

REPAIRS AND MAINTENANCE

Taking good care of your BHA home



We want you to feel proud of your home and we expect you to help us keep your home in good repair. It is a responsibility you and we share.

This guide tells you what you are responsible for doing to look after your home, which includes doing some simple repairs. It also explains our duties and repair responsibilities as your landlord.

What this guide does not do is change or replace any of the terms in your tenancy agreement.



About this booklet

This booklet explains the repairs we expect you to do in your home and the sort of repairs we will organise.

This information in this booklet was reviewed by your Residents Panel in June 2023.

Reporting repairs

Call ☎ 020 7704 2324

Email us on info@barnsbury.org

Online at [barnsbury.org/
resident-information/repairs](https://barnsbury.org/resident-information/repairs)

Report emergency repairs only
after hours ☎ 0300 131 7300

Inside your home: who is responsible for what?

Your responsibilities as our tenant are to:

- ✓ take care of your home and keep it clean
- ✓ report any repairs to us promptly if they are our responsibility, including any problems with damp or mould
- ✓ let us and/or our contractors into your home to inspect or carry out repairs, to service equipment or appliances we have fitted or do other work we say is needed
- ✓ carry out small repairs and replace some fixtures or fittings if they get broken or lost
- ✓ do your own DIY, getting repaired your own appliances and fittings
- ✓ make sure your home is not damaged by neglect or misuse by anyone living there or any visitors to your home. If it does happen, you may have to pay for repairs to the damage.

- ✓ redecorate the inside of your home as often as it is needed
- ✓ keep tidy and free of rubbish any gardens and shared areas or space used by your household or your visitors
- ✓ report any criminal damage or vandalism to the police and to us. You will need to get a police reference number if this happens.
- ✓ insure your household goods and other possessions.

Our insurance does not cover any damage to any tenants' goods or decor so we strongly recommend you insure your home contents against any accident in your home that might damage your or a neighbour's possessions.



Our responsibilities are to:

- ✓ keep the structure (walls, floors and ceiling) and outside of your home safe and weatherproof
- ✓ make sure fixtures and fittings that supply water, electricity and gas, provide sanitation and heat your home are in working order
- ✓ repair and service appliances and any other fittings we have installed
- ✓ use skilled and experienced contractors to do our repairs and maintenance work
- ✓ look after and maintain areas you share with other Barnsbury HA tenants in your building or estate
- ✓ remove flytipping and graffiti within our agreed timescale
- ✓ inspect and put right any criminal damage or vandalism in keeping with our agreed timescale for the type of problem reported.

How do you report a repair?

REPORTING A REPAIR

The more you tell us about the problem the faster we can put matters right. So let us know:

- ✓ your name and address
- ✓ the problems you are having, explaining this as clearly as you can
- ✓ when you (or another responsible adult) will be at your home and able to let us or our contractor in to inspect and/or repair the fault reported
- ✓ your phone number, and email if you use it, so we can contact you
- ✓ if you have a disability or are frail because of age or chronic ill health. We will make your repair a priority.

Reporting repairs to us during office hours

If you need a repair done and it is one we are responsible for doing please report it to us as soon as you notice the problem. You can do this:

- * online at: barnsbury.org/resident-information/repairs/
- * email info@barnsbury.org
- * by calling ☎020 7704 2324 between 9.30am and 5.30pm, Monday to Friday.

If you have no way to phone or use the internet to contact us one of our estate services team can send a message to the repairs team for you.

Reporting a possible gas leak

If you smell gas:

- * call the **National Gas Emergency Service** free on ☎0800 111 999
- * turn off the gas at the supply tap
- * put out anything with a naked flame, including cigarettes, fires and cookers
- * do not turn any electric switches on or off as this can send out a tiny spark
- * open your windows and doors.

Emergency repairs (only) outside our office hours

Outside working hours (after 5.30pm on a Friday and before 9.30am on a Monday and on bank holidays), you should report emergency repairs to our out-of-hours service on ☎0300 131 7300.

They will assess the problem and, if needed, will come out to your home to make the situation safe. A problem that can wait until we reopen is not an emergency. Please do not call this service.

Reporting a water supply problem to the water company

If there is no water supply to your house or block, check www.thameswater.co.uk/leak/ to see if the cause has already been reported. Or report the problem to Thames Water on ☎0800 316 9800.

Reporting a power supply problem to more than one home

If your electricity is off and your neighbours have the same problem call UK Power Network on ☎0800 316 3105. If your neighbours still have power check your fuse board to see if any switches have tripped.

DEADLINES FOR COMPLETING DIFFERENT TYPES OF REPAIR

Emergency repairs

'Make safe' within four hours and finish within 24 hours. If the work is complex or parts or equipment have to be ordered, it may take longer but our aim is to get it resolved in 20 working days.

Urgent repairs

We aim to get these finished within five working days.

Routine repairs

We aim to finish the repair within 20 working days.

Planned works

We class repairs as 'planned works' if we think it likely they will take more than 30 days to finish. These repairs may be part of a larger job we are organising so the longer deadline would be less disruptive and/or less costly or a little extra time would let us find the best contractor for the work needed. Completing these jobs may take up to a year.

SOME EXAMPLES OF EMERGENCY REPAIRS

Your home and/or the building is unsafe or insecure after vandalism and/or domestic violence .	Your home has no heating or hot water and it is between 30 September and 31 March so we rate it an emergency.
The electricity supply to your home has stopped, only your home is affected and your supplier has not cut you off.	You have no cold running water in your home at all, and it is not a matter the water company can help you with.
The power supply to your home or your lighting, sockets or other electrical fittings are unsafe .	A blocked drain is forcing water back up into the wash basin, bath, sink or toilet.
Your carbon monoxide detector alarm has been set off .	You have only one toilet in your home and it will not flush.
Part of your building or a wall or fence is unstable and dangerous .	A storm, accident or flood, major leak or other serious incident (eg falling tree, explosion) has damaged the building .
Broken glass in a window or door is an injury or security risk .	You live in a building that has only one lift and it is faulty .
You live in a building with a shared door entry system which is faulty so no-one is able to get in or out of the building. <i>NB We will first carry out a temporary repair.</i>	There is no lighting on staircases you share with your neighbours.
Someone has left obscene and/or racist graffiti in a shared part of the building.	

How long will my repair take?

These tables give examples of our target times for completing different types of repair. We work to different target times because some problems need to be done much more quickly than others. Our top priority is the safety of you and other people so getting a risky or potentially risky situation under control comes first.

We also aim to treat everyone fairly. Having target times means everyone gets the same treatment and no one is able to jump the queue without good reason. For example, we may vary these target times for older and/or disabled tenants, giving their repairs a higher priority than we would normally allocate.

SOME EXAMPLES OF URGENT REPAIRS

There is no electricity supply to part of your home.	There is no water supply to either your kitchen, your bathroom or the heating system.
You have no heating or hot water and it is the warmer months, between 1 April and 30 September .	Your building's door entry system is not working <i>NB. We will carry out the full repair.</i>
A leaking roof, gutters or the downpipes is causing dampness in the property or your gutters are blocked.	A door to the outside of the building and/or a window is not safe but it is not an emergency situation.
You cannot turn off a dripping tap.	A banister or handrail is loose.
Your stairs need to be repaired but are not dangerous to use.	Your home has falling plaster that may be dangerous.
Your windows need repairing and the problem is our responsibility. If we find the window needs to be replaced we will make safe until this can be done.	You have loose or broken floorboards or timber flooring that needs to be repaired but is not dangerous to use.

SOME EXAMPLES OF ROUTINE REPAIRS

Renewing any sanitary ware (toilet bowls, cisterns etc) which do not work or are unhygienic and the problem is not one covered by other priorities.

Repairing or renewing waste-water pipes, faulty ball valves or faulty taps.

Repairs to faulty central heating appliances not covered by other priorities.

Replacing windows and/or doors that lead to the outside of your home.

Repairing blocked or faulty rainwater downpipes.

Minor repairs to steps and staircases.

Removing inoffensive graffiti.

All repairs other than those listed here which are affecting your personal comfort or safety but are not your responsibility.

Charging you for some repairs

We only carry out and cover the cost of repairs that it is our responsibility to get done as your landlord.

Neglect or deliberate damage

From time to time we come across problems caused by neglect or deliberate damage. If we have to do repairs for you because of either of these we will charge you the cost of getting the repair/s done and our call-out charge.

Finding a good repair service

Throughout this leaflet you will find small repairs we expect you to do, like changing lightbulbs or bleeding a radiator. These are simple and straightforward tasks.

Finding a trusty contractor

If you struggle to do these small repairs please call us and we will do our best to guide you or tell you where you could get help to get a repair done.

Always use a properly qualified tradesman or woman to do work in your home. This is the best way to make sure the work is done well and safely.

Servicing appliances you own

You will also need to get repaired and serviced any equipment or appliances you buy for your home, such as a fridge, washing machine or other goods. Most are electrical.



Improving your home

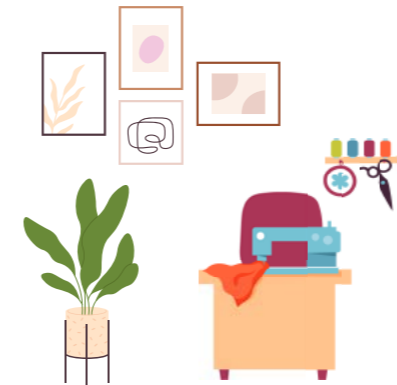
We want you to be proud of your home and expect you to decorate and furnish it inside to your own tastes. You must cover the cost of this from your own pocket.

Get our permission first

If you want to change anything that affects the fabric or structural parts of your home, such as drilling into walls or ceilings, you must get our permission before any works start.

We will first need to check your plans will not damage the property or undermine any part of the building's structure.

If your plans will or might affect wiring or pipes we will need to know you will be using qualified professionals to do the work safely and to a high standard.



We will also need to make sure there is no asbestos in the parts of your home likely to be affected. If there is, it has to be carefully taken out by professionals. We will get that done for you. You can find out more about asbestos safety in your **tenant health and safety handbook**.

You cannot start any improvement works until we have checked your home for asbestos and told you it is safe to start your works.

Future repairs and replacements

Last but not least, it will be your responsibility to repair any problems caused by or to improvements you make to your home and to replace any items at your own expense, including floor and wall coverings if they later get damaged.

See also clause 10 in our policy explainer which sets out the process that has to be followed for different types of repair:

[A guide to our policy on doing your own home improvements](#)

WHEN DO I GET A NEW KITCHEN OR BATHROOM?

We install or upgrade all kitchens and bathrooms on a rotating cycle, depending on their condition. You will usually be offered a new one every 20 years or so.

Choice of options

We offer you a choice of finishes for parts like the worktops, cupboard doors and drawer fronts and tiles and floor coverings. We will consult you on your preferred layout.

Fitting your own

If you want to use some of your own materials we try to be flexible. For example, you may want to use your own tiles. We will agree to that so long as it doesn't push up our costs, hold up our contractors or give them extra work to do.

If you want to install a kitchen or bathroom you choose and pay for we will need to be sure it will be fitted professionally.

You will be responsible for any repairs to your fittings and finishes in future. If they get damaged by a repair we need to do we will not replace like for like. We recommend you therefore keep some spare tiles, flooring and so on, just in case.

Room by room: your responsibilities

In this section we explain what you are responsible for looking after in your home and what we as your landlord do to keep your home safe, secure and functioning well.

Please note this list does not cover every single thing you might come across during your tenancy with us. If you have any questions, please do ask one of the team.

We will repair:

- ✓ any water leaks
- ✓ trip hazards in kitchen flooring we have provided
- ✓ faulty kitchen sinks and taps
- ✓ problems with the splashback, tiles and seals we have fitted
- ✓ faulty kitchen doors and door frames
- ✓ problems with the extractor fan and pull cord
- ✓ any defective electric sockets and isolator switches
- ✓ any faults with the cold water supply or the washing machine's mini stop valve and trap.

YOUR KITCHEN

Your kitchen has fitted cupboards, drawers, a worktop and floor coverings. The sink has hot and cold running water and plumbed drainage. There is also plumbing where you can install a washing machine.

You are responsible for:

- ✓ keeping your kitchen clean and in good condition
- ✓ making sure nothing is washed down the sink that could block the pipes, like hot fat or oil or food debris
- ✓ clearing any blockage in the sink waste pipe under the sink
- ✓ using the extractor fan while cooking to avoid condensation building up
- ✓ all appliances you install, including getting them connected, cleaned and serviced
- ✓ replacing sink plugs and chains
- ✓ stopping any water leaks spreading using containers and towels and turning the water supply off at the stopcock.

An electric fan ventilates the kitchen in most homes and you have some electric sockets at worktop level.

- ✓ tightening or correcting loose drawer fronts and drawer runners, and small problems with cupboard hinges, shelves and cupboard backs
- ✓ fixing and replacing any faulty cupboard or drawer handles
- ✓ letting us know if your kitchen extractor fan is not working
- ✓ reporting any build up of damp and/or mould.

YOUR BATHROOM AND TOILET

Your bathroom has, together or in separate rooms, a toilet, a wash hand basin and either a bath or shower.

All bathrooms come with fitted floor coverings, an electric ventilation fan (if needed), hot and cold running water and plumbed drainage pipes.

You are responsible for:

- ✓ replacing the toilet seat, lid and hinges if broken or faulty
- ✓ making efforts to stop any water leaks spreading by using containers and towels and turning off the water supply at the stopcock
- ✓ cleaning limescale from and/or replacing shower heads, shower head holders, height adjusters and hoses
- ✓ clearing the trap under the handbasin of built-up hair and other waste
- ✓ replacing lost or faulty basin and bath plugs and chains
- ✓ making sure only human waste and toilet paper are flushed down the toilet

- ✓ clearing any sink, toilet, bath and shower blockages in your home
- ✓ tightening any loose bath panels
- ✓ care of and replacing medicine cabinets and any medication stored in them
- ✓ replacing any accessories such as mirrors, and shower curtains, toilet roll holders and towel rails
- ✓ repairing the lock to the bathroom door and, if it is separate, the toilet door
- ✓ letting us know if your bathroom extractor fan is not working
- ✓ using the extractor fan while bathing or showering to take steam out of the room so less condensation builds up
- ✓ reporting any problems with damp and/or mould.

We will repair:

- ✓ any water leaks you report
- ✓ faulty basin and bath taps
- ✓ problems with the splashback, tiles and seals
- ✓ any faulty shower we have installed
- ✓ problems with the flooring if it creates a trip hazard
- ✓ any fault with the toilet's flushing mechanism, repairing or replacing it
- ✓ electrical problems in the shaver point socket or light fittings
- ✓ a faulty extractor fan and pull cord, repairing or replacing it
- ✓ attending with urgency any reports of damp and/or mould.

We will repair:

- ✓ large cracks in the walls and ceilings and any badly crumbling surfaces
- ✓ any build up of damp, mould and condensation and we will give you advice on how to stop condensation building up
- ✓ faulty stair rails and bannisters
- ✓ any problems affecting the structural parts of the building that together hold the building up safely and keep it functioning and weather-tight. This includes fixing any parts that have fallen, cracked or failed or we judge likely to fall.

OTHER PARTS OF YOUR HOME

When you move into your home all the rooms will be clean and clear and free from any hazards.

You are responsible for:

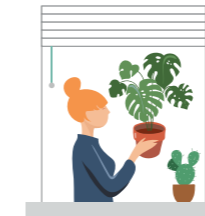
- ✓ keeping all your rooms clean and in a good condition
- ✓ decorating these rooms with paint or wallpaper; refreshing paint and/or replacing wallpaper affected by condensation
- ✓ filling hairline cracks in walls and ceilings
- ✓ taking care of and cleaning the floor coverings like fitted carpets
- ✓ fitting, caring for and fixing or replacing curtain rails and fixings
- ✓ your own appliances and fittings
- ✓ adjusting doors so they open and shut properly if you fit your own floor coverings.



Power, heating, hot water and electrics

YOUR HEATING

Every year we test the heating system we installed in your home to check it is safe and provides adequate heat. If your home has a gas boiler, it had a safety check before you moved in.



You are responsible for:

- ✓ if your home has a gas supply, letting our contractor into your home to do the once-yearly safety check on your boiler and other gas-fuelled appliances
- ✓ heating your home to at least 18°C as, below that, damp and mould will start to form
- ✓ 'bleeding' any radiator that stops heating up properly because of air bubbles in the hot water inside the panel
- ✓ painting radiators.

We will:

- ✓ test any gas-fuelled heating system every year to check it is safe and provides adequate heat and hot water
- ✓ repair your heating system if it breaks down
- ✓ repair faults with radiators and storage heaters not caused by air bubbles
- ✓ repair any water leaking from your heating system.

YOUR WATER SUPPLY

Your home has hot and cold running water supplied through pipes to your kitchen and bathroom. There should be no leaks or blockages when you move in.

You are responsible for:

- ✓ making an effort to stop any water leak spreading by using containers and towels and turning off the water supply at the stopcock

- ✓ contacting your water company if the water piped into your house is dirty, contaminated or if none comes through the taps when they are turned on and the stopcock is open
- ✓ keeping drains and waste pipes clear of blockages by making sure nothing unsuitable is flushed or washed down
- ✓ reporting to your water company any problems with your sewage pipe whether it serves your home only or you share it with neighbours.

We will repair:

- ✓ leaking pipework
- ✓ faulty water storage tanks and water cylinders
- ✓ blocked drains if you live in a flat or maisonette
- ✓ any cracked or collapsed drains that are not the water company's responsibility.

YOUR ELECTRICS

Every room in your house has working light fittings and all but the bathroom have standard plug sockets.

If your kitchen and bathroom are not naturally ventilated you may also have an extractor fan in one or both rooms.

Before you moved in we did a safety check on all the electrical fittings.

You are responsible for:

- ✓ letting us into your home to do our regular electrical safety checks or to carry out a repair
- ✓ buying and replacing lightbulbs unless the bulb that needs replacing is in a sealed lamp in your kitchen or bathroom

- ✓ repairing any problem with the TV aerial, unless the aerial is one you share with your neighbours
- ✓ buying and replacing the batteries for battery-operated doorbells, smoke alarms and carbon monoxide detectors
- ✓ testing smoke alarms and carbon monoxide detectors once a month and reporting any faults to us
- ✓ vacuum cleaning your smoke alarm every 12 months.

YOUR ELECTRICITY AND GAS SUPPLIES AND APPLIANCES

You are responsible for:

- ✓ all your own appliances, such as fridges, cookers and washing machines, including getting them regularly tested to make sure they are safe.

- ✓ getting a professionally qualified person to connect and/or repair any problems with your own appliances (Gas Safe-registered if gas-fired appliances, NICEIC-registered if electrical)
- ✓ reporting any faults with your utility meters to the utility suppliers.

We will repair:

- ✓ (or replace) any faulty plug sockets
- ✓ (or replace) any faulty light fittings and switches
- ✓ (or replace) a faulty extractor fan and pull cord
- ✓ any problems with a hard-wired doorbell or entryphone
- ✓ any faults affecting a hard-wired smoke, heat and/or carbon monoxide detector
- ✓ any electrical hazards, such as exposed or sparking wires or sockets
- ✓ (or replace) any faulty or blown lightbulbs in a sealed light in the bathroom
- ✓ any problems with a TV aerial shared with neighbours.

Your windows and doors

Before you moved into your home, we made sure all the doors and windows were secure. We changed the entrance door lock and gave you a full set of keys. All your windows and inside doors should open and close properly.

You are responsible for:

- ✓ getting back into your home if you are locked out, either by having a spare key left with a friend or neighbour you trust or calling out and paying for a locksmith
- ✓ letting us into your home to check your fire doors each year
- ✓ your door chain, door number and any extra locks you put on your main door or windows and any window restrictors
- ✓ any locks and/or keys to the pigeonhole mailbox if you have one

Let us know if you need window restrictors for child safety for any of your windows. We will fit them and will give you two keys for each restrictor so the window can be fully opened if needed.

- ✓ replacing at your own cost any lost door or window keys
- ✓ keeping the doors inside your home in good condition
- ✓ keeping your windows and inside window frames clean and well decorated and wiping any moisture off the glass
- ✓ keeping your home ventilated to avoid condensation
- ✓ replacing at your own expense any glass broken by you, your family or guests.

We will repair:

- ✓ any insecure external doors, door frames, door handles or panels
- ✓ any faults with your fire-safety standard front door and any other fire-rated doors in your home
- ✓ any windows that will not open or close
- ✓ any double-glazed window with 'blown' glazing you cannot see through
- ✓ your letter box and door viewer, unless you caused the damage
- ✓ any broken main door lock or window locks
- ✓ faulty handles or loose hinges on doors inside your home.

Outside your home: gardens and grounds

If you have a garden to be used by your household only it will be clear and tidy when you move in, with any greenery cut back.

You are responsible for:

- ✓ the garden shed, if you have one, including the locks
- ✓ your clothes line
- ✓ cutting back shrubs and climbing plants so they do not damage walls or fences
- ✓ telling us if you think anything in your garden, like a wall, tree or other possible hazard, is not safe

If you have any outside space (paved or garden) you share with neighbours we will arrange for it be kept clean, tidy and well looked after, unless you and your neighbours have agreed to look after it yourselves.

- ✓ weeding your paths, paving, steps and driveway
- ✓ clearing snow and ice off paths and steps used by your household only
- ✓ clearing away any rubbish, including litter blown in by the wind
- ✓ any special features in your garden such as decking.

Pest infestations

From time to time we may all find we have some unwanted pests in our homes. As a landlord there are clear rules we need to follow for managing and treating pest infestations so we follow the law. That decides how we treat different types of pest and the reason for the problem.

You are responsible for:

- ✓ keeping your home clean and hygienic inside so pests are unlikely to come indoors looking for food, shelter or somewhere to nest and/or breed
- ✓ treating any one-off infestation of pests in your home.

We will repair:

- ✓ any faulty roofing, chimneys, guttering and downpipes
- ✓ any trip hazards along paths, paving or a driveway you use to get in and out of your home, including clearing away snow and ice if it is a route shared with other households
- ✓ an unsafe garden wall or brick shed
- ✓ damaged or fallen boundary fences and gates
- ✓ cut down and remove dead, diseased or dangerous trees, treat invasive weeds like Japanese knotweed and prune large trees. This is all work that needs to be done by a specialist contractor.

We will treat:

- ✓ any pest infestation that has spread across two or more of our homes
- ✓ any bedbugs found in shared areas of any of our properties.

Your water stopcock

Make a note here of where the stopcock is in your home so you can turn the supply off in an emergency.

Your gas tap

Make a note here of where the gas tap is so you can turn the supply off in an emergency.

Your electricity fuseboard and mains switch

Make a note here of where the mains switch and fuseboard are so you can turn the supply off in an emergency and check the fuseboard if your power has gone off.

Reporting repairs

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