



Raven
Housing Trust

Repairs to your home





As your landlord, Raven Housing Trust repairs your home to ensure it stays in good condition, but you have certain responsibilities too.

This leaflet explains:

- what we at Raven are responsible for and what you are expected to do
- how you can report that a repair is needed
- when we will carry out the repair you reported, and
- the service standards you can expect from us.

We are responsible for:

- repairing the structure and exterior of your home
- installing and repairing the gas, electricity, sanitation, heating and water supply.

You are responsible for:

- treating your home with care – you may be charged for repairs or damage that do not count as fair wear and tear
- reporting problems to us as soon as possible
- keeping the inside of your home decorated
- carrying out repairs, listed in this leaflet
- keeping your home pest-free at all times. You are also responsible for any damage caused by pests. Pests in communal areas are our responsibility and we will deal with them
- adequately ventilating your home.

See the table at the back of this leaflet for a more detailed breakdown of which repairs are your responsibility.

While we are responsible for some repairs to your home, we also have a responsibility to the health and safety of our trades team, who need a reasonably clean and tidy place in which to work. There may be circumstances when we are unable to carry out a repair until certain health and safety issues have been resolved.



Reporting a repair

You can report a repair to us by:

- emailing raven@ravenht.org.uk
- visiting our website at www.ravenht.org.uk
- calling 0300 123 3399
- writing to us at Raven House
- visiting us at Raven House.

When reporting a repair, tell us:

- your name
- the address and phone number where we can contact you
- what and where the problem is
- when someone will be at home if this is needed for the work to be done. We cannot accept keys to get into your home. We need someone aged eighteen or over from your household to stay at your home while we are doing the work.
- you do not need to stay at home for external work. But you must ensure that staff can get to the areas they need to, so they can do the repair while you are out.

What happens after I have reported a repair?

We will:

- place an order for the work, or
- arrange for a surveyor or one of our repairs team to visit you to inspect the problem and check what work is needed.

If we place an order for the work, we will look for an appointment at a mutually convenient time. If we have a mobile number for you, we will also text you to confirm the appointment. We will text you again the afternoon before the appointment to remind you we will be coming the next day. The tradesperson will ring you on the day with their expected arrival time.

You can also check anything to do with your repair on Raven's website at www.ravenht.org.uk - go to 'report a repair'.



The table on pages 5 and 6 in this leaflet shows how quickly you can expect repairs to be completed.

Emergency repairs

Emergency repairs are repairs that affect the safety or basic security of a home, or may affect the health of the household. Some examples are listed on p5.

If you have an emergency repair, call 0300 123 3399. In an emergency, we may do a temporary repair and return another time to complete it.

Gas leaks

If you think you have a gas leak, turn the gas off at the meter, open all windows and doors, don't turn on any electrical switches and get out of your home immediately. Report the leak direct to Gas Emergency: 0800 111 999.

What if the tradesperson or contractor misses an appointment?

If an appointment is broken, please call us on 0300 123 3399. We will find out why, and let you know.

What if I miss an appointment?

You must call us if you cannot make an appointment on 0300 123 3399. If our staff attend an appointment and you are not there, your repair job will be cancelled unless you give us at least four hours notice. You will then need to report your repair again if you still want the work done. If you miss two appointments within six months, we may charge you £35 for any future missed appointments and remove you from our planned maintenance programme, which may mean you miss out on a new kitchen or bathroom.



What if Raven needs to change or cancel an appointment?

If we need to change or cancel an appointment, we will contact you to explain the reason, and to re-schedule for a mutually convenient time.

What if I'm unhappy with the repairs service?

We check a random selection of repairs. Even if we don't check your repair, we welcome your feedback. After the repair, we (or a contractor) may contact you by telephone to ask how happy you were with the work. We will use your feedback to ensure we provide the best possible repairs service.

If you are dissatisfied with a repair or feel that a tradesperson or contractor has not complied with the Code of Conduct (found in your Tenants Handbook), please contact us. We will arrange to inspect the repair and put right anything that is below standard.

What if I am over 70 or disabled?

You may qualify for some help with decorating after major repairs, fencing, kitchen and bathroom repairs and occasionally other items if you and everyone in your household is either:

- over 70, or
- aged 65-69 and getting Attendance Allowance, or the higher or middle-rate care component of Disability Living Allowance (DLA), or either rate of the daily living component of Personal Independence Payment (PIP)
- under 65, and getting the higher or middle-rate care component of DLA, or either rate of the daily living component of PIP, or
- under 65 and getting the higher rate of the mobility component of DLA or the enhanced rate of the mobility component of PIP.

If you are under 70, we will need a copy of your entitlement notice (the letter saying you are entitled to one of the benefits) when you apply. It's a good idea to send this to us now, before you need an emergency repair.

How quickly will my repair be done?

We aim to carry out repairs within certain times, depending on the situation. We have put different types of repair into different categories, alongside the time you should expect us to finish the work.

Please note: tenants that are in arrears but not engaging in a repayment plan, or tenants that are under ASB management, will be given a lower priority for appointments.

Type of repair	Timescale	Examples
Emergency (priority A) Repairs that affect the safety or basic security of a home, or may affect the health of the household (at first we may just make the home safe)	Ideally within 2 hours, but as soon as possible within 24 hours of being reported, depending on when you tell us and the nature of the repair	<ul style="list-style-type: none"> • A water leak that cannot be controlled • Total loss of electricity or water • Offensive or racist graffiti • Broken lifts • Fire damage and flooding • Major structural damage • Complete loss of heating where no temporary heating is available
Emergency (priority B) Repairs to make the home safe, or temporary repairs to stop a situation getting worse	Within 24 hours	<ul style="list-style-type: none"> • Breakdown of hot-water supply or boiler. Our contractors will always try to visit within 4 hours but if parts are needed to complete the repair, they may make a second visit • Faulty electrical fittings where there is a health and safety risk



Type of repair	Timescale	Examples
Routine Something that is not working properly and needs fixing	We will offer you the next available appointment. How quickly we attend will depend on levels of demand. Your appointment will be within 28 days	<ul style="list-style-type: none">• Repairs to external walls• Repairs to plasterwork where crack is wider than £1 coin• Minor plumbing works and tap replacements• Repair and clearing of guttering and down pipes blocked by leaves or debris and causing overflow damage• Minor roof repairs• Faults to door entry systems• Leaking cisterns and plumbing overflows• Toilet not flushing• Minor leaks, blocked drains and pipes
Planned maintenance (priority X) Repairs that are not urgent and will be done on a planned basis to take account of the weather conditions - for example outside work will be planned for summer	Within 365 calendar days We will contact you to arrange an appointment before the work starts	<ul style="list-style-type: none">• Making-up of replacement UPVC windows or specialist equipment or parts• Pointing of brickwork• Large areas of concrete or paving if not a trip hazard
Planned maintenance (priority Y) Work that falls under the Raven standard	Varies	<ul style="list-style-type: none">• kitchen and bathroom refurbishments• fencing• roof replacements• boilers

If the item you need repaired is not on the list or you need more advice, contact us on 0300 123 3399.



Tenant's responsibility: Type of repair	Other information
• Chimneys	
Sweeping	
• Decorations	
Internal, including following repairs and planned maintenance	
As a result of mould and condensation	
• Doors and windows	
Keys lost, etc	
Spy holes, security chains, letter plates, door knockers etc.	unless all tenants are aged over 70 or you've been a victim of crime with a crime ref. number
Handles and letterboxes for external doors and windows	
Locks for uPVC and wooden doors	unless you are unable to secure the door or are unable to enter/exit safely
Internal doors and frames	
All windows, including glazing	unless you are unable to secure the window or were a victim of crime with a crime ref. number.
• Electrical	
Fuses in appliances	
Bulbs (fluorescent tubes and all other lights) and the connection of tubes	



Tenant's responsibility: Type of repair	Other information
• Fences and clotheslines	
Front garden fences	Raven will remove when broken.
Repairs to boundary fences or party fences	Raven will replace fences at end of life (35 years for chain link fences, 20 years for wooden privacy panels adjacent to windows - fencing specification available on request).
Gates, including catches, locks and hinges	
Clotheslines and posts and rotary driers (except communal)	
• Fireplaces	
Damaged tiles to surround	unless due to fair wear and tear
• Floors	
Floor tiles	Except kitchens and bathrooms
Skirtings, etc	
• Garages	
Lost keys, padlocks, broken locks	unless you were a victim of crime with a crime ref. number.

Tenant's responsibility: Type of repair	Other information
<ul style="list-style-type: none"> • Gas 	
Gas escapes - call Gas Emergency immediately	Turn gas off at the meter, open all windows and doors, don't turn on any electrical switches and get out of your home immediately. Report the leak direct to Gas Emergency: 0800 111 999.
Flexible connection pipes to cooker	Please ensure work is carried out by a Gas Safe registered engineer
Gas appliances, eg cookers, fires (not boilers)	
<ul style="list-style-type: none"> • Kitchens 	
Repair or replace individual cupboard doors, drawers, drawer handles etc.	Raven will replace kitchens at end of life but tenants must fix if damaged in between
<ul style="list-style-type: none"> • Paths 	
Rear path to clothes-post	
Rear path - other	
Driveway (if not part of original structure)	
<ul style="list-style-type: none"> • Pest control 	
internal - inside your home	if in a communal area, please report to us. We will block holes to prevent entry to your home.
<ul style="list-style-type: none"> • Plumbing services 	
Tap washers - leaking	
Bath, basins, toilets, toilet seats, sealant surrounds, etc.	Raven will replace at end of life but tenants must fix if damaged in between



Tenant's responsibility: Type of repair	Other information
Blocked toilet pan, sink etc.	unless caused by a blocked external drain
Plugs and chains	
Blocked or damaged plugholes and basin or bath waste pipes	
Tiled splashbacks	
• Sheds and out buildings	
Wooden sheds	
Locks and keys for concrete or brick buildings	Raven is responsible for roofs and structural repairs of concrete or brick buildings
Glazing for concrete or brick buildings	
• Walls	
Cracks	unless wider than a £1 coin

Tenants' discount from Buildbase

Buildbase is offering a discount to all Raven residents on a wide variety of DIY products. Discounts will vary but will usually be around 10%. Please bring your rent statement as proof of tenancy.

To report a repair

- Email raven@ravenht.org.uk
- Visit our website: www.ravenht.org.uk
- Write to us at Raven House – address below
- Call 0300 123 3399
- Visit us at Raven House – address below.

Customer Charter

Our Customer Charter lists the standards of service you can expect from us. You can pick up a copy at any of our offices, or download a copy from our website, www.ravenht.org.uk.

We can provide this leaflet in audio, large print and other languages. Please let us know what you need.

Raven Housing Trust
Raven House, 29 Linkfield Lane, Redhill RH1 1SS
Telephone 0300 123 3399
www.ravenht.org.uk

Raven Housing Trust Limited is a charitable Industrial and Provident Society, registration no. 30070R, and is registered as a social housing provider with the Homes and Communities Agency, registration no. L4334.

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