carry out the repair and recover the costs from you. We may also charge you if you report a repair which is found afterwards to be damage caused by you or your visitors.

You are responsible for the safe keeping of keys and fobs for the property, including door, window, and communal access locks. We will charge you for any replacement or lock change, unless the keys have been stolen and a police crime number can be provided.

You must use any ventilation units, such as bathroom fans, kitchen extractors and any other installed ventilation devices to reduce the possibility of condensation and mould occurring. For more information about how to prevent damp and mould in your property look on our website (www.sheffield.gov.uk/housing/how-prevent-damp-mould-and-condensation-your-home) or in our separate leaflet.

Repairs that the Council is responsible for

The Council is responsible for:

Inside your property:

- **Internal Joinery** such as doors, door frames, skirting boards, floors and ceilings.
- **Plastering** and repair of holes / cracks to walls and ceilings that are larger than 5mm in diameter.
- **Electrics, gas and water** including wiring, sockets, light fittings, gas and water pipes, sanitation. Where fluorescent fittings need replacing, they will be replaced with new LED fittings.
- **Heating and hot water** equipment and such as boilers, immersion heaters, radiators, storage radiators and fires. If a fire is no longer needed to adequately heat the property it may be disconnected, removed, or replaced with a suitable alternative.
- **Bathroom fixtures** including sinks, basins, baths, showers, and toilets. Fixtures will not be replaced because of their age or for cosmetic reasons. We will try to make sure that any fixture matches with what you already have. However, if we cannot find an exact match, the nearest possible match will be provided. A whole bathroom suite will not be replaced just because a match can't be found.
- **Kitchen fixtures and fittings.** Fixtures will not be replaced merely because of their age or for cosmetic reasons. We will try to make sure that any fixture or fitting matches with what you already have. However, if an exact match cannot be found, the nearest possible match will be provided. Kitchen units will not be replaced just because a match can't be found.
- **Furniture and fittings** that we have provided. We will only connect appliances when they have been supplied by us.
- Repairing and replacing **smoke alarms and carbon monoxide alarms** once informed they are faulty.

Outside your property:

- The **roof, drains, gutters** and outside pipes, **outside walls, chimneys** and **chimney stacks, balconies**, permanent outhouses, **outside doors, windows**, communal areas and other shared facilities such as **entry phones, rubbish chutes** and **lifts**.
- **Pathways and steps** which are the main means of getting to your home.
- Supporting or **retaining walls**, and boundary walls and metal railings to the property.
- **Trees** in the boundary of your tenancy if they are causing a danger or damage.
- **Decoration** of the outside and any shared parts of the building.
- **Shared television aerial** or **shared satellite dishes** that we have provided.

Repairs that you are responsible for:

You are responsible for:

Inside your property:

- **Small kitchen and bathroom repairs** such as unblocking toilets, baths or sinks, replacing toilet seats, replacing bath and sink plugs and chains; repairing or replacing shower curtains.
- Resetting **fuse or trip switches**.
- Replacing **light bulbs** including LED, fluorescent tubes and replacing starters (except in communal areas).
- Replacing batteries to **smoke and carbon monoxide detectors** (where these can be replaced) and testing them.
- **Telephone** extension points and cables.
- Plumbing in and connecting **appliances**, unless supplied by us.
- **Repairs to white goods** such as washing machine, fridge/freezer, unless supplied by us.
- **Small internal repairs** such as plastering or filling small holes or cracks less than 5mm wide in walls or ceilings.
- **Decorating** the inside of your home including any work to prepare for decoration such as: door adjustments before or after fitting carpets; removing fixtures and fittings such as coat hooks, curtain rails and curtain battens; any repairs after DIY or improvement works.
- Repairs to **fixtures and fittings that you have installed**. If we repair something you have installed, we may recover the cost of the repair from you. If it cannot be repaired, we might replace it with a suitable alternative from our own stock. This may not be the same as whatever you installed.

Outside your property:

- General **external maintenance** (except in communal areas) such as clothes post/washing lines, clearing blocked ground level gullies of rubbish and leaves, doorbells, door nameplates and numbers.
- Individual **TV aerial or satellite dishes** (unless it is a hazard to neighbours).
- Making sure that your **garden, yard, hedges, fences and gates, garages** and **other outbuildings** at your home are maintained in a good and tidy condition and are kept free from refuse or unwanted items. When notified we will consider actions to make safe any damaged or dangerous fencing, gates, and boundary/retaining walls where a health and safety risk has been identified.

What help is available?

Help is available if you are not able to look after your property yourself and do not have anyone who can help you, for example friends or family. We will always work with you to help you to be able to keep your property in good condition and to have a successful tenancy.

If you are struggling to heat your home, are worried about the cost of gas or electricity, or need any other advice please contact your local Housing Office for support.

We offer a Handyperson Service for tenants who are 60 years old or over, disabled, or suffer from severe health problems. This free Handyperson service can help with jobs like:

- fitting toilet seats
- unblocking sinks and baths
- fixing curtain rails
- fitting shelves
- checking and fitting battery-operated smoke alarms
- fitting additional door locks or chains
- hanging pictures, mirrors, clocks and so on
- changing light bulbs
- fitting wireless solar security lights
- moving furniture within your home
- securing carpets or trailing wires
- assembling small pieces of flat pack furniture

How to report a Repair

Emergency Repairs

If the repair could cause danger to someone's health or safety or cause serious damage and destruction to property, please telephone **0114 273 5555 immediately**.

If you suspect you have a gas leak, you must report it immediately to the Gas Emergency Service on **0800 111 999** or via textphone (minicom) on **0800 371 787**.

Please report lift breakdowns to **0114 273 7693**.

Non-Emergencies

The repairs service can be contacted 24 hours on every day of the year.

Online: www.sheffield.gov.uk/council-housing/request-repair.

- Open 24 hours, every day.

Telephone: 0114 273 5555.

- Open between 8am and 6pm. Emergencies only outside of these hours.
- Please have your name, address, daytime telephone number, and the details about the problem ready to help us deal with your request quickly.

In Person: local housing offices or first point centres

- check www.sheffield.gov.uk/council-housing/neighbourhood-offices for your nearest office and opening hours.

If the repair is to do with a communal area, external downpipes or damp, please call us on **0114 273 5555**.

How quickly will my repair be carried out?

Once you have reported a repair, we will decide how quickly it needs to be dealt with depending on:

- the risk to you and any other people living with you.
- the risk of further damage to the property.
- our health and safety obligations.
- the type of repair being requested.
- the inconvenience to you.

Examples of repair response times are:

Responsive Repair Priority	Examples	Response time
<p>Emergency Action is required to prevent a serious risk to health and safety, major damage to the structure of the property or results in the property being insecure. When reported detailed questions will be asked to ensure the repair is a genuine emergency.</p>	<ul style="list-style-type: none"> • total electrical failure • emergency plumbing and drainage faults • uncontrollable leaks • boarding up a broken window • communal door entry (door entry fob system) 	<p>Attended within four hours. Appointments will not be made, and our expectation is that an adult will remain in the property until we can attend and make safe. Wherever, possible, the completion of out-of-hours repairs will be deferred to the next working day.</p>
<p>Urgent plumbing and drainage faults Priority Repairs which seriously affect a tenant's comfort or cause damage to the property.</p>	<ul style="list-style-type: none"> • urgent plumbing and drainage faults • <i>total</i> loss of heating or hot water 	<p>We attend to urgent repairs within 24 hours and do not make appointments. You will be informed of the approximate time of arrival.</p>
<p>Routine Other repairs that need to be done to the home</p>	<ul style="list-style-type: none"> • small external repairs • fixing cupboards or units 	<p>Routine repairs can take up to 25 working days (5 weeks) but will be completed as soon as possible. We will seek to offer our tenants reasonable choice in making a repairs appointment.</p>
<p>Planned Including items that require manufacturing</p>	<ul style="list-style-type: none"> • external doors • large areas of plastering 	<p>Can take between 25 to 55 working days (11 weeks).</p>

What will happen once I have reported a repair?

For emergency repairs an out of hours service is in place, 24 hours a day, seven days a week.

When you report a non-emergency repair you will be offered morning, afternoon, all day, or outside of “school run” hours appointment slots. On occasion evening and weekend appointments may be offered.

You will be contacted to confirm your appointment, usually by text message.

If we need to change your appointment, we will contact you as far in advance as possible.

You must be at home for your appointment. If you are not at home when we arrive the repair will be cancelled. If the repair is non-urgent you will need to report it again.

If we need you to clear items or possessions to allow repairs and maintenance to take place, including lifting and replacing carpets, flooring, this is your responsibility. We can provide help if you are not able to do this yourself.

Your tenancy conditions require you to allow us to access your property to carry out repairs at the agreed appointment time. If we are unable to access your property and a repair is needed to protect the integrity or fabric of your property, or your safety or the safety of anyone near to the property, we will take appropriate action to gain access to carry out the repair. This might mean obtaining an injunction for access. If we have to gain access this way, we will consider taking action against you for the breach of your tenancy conditions and will pass on any costs incurred by us having to take this action.

Standards and expectations

Our staff and contractors will treat our tenants with dignity and respect. They will:

- be polite, courteous and professional.
- always carry and offer an identity card before entering your home.
- be clean and tidy.

We expect you to treat our employees and contractors with respect. Abusive, aggressive or discriminatory behaviour will not be tolerated. We respectfully ask that you do not smoke when our tradespeople are in your property.

Right to repair

You have access to the right to repair scheme. For certain types of repairs, you can arrange to have work carried yourself out if:

- You have reported a repair.
- The repair has not been completed in the time promised.
- The value of the repair is less than £250.
- You use a contractor on the Council's approved list.
- You must complete a notice of claim form and send this to us for reimbursement.
- Please get in touch for more details

What to do if you are not happy with our service

If you are unhappy with the standard of a repair, or the way in which we carried out a repair you can make your complaint in several ways:

- **Telephone our customer services team**
0114 293 0000 (Monday to Friday, from 8am to 5:30pm)
- **Complete the complaints form on our website:**
https://forms.sheffield.gov.uk/form/auto/make_complaint
- **Visit one of our neighbourhood offices:**
www.sheffield.gov.uk/council-housing/neighbourhood-offices

Write to us at:

Housing and Neighbourhood Service
PO Box 5967
Sheffield
S2 9GH

Contact Housing Services



Phone: Call Centres 0114 293 0000
Repairs 0114 273 5555



Online: www.sheffield.gov.uk/councilhousing

Follow us:



Write: Housing Services
PO Box 5967
SHEFFIELD
S2 9GH



Visit Us: To find your local office, please visit our website

This document can be supplied in alternative formats, please contact 0114 293 0000

Sheffield City Council
www.sheffield.gov.uk/councilhousing



When you have finished with
this document please recycle it