

CASTLE POINT BOROUGH COUNCIL



REPORTING REPAIRS A GUIDE FOR TENANTS

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How and where to report repairs

You can report repairs in one of the following ways:

- By completing the report form available on our website: www.castlepoint.gov.uk
- By email: HATS@castlepoint.gov.uk
- By telephoning one of our Repairs Officers during working hours (08:45-17:15 Monday to Thursday, 08:45-16:45 Fridays) on 01268-882325.
- In person at the Council Office, Kiln Road, Benfleet.
- By reporting it to one of our Officers when they visit you at home.
- By reporting it to your Sheltered Housing Officer (Sheltered Housing Tenants only).

It is important that you immediately report any repairs or maintenance required to your home for which the Council is responsible.

For emergency repairs

- If you have an emergency repair request outside normal office hours, it can be reported via telephoning the call handling service provided on our behalf by Southend Borough Council on 01268 758357.

What is an emergency housing repair?

An emergency is usually something that presents an immediate risk to safety, security or health such as:

- No lighting or power.
- Major pipe bursts or leaks.
- Electrical defects.
- Lack of drinking water.
- Lack of hot water and/or central heating (generally October to April only).
- Structural failure.

What should I do if I suspect a gas leak?

All suspected gas leaks should be firstly reported to Transco on the free phone number 0800 111999. <http://www.transco.co.uk/>

Transco will visit free of charge and investigate the problem.

If it is found that there is a defect with one of the Council's appliances, you should contact the following and arrangements will be made for our contractor to call:

- During office hours - by telephoning our Applications & Tenancy Services Section on 01268-882326.
- Outside office hours – by telephoning the call handling service provided on our behalf by Southend Borough Council on 01268-758357.

Whenever you report a repair please be ready to give the following information:

- Your name, address and daytime telephone number.
- Times when someone is usually at home, to enable the repair to be carried out, or an inspection to take place.
- As much information as possible about the repair. The information provided in the rest of this booklet should help you to do this.

Reporting your repairs

This booklet is designed to help you identify possible problems and report repairs more easily. It looks at the different types of repairs and lists things that are important when reporting them to us.

The booklet does not provide a comprehensive checklist. Instead it suggests some of areas that will help our Repairs Officers identify what is wrong and what type of repair needs to be carried out. Your information will help us to provide a speedy and efficient response.

For each type of repair, some technical information has been provided. Drawings are also provided for you to refer to. At the end of each page is a checklist of things we would like you to tell us when reporting a repair to us. Please provide us with any other information you may have that you think would be helpful.

Which repairs am I responsible for?

In accordance with your Tenancy Agreement you are responsible for maintaining your own fixtures, fittings and appliances.

In addition you are responsible for:

- Sink plugs and tap washers
- Fuses

- Cylinder Jackets
- Door chains, door numbers and letter boxes.
- Door and window keys
- TV aerials (except those that are share).
- Clothes drying lines.
- Blockages to waste pipes.
- Dustbins

Which repairs are the Council responsible for ?

In accordance with your Tenancy Agreement we are responsible for keeping in good repair the structure and exterior of your home and the installations for the supply of main services within the property, for example water, gas, electricity. This includes the following:

- Council supplied fixtures, fittings and appliances for making use of the supply of water, gas and electricity.
- Cleaning and/or clearing of drains and drain gully traps.
- Internal walls, internal doors and frames, floors and ceilings.
- Chimneys, chimney stacks and flues.
- Pathways, steps or other means of access.
- Integral garages, stores and outbuildings.
- Boundary walls and fences (excluding those identified as being the responsibility of adjoining private owners).
- Internal and external glazing and window furniture.

We are also responsible for communal areas in sheltered housing schemes and blocks of flats. For example: corridors, stairways and entrances and communal facilities, door entry systems, warden call systems, lifts and TV aerials.

Insurance

Whilst every effort is made to keep your property in good order, occasionally incidents happen, such as leaks, fires, etc.

The Council insures the building, but it is your responsibility to insure the contents, e.g. furniture, carpets, etc

In view of this, you are strongly recommended to arrange your own contents insurance to cover your possessions.

Equipment Locations

In this booklet, you will find some questions on the location of things such as stop cocks and fuse boxes in your home. It will be useful for you to list the location of these items, so if a problem arises you will know where to find them.

If you have any difficulty in listing these items please contact one of our Repairs Officers on: 01268 882326 or email HATS@castlepoint.gov.uk

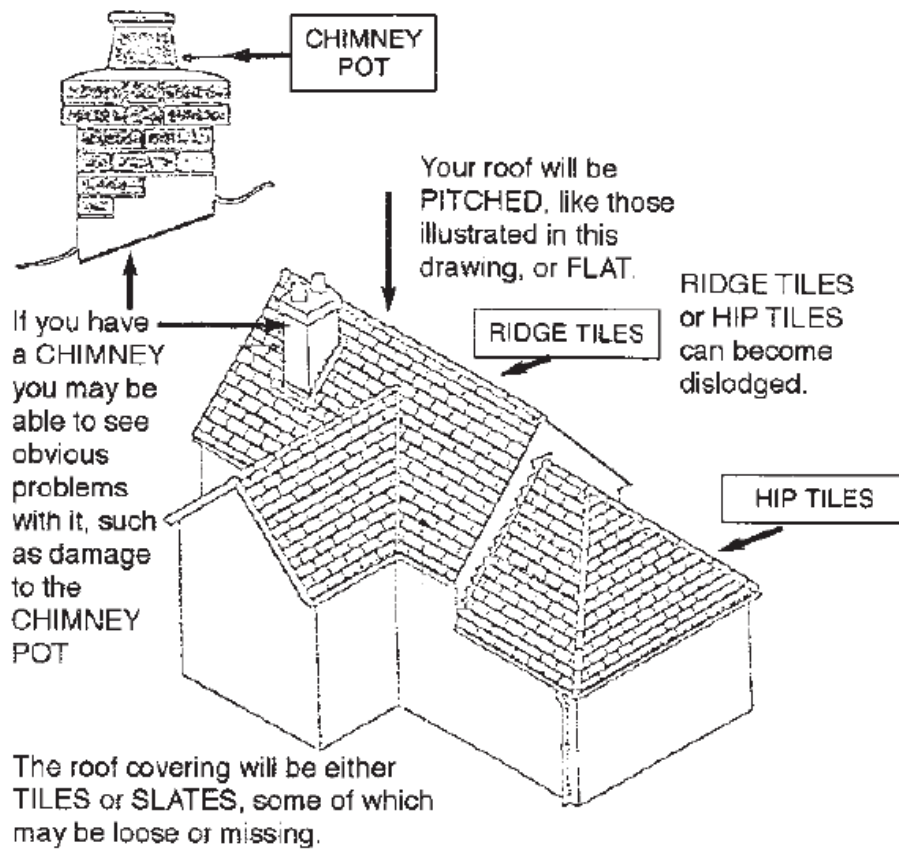
Item	Position in house
Stop cock	
Fuse box	
Gas tap	
Water tank	

How quickly will repairs and maintenance work be carried out?

As we carry out a large number of different repairs, we have to set priorities for dealing with requests from tenants.

PRIORITY	RESPONSE TIME
PRIORITY 1	Within 24 hours: emergency repairs where it is necessary to remedy a situation which may cause injury, deterioration to health or damage to property.
PRIORITY 2	Within 2 working days: repairs where it is necessary to alleviate serious discomfort to tenants or repairs which if not dealt with quickly will deteriorate and cause damage to property.
PRIORITY 3	Within 8 working days: other repairs necessary to keep the property in good repair.
PRIORITY 4	Within 6 weeks: all other repairs.

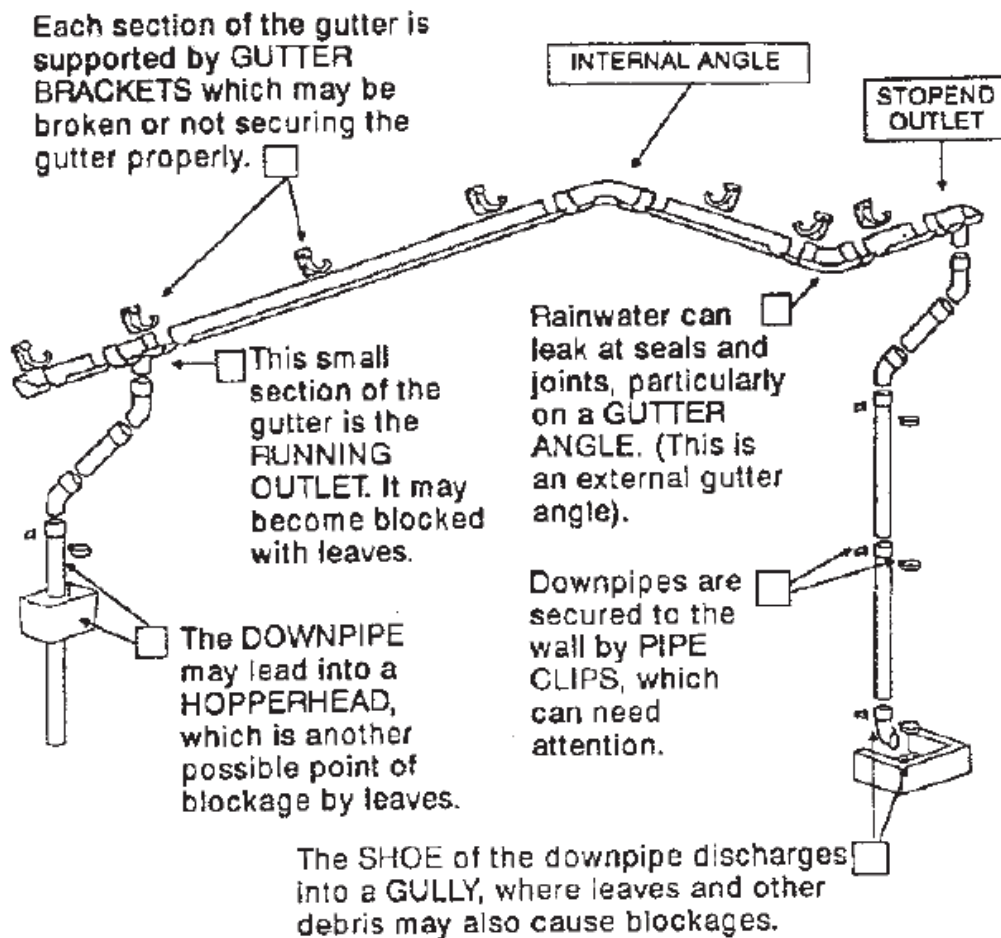
ROOFS



Please provide us with the following information:

- Do you have a pitched roof or a flat roof?
- How many storeys high is the roof?
- Are there any tiles or slates missing, and if so how many?
- Is water coming through your ceiling? If so where is it occurring and is it happening all the time?
- Does anyone live with you? If they so, when will they be in?
- Are your electrics affected? If they are, switch the power off at the mains as soon as possible.

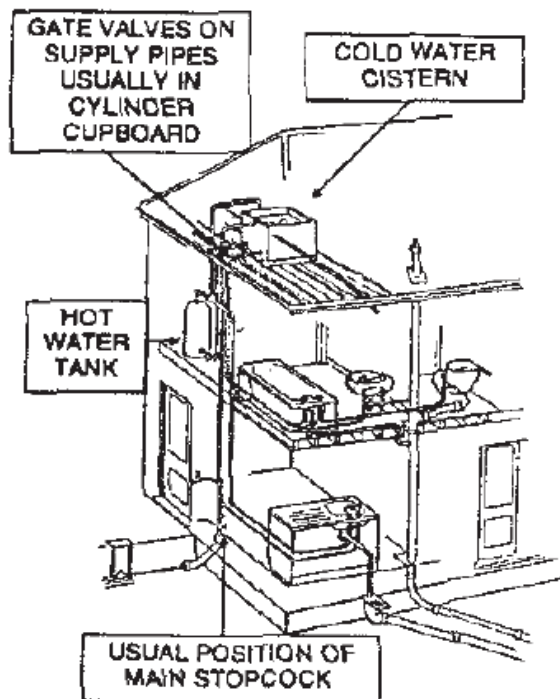
GUTTERS & RAINWATER PIPES



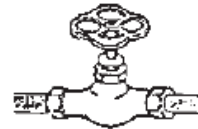
Please provide us with the following information:

- Is the gutter blocked? If so, can you see where?
- At what floor level are the gutters?
- Do you know the material that the damaged part is made out of (e.g. iron, PVC)?
- Is there a leak in either the gutter or the rain water pipe? If so, where is it (e.g. on a joint)?
- Is the guttering broken? If so, how many sections are involved?

WATER SERVICES



GATE VALVE



STOPCOCK



It may be necessary to turn off your main STOPCOCK. You should know where this is situated and it is wise to test it twice a year. To do this, first shut it off and then open it fully. Then close it slightly by turning it back towards 'off' by half a turn.

Some items of equipment may have their own ISOLATION VALVES, so that the water supply can be turned off without affecting the rest of the supply. If this is not the case, you may be able to turn the relevant supply pipe off at the GATE VALVES on the pipes coming out of the cold water storage tank. This will leave you with some services, even though it might only be cold water to the kitchen tap.

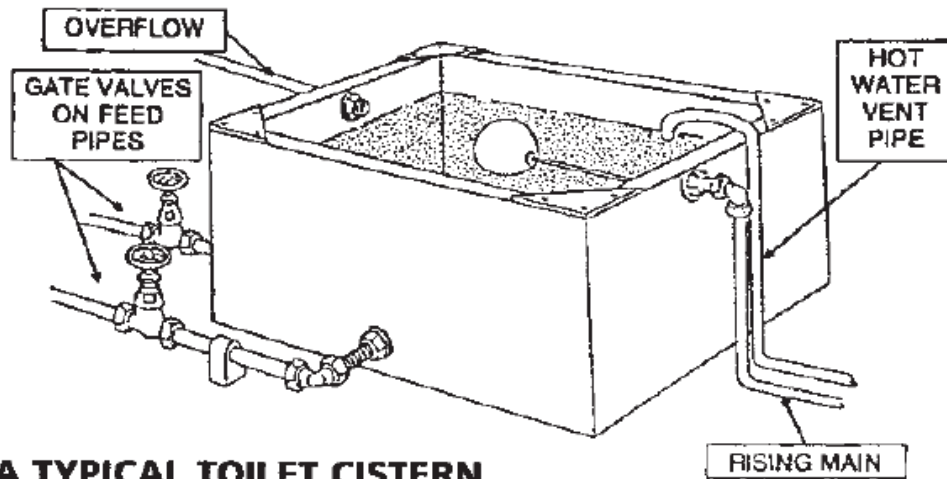
Please provide us with the following information:

- If you have a leak, exactly where it is (e.g. a supply or waste pipe) and which item of equipment is affected?
- How serious is any leak? If it is on a supply pipe is it the hot or cold supply?
- Are your electrics affected?
- Has the leaked caused any damage?

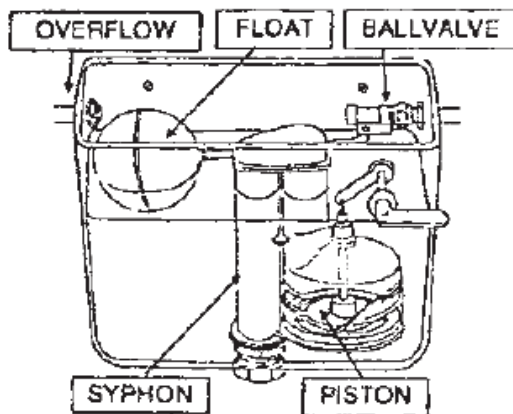
IF YOUR WATER SUPPLY HAS BEEN SHUT OFF IT MAY BE IMPORTANT TO TURN OFF HEATING APPLIANCES. IF YOU ARE UNSURE ABOUT THIS PLEASE CONTACT A REPAIRS OFFICER IMMEDIATELY.

OVERFLOWS

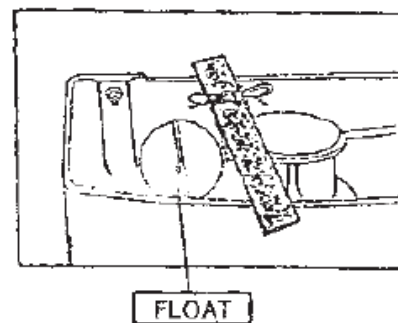
COLD WATER CISTERN



A TYPICAL TOILET CISTERN



TEMPORARY ACTION



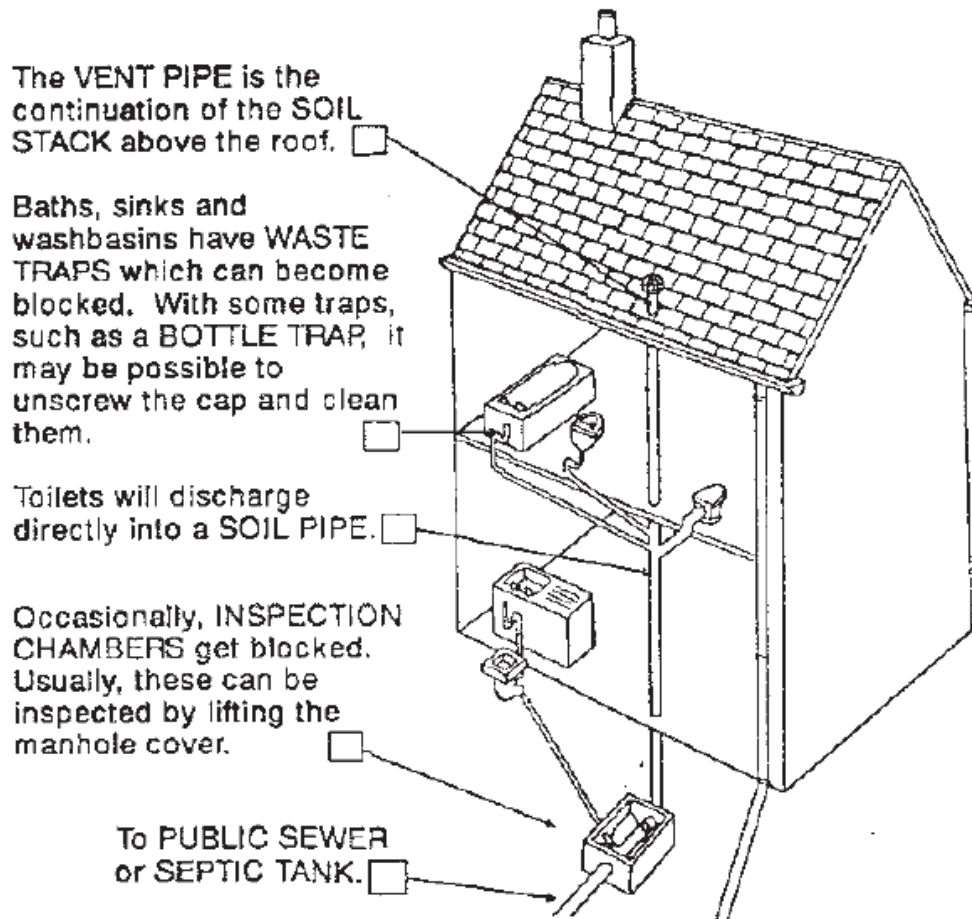
You can take temporary action whilst waiting for your overflow to be repaired, by tying the FLOAT in the 'up' position, thus closing the BALLVALVE. This will shut off the water supply to the CISTERN.

Please provide us with the following information:

- Which overflow is causing the problem (e.g. from the cold water cistern, toilet)?
- Where does the overflow discharge (e.g. outside)?
- Is the overflow running continuously or not?

DRAINS

ONE PIPE SYSTEM Standard arrangement after 1960



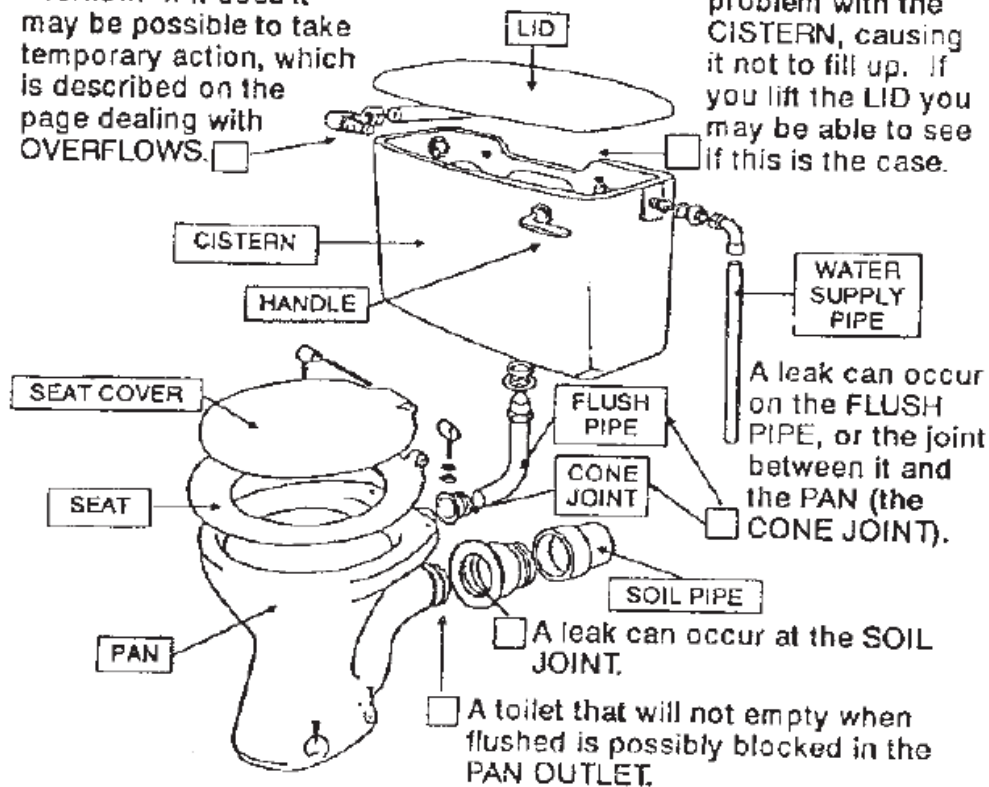
Please provide us with the following information:

- Do you have any problem with soiled water backing up in your toilet?
- Is the waste trap to your bath, sink or washbasin blocked, and if so have you tried to clear it?
- Is there any flooding from a manhole?
- Is there any damage to your home?

TOILETS

Sometimes a cistern will overflow. If it does it may be possible to take temporary action, which is described on the page dealing with OVERFLOWS.

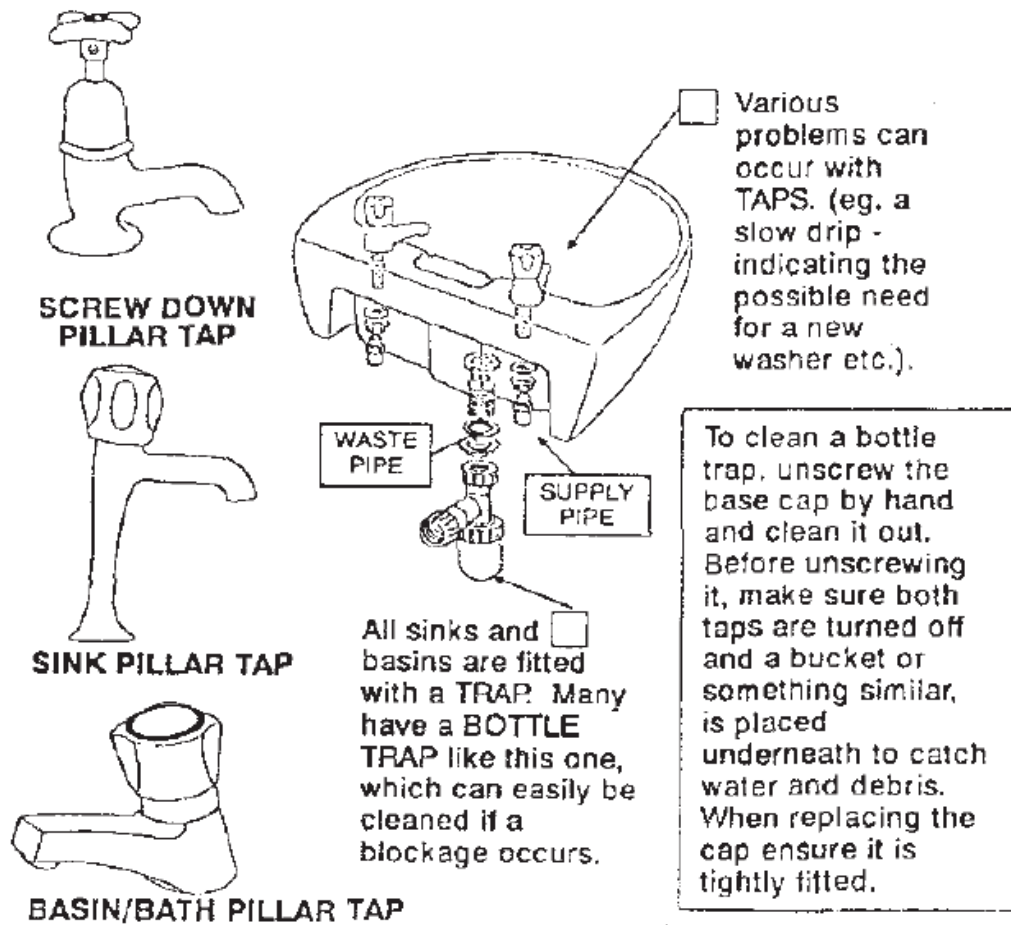
There can be a problem with the CISTERN, causing it not to fill up. If you lift the LID you may be able to see if this is the case.



Please provide us with the following information:

- Is the pan cracked, or are any of the pipes or joints leaking?
- Does the toilet only leak when it is flushed?
- If the toilet will not flush, are there any broken parts, which you may have noticed from looking inside the cistern?
- Has the water supply been turned off?
- How did any damage occur?
- Do you have a second toilet in your home?
- Are there any obvious problems, such as a broken handle, or a toilet pan not fixed securely to the floor?

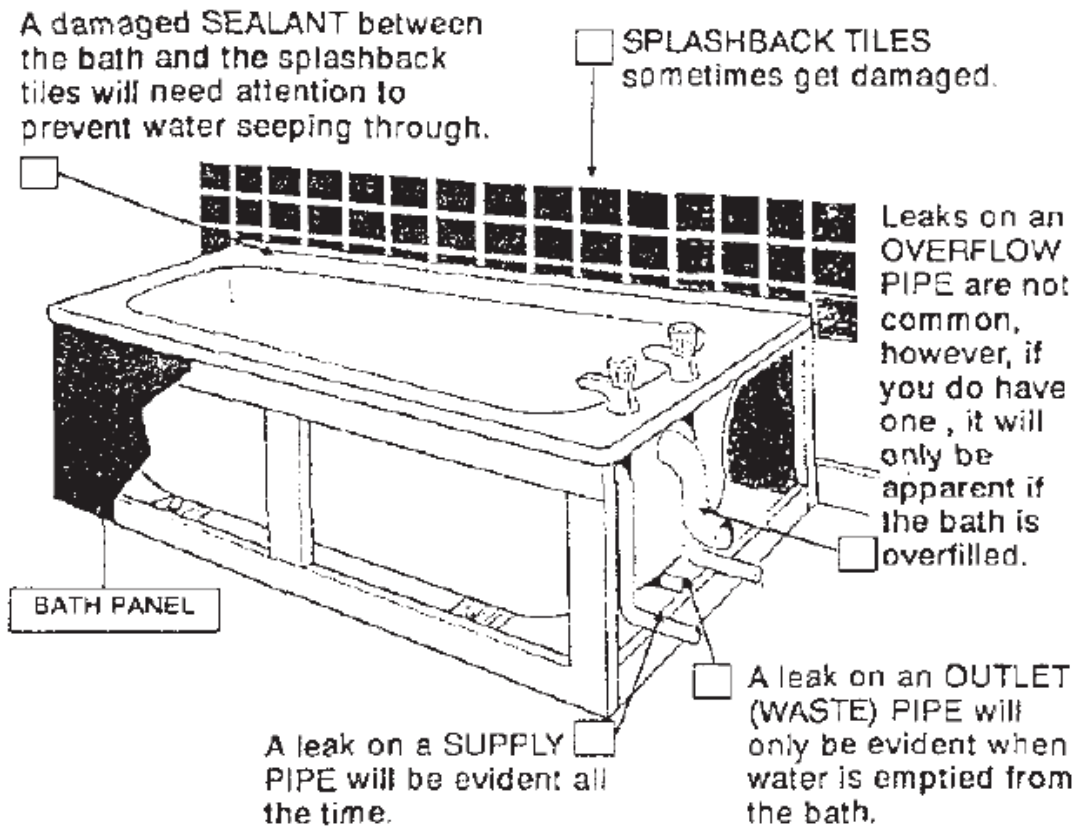
SINKS AND WASHBASINS



Please provide us with the following information:

- Is the problem with the sink (in the kitchen) or a washbasin (in the toilet or bathroom)?
- What exactly is the nature of the problem (e.g. blockage, crack, leak etc)?
- Is there a leak on a supply pipe? Is it the hot or a cold one?
- If the sink is blocked, what type of trap is it and have you made any attempts to clear it?
- How did any damage occur?
- If there is a problem with a tap, what type is it?

BATHS



Please provide us with the following information:

- If there is a leak, which pipe is it on?
- If there is a leak on a supply pipe, is it the hot or cold one?
- If there is a problem on an overflow pipe, where does it discharge?
- If the splash back tiles are broken, how many tiles are affected and what is their colour/pattern?
- If the bath panel is broken, what is its colour and pattern?
- Has the leak caused any damage to your home?

WALLS AND CEILINGS

TYPES OF DAMP

- ☐ Damp patches on ceilings may be caused by leaking plumbing equipment or rainwater penetration.
- ☐ Damp penetrating from outside will appear only on external walls. Penetration may be apparent near windows or close to gutters or rainwater pipes.
- ☐ Try and establish whether the damp appears only when it rains or all the time.
- ☐ Rising damp is caused by water from the ground penetrating damp courses. Signs include peeling wallpaper, lifting floor tiles and discoloured patches on lower walls.
- ☐ Mould on walls can often be wiped clean but should be reported if it becomes serious.
- ☐ Condensation is caused by water from the air coming into contact with a colder surface. It is recognisable by water drops on windows, mirrors etc. and sometimes mould patches on walls and ceilings.

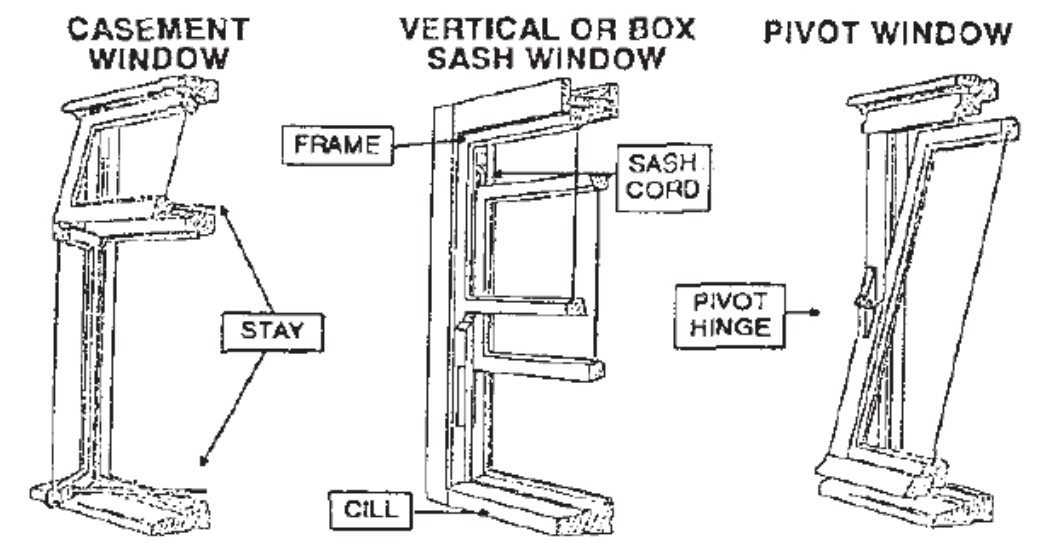
PLASTER PROBLEMS

- ☐ A bulging ceiling may need early attention and should be reported as soon as possible.
- ☐ Plaster flaking off walls and/or ceilings could have several causes. Usually, an inspection will be necessary, to determine the cause and best remedy.
- ☐ Many buildings experience some minor movement, which can cause plaster cracks. In reporting these, try and be specific on such things as the location and extent of the cracks.
- ☐ Cracked or fallen rendering on external walls should be reported, giving as much detail as possible.
- ☐ If you are reporting loose, broken or missing tiles, such as in bathrooms, tell us how many are missing or need refixing and the colour and size.

Tips on reducing condensation

- Heat rooms well (but not with oil or calor gas heaters, which produce moisture).
- Open windows when washing or cooking.
- Unblock air vents and fit ventilator grilles.
- Install insulation in loft areas and double glaze windows.
- Insulate plumbing with lagging tubes or mineral fibre wrapping.

WINDOWS



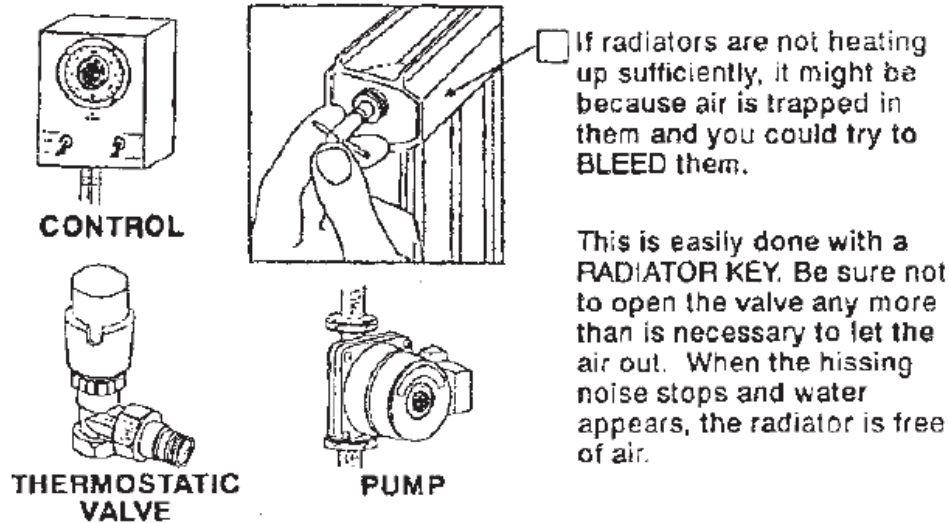
If the glass is broken, please tell us:

- Is the window single or double cased?
- Is it clear or obscure glass?
- How did the damage occur? If vandals caused the damage report to the police and obtain a crime number.
- The approximate size of the glass.

If it is a problem with the window itself, please tell us:

- What type of window it is and what it is made of (i.e. wood, metal, UPVC)?
- Which floor is it on and which room is it in?
- Are there any apparent problems, such as visible cracks in the sealing between the frame and the brickwork, lose or missing putty, rot in the frame, missing/broken stays or fasteners. Sash cords that do not work etc?
- If a tiled cill is damaged, how many tiles are broken or missing and what type are they?
- If you have problems closing the windows, have they been recently repainted?

HEATING SYSTEMS



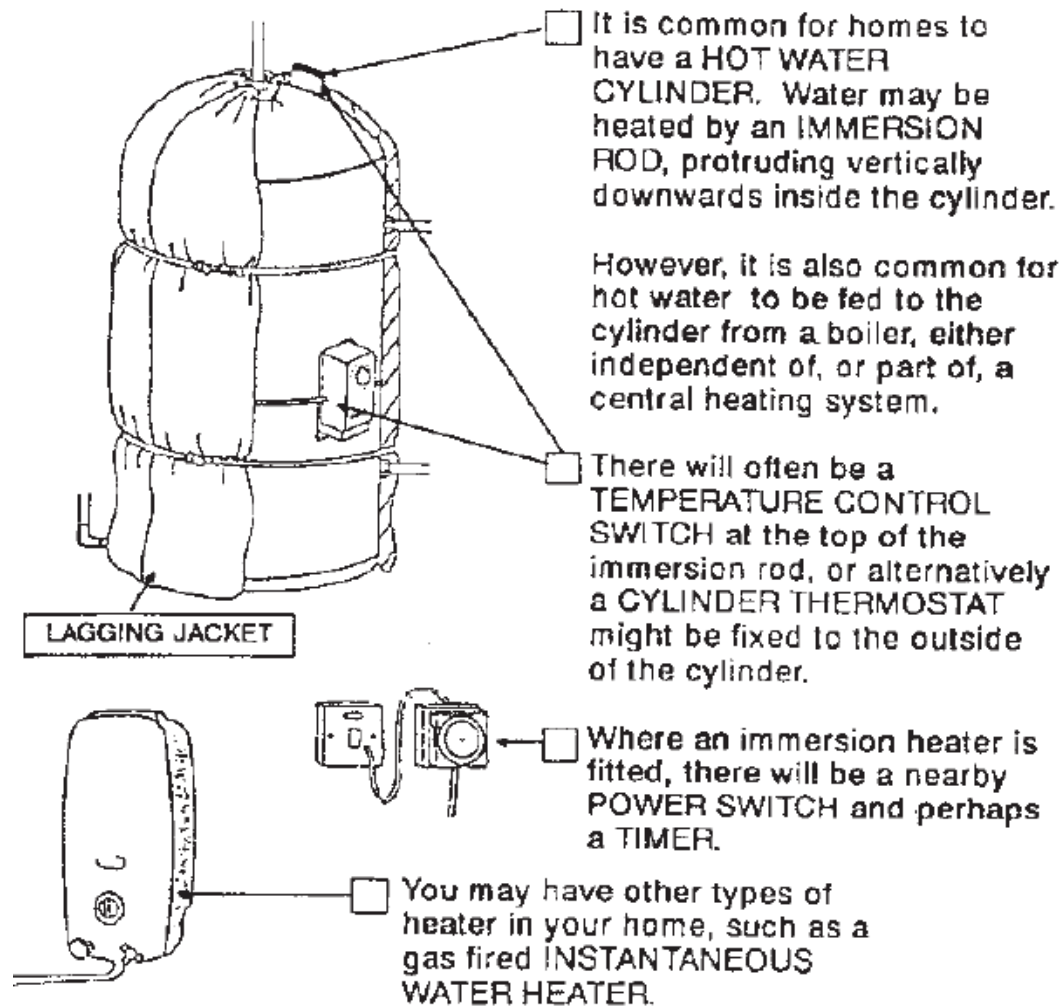
If you have a problem with central heating, please tell us:

- What type of fuel does the system use (i.e. gas, solid fuel or oil)?
- Is loss of heating confined to one room, or is the whole system not working?
- Have you tried to "bleed" the radiators? Keys can be obtained from all DIY shops.
- Does your heating system, also provide hot water? If so are you without both services?
- Have you checked the thermostat or fuses?

With all heating problems, please tell us:

- What is the maker's name of the equipment causing the problem? It may be marked on it?
- Have you any alternate means of heating (or if also affected, of obtaining hot water)?
- Are there any elderly or very young people in your household?

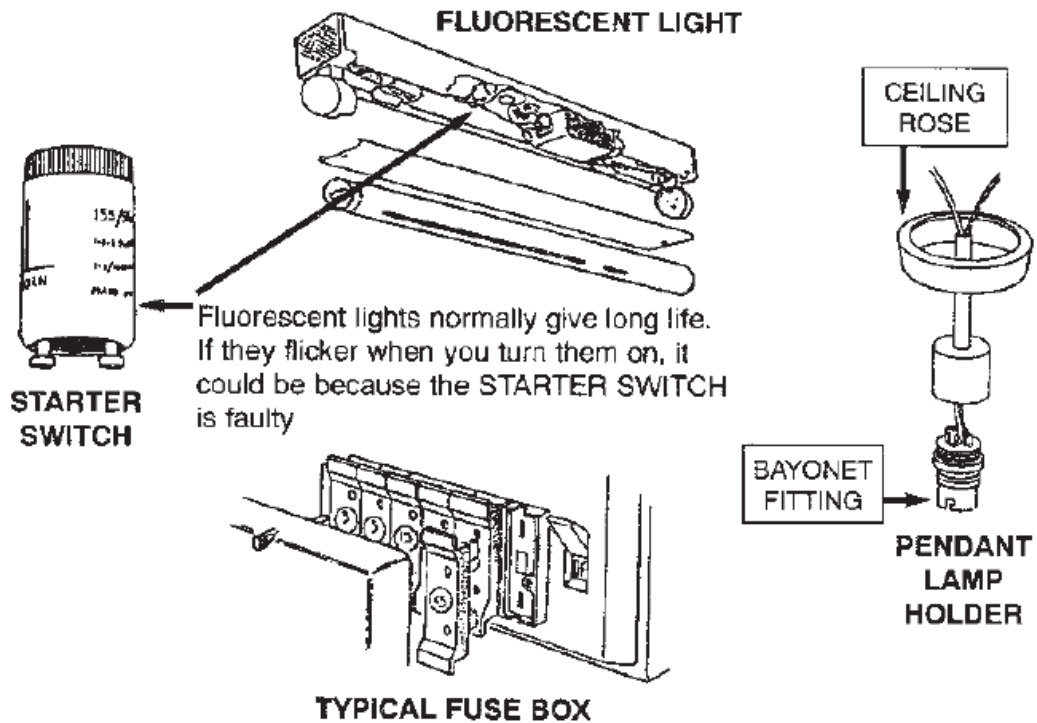
WATER HEATERS



Please provide us with the following information

- What type of heating system do you have and do you know the maker's name? It may be marked on it.
- Do you have hot water at any time? Or not at all?
- Is the water cylinder hot, even when the hot water is not coming through the taps?
- Have you alternate means of heating water in your home?
- Do you have any other water supply problems?

ELECTRICAL FITTINGS

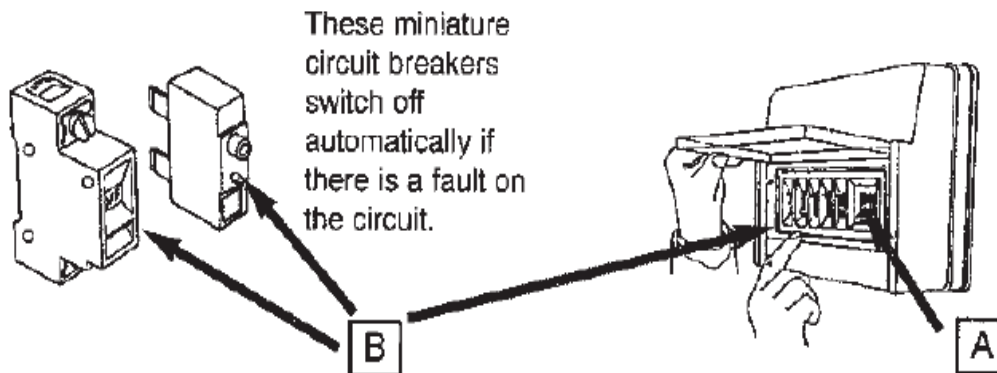


Remember: Care should always be taken with electrical equipment and fittings. Problems such as flickering lights and overheating sockets should be reported without delay.

Please provide us with the following information

- What is the exact nature of the problem (e.g. sockets and/or light not working, lights flickering, broken switch etc)?
- In the case of light failure – have you checked the bulb?
- Have you checked the power supply and fuse box?
- Does the problem affect only one room? If so, which one?
- Where you using a particular appliance at the time of power failure, and if so, have you checked the plug fuse?
- Have you received a notice from your electricity supplier that the supply is to be disconnected?

POWER FAILURE FAULT FINDING



A RESIDUAL CURRENT CIRCUIT BREAKER (RCCB)

Your main electrical switch may now incorporate an automatic switch off device called a "Residual Current Circuit Breaker" (RCCB)

If a situation arises which creates a potential shock or fire risk, the RCCB will switch off automatically.

If the reason for this is not clear then you should:

B MINIATURE CURRENT BREAKER (MCB)

There may also be smaller switches which replace fuses. These are "Miniature Circuit Breakers" (MCB's)

If a circuit is overloaded, or a fault occurs, the MCB protecting that circuit will switch off automatically.

If the reason for this is not clear then you should:

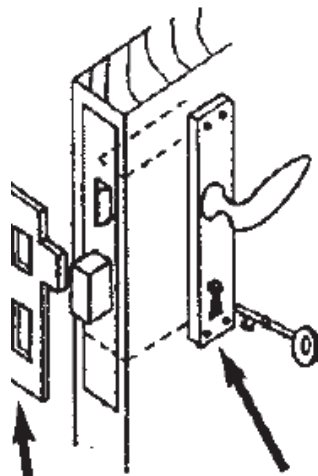
1. Switch off all MCBs (marked B in the drawing)	1. Put the MCB switch back to the original position. If it will not stay on then:
2. Return RCCB switch to the 'ON' position (marked A in the drawing)	2. Switch off and unplug any appliance on that circuit. If there is more than one, try to return the MCB switch to the 'ON' position after removing each appliance, so that the one causing the fault can be identified
3. Switch on each MCB switch in turn until the RCCB automatically switches off.	
4. Switch off and unplug any appliance connected to that circuit. If more than one try to switch the RCCB to the 'ON' position after removing each appliance. In this way the faulty appliance can be identified.	

SHOULD EITHER THE RCCB OR THE MCB SWITCHES NOT RETURN TO THE 'ON' POSITION, A FAULT COULD EXIST IN YOUR CIRCUIT, WHICH YOU SHOULD REPORT TO US AS SOON AS POSSIBLE.

If one of our Repairs Officers is called out and the problem turns out to be a faulty fuse, the cost of the call out will be charged to you.

LOCKS

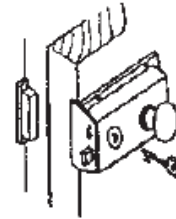
MORTICE LOCK



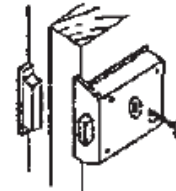
The STRIKING PLATE should be fixed to the door frame.

If the LOCK is sticking you might try lightly oiling it through the keyhole.

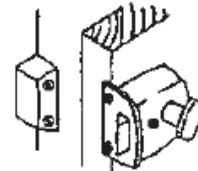
If you have lost or broken your KEY, we may be able to gain entry and change part of the LOCK.



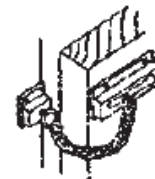
RIM LOCK



RIM DEADLOCK



NIGHT LATCH

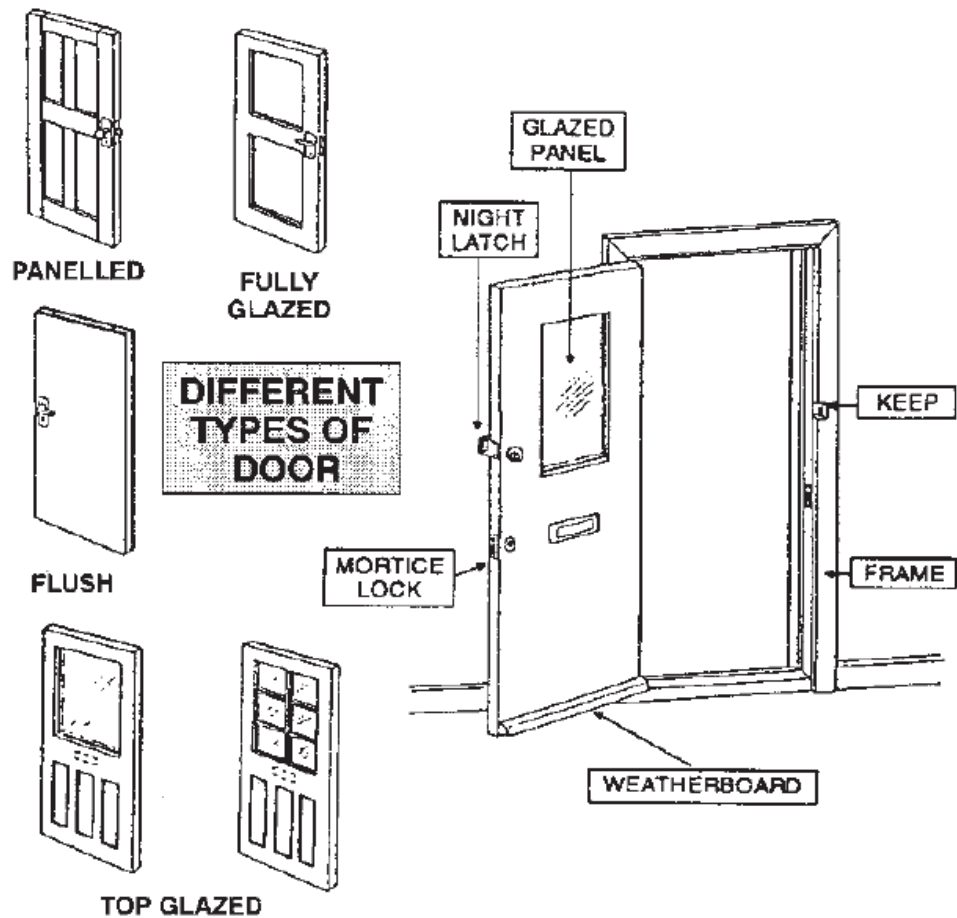


SECURITY CHAIN

Please provide us with the following information

- Which lock is affected? Is there a second lock to the door?
- What type of lock is it? This may be written on the key.
- Have you lost your keys? If you have was your address attached to them (written on the key ring etc)?
- Has the door been forced open?
- If the lock needs repairing what is the door made out of (wood, plastic, metal)?
- Do you have a security problem?

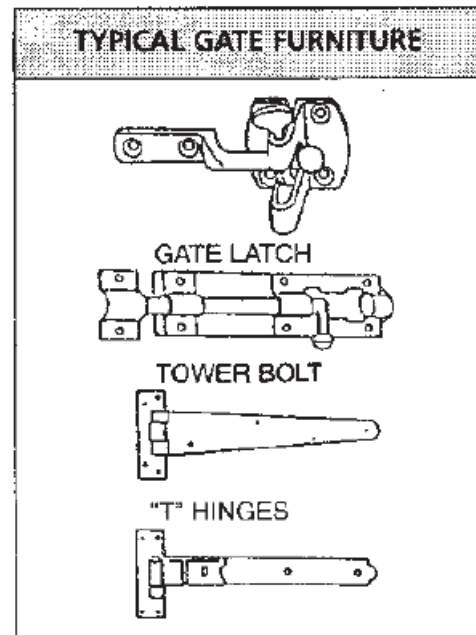
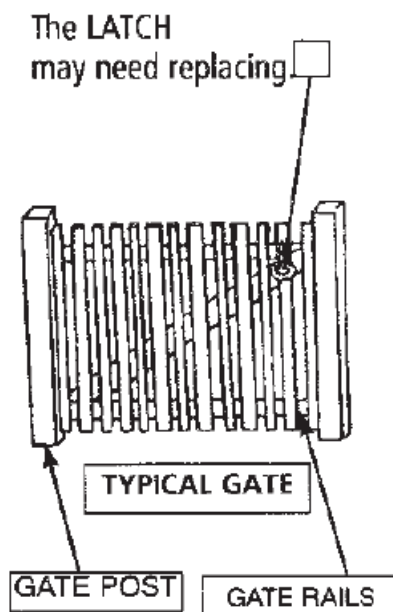
DOORS



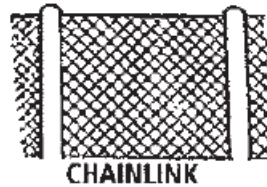
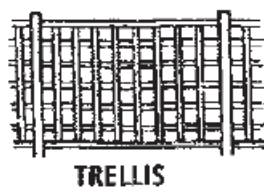
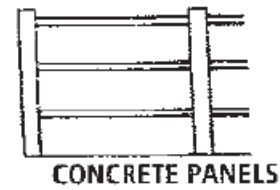
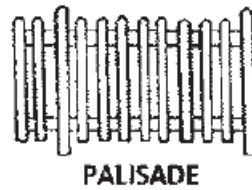
Please provide us with the following information

- Which door is affected (i.e. front door, back door, internal door)?
- Have you a security system?
- Was the damage the result of forced entry?
- If the door will not close properly, has it been recently painted, or does it show sign of warping?
- Is there any damage to the frame, locks etc?
- If the glazed panel is broken, what is the type of glass and how was it broken?

FENCES & GATES



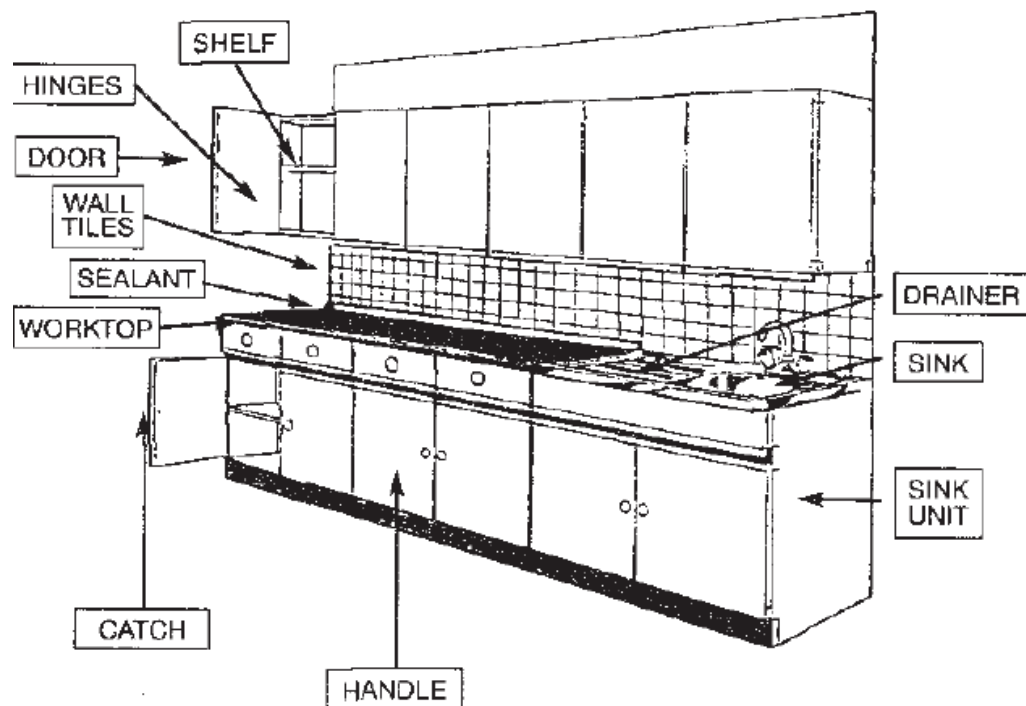
SOME TYPES OF FENCES



Please provide us with the following information

- If a catch or lock is broken, can you describe it?
- If your fence is broken, what type is it and where is it?
- Is there any danger to passers by, or other type of risk as a result of a broken fence?

CUPBOARDS & UNITS



For ease of reference, we have shown typical units, there are of course various styles and sizes of kitchen units. However, they nearly all share the same basic parts as shown in the diagram.

Please provide us with the following information

- Which items need repairing?
- Which room is the unit or cupboard in?
- In your opinion, does the item need repairing or replacing?
- What is the colour of the broken part, what type are they?
- How did the damage occur?

Further Information

For further information on repairs and maintenance please refer to your Tenants Handbook. You can also visit our web site: www.castlepoint.gov.uk
Or contact one of our Repairs Officers on: 01268-882325.



March 2005

