



## Reporting Repairs



west  
north  
west  
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski  
Português • Soomaali • ګۆنګۆ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

**Arabic / العربية**

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغةك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

**Cantonese / 中文**

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

**Farsi / فارسی**

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاوسنگ اوفیس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

**French / Français**

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

**Kurdish / کوردی**

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکریت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەردی ناوچەکەتەوه (نییبه رهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆراییی ئەو کارەت بۆ ددکەن.

**Polish / Polski**

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

**Portuguese / Português**

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

**Somali / Soomaali**

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

**Tigrinya / ትግርኛ**

ከዚ ጽሑፍዚ ብጅንጅኽ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ፊን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቢትድሕራት ደውሰሎም፣ ከዚ ብነጻ ክገብሩልካ ኢዮም።

**Urdu / اردو**

اگر آپ کو تحریر یا آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکارہ دستاویز یاہ کرم سے پھر پل باؤسنگ آفیس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

## Our repairs service

This booklet describes how to request a repair and the standard of service you should expect from us. It gives general repair advice, contact numbers and helpful information on both our responsibilities and repairs you must do yourself.



## How do I report a repair?

Ordering a repair is easy. Please have your name, address and daytime telephone number ready to help us deal with your request quickly.

To report a repair, including an emergency repair, call our freephone number. Otherwise, you can report a repair using the Housecall Repair Reporting System on our website. You should note that this method should only be used for non-emergency repairs. You can use the interactive pictures to easily identify the repairs required.

## Do I have a choice of appointment times?

You can make an appointment to have most repairs done at a time that is convenient for you. This will be arranged with you when you call. In most cases we can offer morning or afternoon. Evening and Saturday morning appointments are only offered for minor repairs.

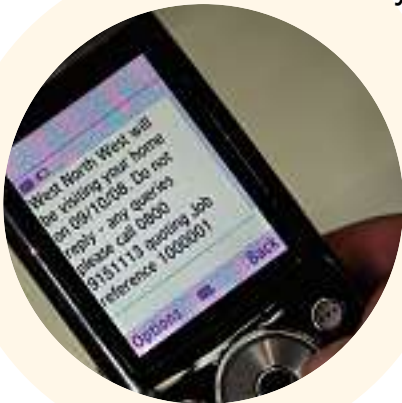
## Will I be kept informed?

We will write to you and confirm the appointment within 2 to 4 days and, where we have your telephone number, we will ring you on the day to confirm when we expect to arrive. Where we can, we will send a text message as a reminder the day before the appointment.

## Can I change my appointment time?

Once the repair is ordered, you can call our contractors directly if you need to change your appointment. Numbers are listed on your appointment slip. Please call this number if the contractor has not kept the appointment or if you are unhappy with the repair.

We do ask that you be at home for your repair. If there is a problem, tell us in advance and we will re-book a better time for you. If you are not there, our repair operative will leave a No Access card and your repair will be cancelled. You must then contact us to raise a new repair.



# How safe will I be?

Repairs are done by our nominated contractors. Our staff and our contractors always carry identity cards with their photos on. Remember, a genuine caller will not mind you taking precautions.

Here are some simple steps on how to keep safe:

## **Do**

- use a door chain and spy hole if you have one;
- always ask callers for their identity card;
- refuse entry to a stranger or someone you are not sure of;
- ring the freephone number if you are unsure of the operative's identity.

## **Do not**

- let anyone into your house if you are unsure about them;
- believe that someone is official without authentic identification;
- give someone cash on the promise they will do work in the future;
- keep more money in the house than you need.



# What are priority repairs?

We give each repair a priority code to show how quickly we will carry it out. The priority depends on the nature of the repair and the work needed and any risk to the health and safety of the people living in the property.

## Priority codes (with examples) and target repair times

Example	Target	Priority
Total loss of electricity	Visit within 3 hours and carry out emergency repair within 24 hours	Emergency
Broken stair tread	Carry out repair within 3 working days	Priority
Repair an internal door	Carry out repair within 20 working days	General
Renew a fence	Add non urgent work to improvement schemes in your area or carry out with other similar repairs	Planned and batched

# When will we complete the repair?

We will always complete urgent and emergency repairs to meet our day to day repair targets as stated. However, in some cases we might complete non urgent jobs as part of our planned repair work. This is where several requests for the same sort of work, in a given area, are saved and completed together. This saves on costs and offers better value for money.

# Typical repairs

**Emergency repairs** can cause

- serious damage to a building;
- a danger to health;
- risk to safety;

Some examples are:

- gas leaks
- total electricity failure
- total heating failure in winter
- burst pipes.

**Priority repairs** are those which seriously affect your comfort or cause damage to the property.

Some examples are:

- electrical faults to individual lights
- most gas repairs
- partial loss of heating.

**General repairs** are those which will not seriously affect your comfort or convenience.

Some examples are:

- repairs to plaster work
- repairs to doors, windows etc which do not affect the security of the property
- repairs to bathrooms and fittings
- new sanitary fittings such as baths, toilets and washbasins.

**Planned batched repairs** are those that can be grouped together in a given area or estate to obtain better value for money. Some examples are:

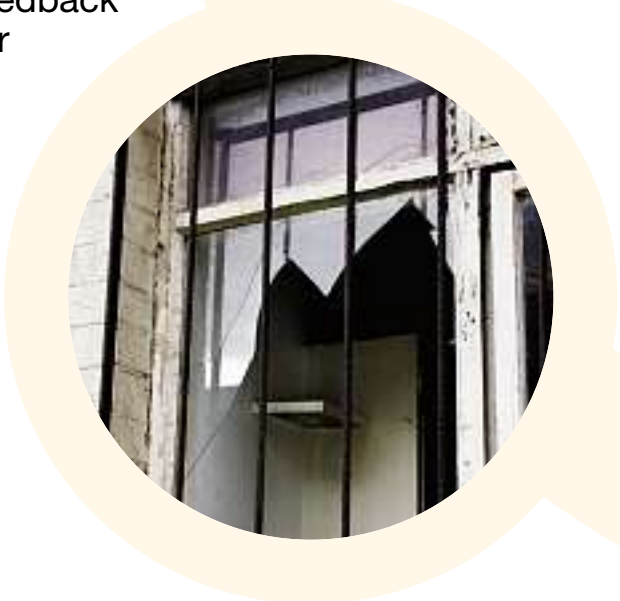
- fencing
- guttering works
- brickwork, path repairs.

## Who is responsible for what?

### **What repairs do I pay for?**

Most people take a real pride in their home but there are a few who damage things thoughtlessly, or even deliberately. People who cause damage deliberately or by neglect have to pay for the repair. We call such jobs rechargeable repairs and once such repairs have been identified you will receive a request from us for payment.

If you report a repair as an emergency, and feedback from the contractor shows that it was not a genuine emergency, you may be recharged £25 to recover some of the costs of the call out charge.



## What repairs do I have to do?

There are some minor repairs you must do yourself. We have listed these repairs below.

Item	Who is responsible?	
	WNWH	You
Damage caused by you, a member of your family or visitor (including accidental damage)		✓
Damage caused by criminal activity		✓
Bath	✓	
Plugs and chains to bath, basin and sink		✓
Blockages to sink, wash basin, bath or toilet	✓	
Ceilings	✓	
Chimney and flue	✓	
Chimney sweeping	✓	
Clearing the blocked gully of rubbish		✓
Clothes post	✓	
Cooker (unless on cooker scheme)		✓
Cooker switch or socket	✓	
Curtain batten	✓	
Damage due to forced entry by the police		✓
Damp-proof course	✓	
Decoration inside the home		✓
Decoration outside	✓	

Item	Who is responsible?	
	WNWH	You
Door adjustment to fit carpets		✓
Doorbell		✓
Door chain		✓
Door entry systems	✓	
Door handles inside (except kitchen)		✓
Door nameplate		✓
Doors internal	✓	
Doors external	✓	
Downpipes (rain and soil)	✓	
Drains	✓	
Electric fire installed by us	✓	
Electric wiring and fittings	✓	
Electric storage heater	✓	
Floors except floor coverings	✓	
Gardening and trees		✓
Gas-fired warm-air-system	✓	
Glazing		✓
Guttering and downpipes	✓	
Heating systems	✓	
Hot water cylinder jacket	✓	
Immersion heater	✓	
Keys (lost or stolen) and associated lock changes		✓
Light fittings installed by us	✓	
Locks to windows and doors (installed by us)	✓	
Mechanical ventilators (installed by us)	✓	

Item	Who is responsible?	
	WNWH	You
Pest control		✓
Plastering (except decorative plaster cracks less than 5mm wide)	✓	
Plumbing	✓	
Shower unit (installed by us)	✓	
Skirting boards	✓	
Smoke detector (hard wire)	✓	
Sockets and switches	✓	
Solid-fuel system	✓	
Stair lighting - shared	✓	
Steps and entrances - shared	✓	
Toilet pan and cistern	✓	
Toilet seat	✓	
Shared TV aerials	✓	
Individual TV aerial or satellite dish		✓
Walls outside boundary	✓	
Wash basin, sink bowl and drainer	✓	
Water supply (cold)	✓	
Window catches	✓	
Window frames	✓	
Window handles	✓	
Window sills	✓	
Wiring circuits (including fuse box)	✓	

# Insurance

You are responsible for insuring your furniture, decoration and belongings from theft, fire, flood and damage, including burst pipes. Therefore, we strongly advise you to take out household contents insurance.

Leeds City Council makes it easy for you to insure your belongings, under a special household contents insurance scheme, arranged with a major insurance company.

For peace of mind at an affordable price, pick up a leaflet and application form at your local neighbourhood housing office.

## What should I do when I am going away from my home?

If you leave your home unoccupied for more than a few days, remember to:

- turn off the water-mains stop tap;
- turn off water heating, especially electric immersion heaters; and
- turn down central heating controls.

## Is your home energy efficient?

**Do you know anything about energy efficiency?**

**Did you know that being energy-efficient will save you money?**

If you answer no to any of these questions, you are probably losing money. Having an energy-efficient

home will save you money and cost you a lot less than you think.

You can phone the Energy Efficiency Advice Centre on 0800 512 012. They can give you free advice on how to make your home more energy efficient.

## Is my home damp?

Damp housing encourages mites to grow and can cause mould on ceilings, walls and furniture. The following explains how condensation forms and how you can keep it to a minimum.

Condensation is not the only cause of damp. Damp can also come from:

- leaking pipes, wastes or overflows;
- rain seeping through the roof where a tile or slate is missing, through walls, a blocked gutter or through a window or door frame;
- rising damp due to a faulty damp-proof course, or where there is no damp-proof course.

These causes of damp usually leave a tidemark. New repair and building work can also appear to be damp while it dries. If the damp does not come from one of these causes, it is probably condensation.

## What is condensation?

There is always some moisture in the air, even if you cannot see it. If the air gets colder, it cannot hold all of the moisture, and tiny drops of moisture appear. This is condensation. You notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath or shower.

Condensation mainly happens during cold weather, whether it is raining or dry. It does not leave a tidemark. It appears on cold surfaces and in places where there is little movement of air.

### **First steps to help control condensation**

Wipe condensation off windows, doors and sills every morning. Wring out the cloth rather than drying it on a radiator. Try to produce less moisture by:

- covering pans when cooking;
- not leaving kettles to boil;
- drying your washing outdoors whenever possible;
- opening a window when drying washing;
- making sure your tumble dryer is vented to the outside (unless it is a self-condensing type);
- ensuring rooms are well ventilated when using paraffin and portable gas heaters.

### **Keep your home well ventilated by:**

- keeping a small window slightly open or a trickle ventilator open when someone is in the room;
- ventilating unheated rooms for short periods each day to remove moist air;
- closing kitchen and bathroom doors when these rooms are being used for cooking, washing up, bathing and drying clothes;
- avoiding overfilling cupboards and wardrobes;
- leaving a space between furniture and the wall and where possible against internal walls rather than against outside walls.

### **Keep your home heated by:**

- keeping your heating on low all day in cold weather.

## How do I treat mould growth?

To kill and remove mould, wipe down walls and window frames with a fungicidal wash which carries a Health and Safety Executive approval number. Follow the manufacturer's instructions precisely.

Dry-clean mildewed clothes and shampoo carpets. If you use a brush or vacuum cleaner to clean your carpets, you could spread mould further.

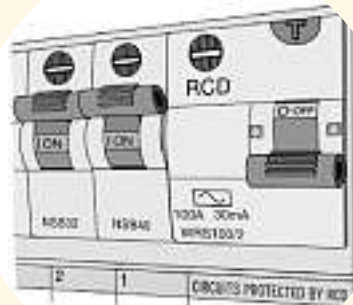
After treatment, redecorate using a good-quality fungicidal paint to help prevent mould. This paint will not work if you paint over it with ordinary paints or cover it with wallpaper.

## How do I check electrics and what action do I take if switches trip off?

In the event of a Miniature Circuit Breaker (MCB) or Residual Current Device (RCD) tripping due to a fault the following action should be taken:

### If an RCD trips:

- switch the RCD back on.
- If the RCD trips again, switch off all MCBs protected by the RCD.
- Switch the RCD on again and each MCB in turn until the RCD trips again.
- Unplug all electrical appliances on this circuit.

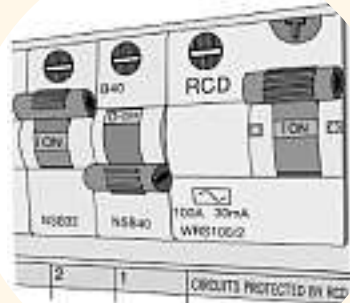


- To identify which appliance is faulty, plug in each in turn until the RCD trips again.
- Unplug the faulty appliance (do not use again until you have sought qualified advice regarding its repair).
- Switch the RCD on again.

If no faulty appliance can be identified, and the RCD still cannot be switched back on, call the freephone number.

### **If an MCB trips:**

- switch the MCB back on.
- If the MCB trips again, unplug all electrical appliances on this circuit.
- Switch the MCB on again.
- To identify which appliance is faulty, plug in each in turn until the MCB trips again.
- Unplug the faulty appliance (do not use again until you have sought qualified advice regarding its repair).
- Switch the MCB on again.



If no faulty appliance can be identified, and the MCB still cannot be switched back on, call the freephone number.

# Gas safety advice

## Gas escapes

If you smell gas in your home follow these four simple steps immediately:

### 1 Turn off the gas supply.

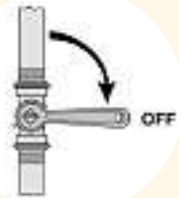
The main gas on/off handle is next to your gas meter.



### 2 Open your windows and doors to let the gas escape.

### 3 Do not light matches or switch lights and sockets on or off.

Sparks from these can ignite escaped gas.



### 4 Ring British Gas/Transco

If you suspect a leak, please contact British Gas on: freephone **0800 111 999** (standard charges will apply when calling from a mobile)

## What ventilation is required for gas appliances?

If you have a gas heating appliance, a vent will be provided in an external wall or window to provide air for combustion purposes and this vent **must always be kept clear**.

Should the vent become blocked or sealed off a build up of carbon monoxide gas may occur and this will have serious effect on occupants. **Carbon monoxide can kill although you cannot see it. You cannot taste it and cannot smell it.**

## **Annual gas service**

Every year, we carry out a free safety check on all gas appliances in tenants' homes. This helps to make sure that appliances are safe and maintained in an efficient and economical working order. It is essential that you keep any appointments we make for the safety check. If you need to change the appointment, please contact us beforehand.

## What can I expect from West North West Homes?

### **When you use our repair service, we will:**

- respond to an emergency repair within 3 hours and complete the work by the end of the next working day wherever possible;
- complete urgent repairs within 3 working days;
- complete non urgent repairs within 20 working days;
- aim to attend within 8 working days if the job requires an inspection;
- agree an appointment time which is convenient to you and confirm this in writing;
- ring you on the day of the appointment, where we have your telephone details, to confirm when we expect to arrive;
- send a fully trained operative on the day and at the time agreed.

## **The operatives will:**

- always show official identification, present themselves in a professional manner and treat you with courtesy and respect;
- make provision for your individual needs, for instance based on any disability or language need;
- complete the repair and leave the job in a neat and tidy condition,
- wear corporate uniforms;
- send you a text message, when possible, as a reminder the day before the booked appointment.

## How are we doing?

We will measure how well we are doing and regularly publish our customer satisfaction performance results for repairs.

We will also publish our performance results, at least quarterly, against the targets we set to complete emergency, priority and non-urgent repairs.

If you think there are ways in which we could do the job better, we would like to know about it. To help us improve our service to you, please return your freepost satisfaction slip. All returned slips are entered into a quarterly draw, with a chance to win £100.

If you are happy with the work or, alternatively, not happy with the work, you can complete our Comments, Compliments and Complaints leaflet and return it to us. We will look at the reasons for any dissatisfaction, and, if there is still a problem, we will put it right.

**If you wish to contact us, please do so by visiting us at:**

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,  
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,  
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,  
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,  
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,  
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113\*  
or Minicom: 0845 127 1113

\*standard charges apply when calling from a mobile



Email us on:

[wnwhl.enquiries@wnwhl.org.uk](mailto:wnwhl.enquiries@wnwhl.org.uk)

[www.wnwhl.org.uk](http://www.wnwhl.org.uk)



Visit us at:

Neighbourhood Housing  
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower  
Wortley Road, Leeds LS12 4PX

