



**CROSS KEYS Homes**

You'll be at home with us

# Repairs' service

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If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter or have it translated for you. Please call us on: **01733 385116**.

You will need to tell us your name, address, telephone number and the language you speak.

**Arabic:**

إذا كنت تواجه أي صعوبة في فهم هذا المستند يمكننا تفسيره لك من خلال مترجم فوري أو القيام بترجمته لك. الرجاء الاتصال بنا على: 01733 385116.

سيتمكن عليك إخبارنا باسمك، عنوانك، رقم تليفونك واللغة التي تتحدثها.

**Farsi:**

اگر درک مطالبی که در این متن نوشته شده برای شما سخت است می توانیم ترتیبی بدهیم که یک مترجم شفاهی آنها را برای تان توضیح بدهد یا اینکه متن را برای شما ترجمه کنیم. لطفاً به ما تلفن کنید: 01733 385116.

شما باید نام، آدرس، شماره تلفن و زبانی که به آن صحبت می کنید را به ما بگویید.

**Kurdish:**

ئەگەر هیچ گرتتیکت هەیه له تیگەشتنی ئەم بەلگەنامەیە، ئەو دەتوانین لە ڕینگای زمان وەرگیرێک بۆت 01733 385116 ڕوون بکەینەو یان بۆت بگۆڕینە زمانی خۆت.

پێویستە ناگاداران بکەیتەو بە ناوت و ناوێشان و ژمارە ی تەلەفون و هەروەها زمانی قسە کردنت.

**Polish:**

Jeśli masz trudności ze zrozumieniem tego dokumentu, możemy go przetłumaczyć na język polski, albo zorganizować pomoc tłumacza, który go wyjaśni. Jeśli potrzebujesz pomocy tłumacza, zadzwoń: 01733 385116.

Musisz podać swoje Twoje imię i nazwisko, adres, numer telefonu i język, w jakim życzysz sobie tłumaczenie.

**Portuguese:**

Se tiver alguma dificuldade em compreender este documento, podemos contactar um intérprete que lho explique ou mandá-lo traduzir para si. Telefone para o número: 01733 385116.

Iremos precisar que nos diga o seu nome, morada, número de telefone e qual a língua que fala.

**Urdu:**

اگر آپ کو یہ دستاویز سمجھنے میں کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعے آپ کی خاطر اس کی وضاحت کا انتظام کرسکتے ہیں یا آپ کے لئے اس کا ترجمہ کروا سکتے ہیں۔  
برائے مہربانی ہمیں کال کریں: 01733 385116

آپ کو ہمیں اپنا نام، پتہ، ٹیلیفون نمبر، اور وہ زبان بتانے کی ضرورت ہوگی جو آپ بولتے ہیں۔



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: [translation@crosskeyshomes.co.uk](mailto:translation@crosskeyshomes.co.uk)

**This is a free service.**

# Reporting a repair

You can report a repair 24-hours-a-day, seven-days-a-week.

Our dedicated repairs' call centre is open 8am-5pm Monday to Friday to make appointments and coordinate repairs.

You can choose from five different repair appointment slots:

- All day access - 8am to 6.30pm
- Am - 8am to 1pm
- Pm - noon to 6.30pm
- The school run 9.30am to 2.30pm
- Saturday 8am to 1pm

Please be aware that this appointment system is not available for emergency repairs.

**Emergency repairs** affecting your health and safety can also be reported to our out-of-hours service, 5pm-8am Monday to Friday and anytime during weekends and Bank Holidays.

**If you require a repair, please contact us as soon as possible by using one of the following ways and we will arrange for a contractor to call.**

## By telephone

You can report your repair direct to our repairs' centre or out of office service by calling the freephone number: **0800 328 2742\***. You can also use the telephones at our area offices.

## In person

You can report your repair by visiting any of our area offices who will be able to help and advise you.

## Area offices

### Eastern Office

3 Scalford Drive  
Welland  
Peterborough PE1 4XQ  
Telephone: **01733 385077**

### Northern Office

The Old Farmhouse  
Freston  
Paston  
Peterborough PE4 7EN  
Telephone: **01733 385089**

### Southern Office

Shrewsbury Avenue  
Peterborough PE2 7BZ  
Telephone: **01733 385061**

### Western Office

The Cresset  
Bretton Centre  
Peterborough PE3 8DX  
Telephone: **01733 385069**

## By post

You can write to our repairs' centre. Please give us as much detail about the repair as possible and send your letter to:

Cross Keys Homes' repairs' centre  
Shrewsbury Avenue  
Peterborough  
PE2 7BZ

## By email

You can email the repairs' centre to  
[housingrepairs@crosskeyshomes.co.uk](mailto:housingrepairs@crosskeyshomes.co.uk)

When using any of the above ways please ensure you let us know:

- Your name
- Your address
- Your telephone number
- The address where the repair is needed
- Whether it is a new or existing repair
- The type of repair
- Where the repair is needed

- When it is convenient for a contractor to call
- If you or a member of your household has a disability or any special requirements which we need to be aware of, please tell us anything we need to know.

### **Please note**

If you or anyone in your household is vulnerable or has a disability, a chronic medical condition, or other special requirements which may be affected by the repair please ensure you inform the repairs' centre immediately when you report the problem.

Contractors will only carry out the repairs if someone over the age of 16 to 18 is present.

## **Timescales for repairs**

When you report a repair, we will tell you what category it falls into and the estimated time for us to respond.

We aim to carry out repairs within the following times.

### **Emergency repairs**

These include repairs affecting the health and safety of the household or basic security of the property. We aim to attend within two hours and make the problem safe within 24-hours.

Examples of emergency repairs include the following:

- Serious leaks that cannot be contained
- Total loss of electrical power
- Unsafe power (lighting socket or electrical fitting)
- Total loss of water supply
- No heating in the winter months (November 1 to April 30, inclusive)
- No heating in the summer months (May 1 to October 31, for elderly or vulnerable residents only)
- Blocked flue to an open fire or boiler
- Blocked or leaking foul drain or soil stack
- A tap which cannot be turned off
- Insecure window on a ground floor

- Insecure external door
- Insecure or detached banister, hand rail or stair tread
- Door entry system failure (if there is no access available to the property/communal area)
- No lighting in communal/shared area/s
- Lift failure
- Toilet blocked or not flushing (where there is no other working toilet in the property)
- Serious damage by fire, storms or flood

## Emergency repairs out of normal working hours

We only carry out emergency repairs outside normal working hours to make sure your health and safety is not at risk, or to avoid serious damage to the structure of the building.

In most cases the contractor will have to return the next day to complete or make safe the repair.

**Please do not call us out of working hours if the repair is not urgent as our out of office service can only deal with emergencies.**

## Urgent repairs

These are repairs which are not classed as an emergency but which result in the loss of basic facility, or where further damage will be caused if the problem is not dealt with urgently. We will attend and complete the repair within seven calendar days of it being reported.

Examples of urgent repairs include the following:

- Door entry phone not working
- Part failure of electricity supply (lights and/or sockets)
- Loss of heating and/or hot water in the summer months
- Overflows running
- Stopcock problems
- Taps which cannot be turned on
- Minor leak to the roof
- Extractor fan in bathroom/kitchen not working

- Minor water leaks
- Blocked bath, basin or sink (only if you are unable to clear this yourself)
- Insecure window above the ground floor

## **Routine repairs**

These are repairs that can wait without causing major inconvenience to you. We will attend and complete the repair within 28 calendar days of it being reported.

Examples of routine repairs include the following:

- Leaking or blocked gutter
- A fault with a kitchen unit or drawer (eg door has come off, a drawer is stuck etc)
- External repairs to fencing, gates, paths, brickwork, roofing
- Loss of one light or power socket
- Dripping taps
- Repairs to cupboards and doors
- Garage repairs
- Window and door repairs/adjustments (unless property is insecure)
- Letterboxes
- Floor tiles (cracked/broken)
- Glazing
- Floor boards
- Outhouse repairs
- Manhole and drain covers (but no danger of tripping)
- Worktops

Alternatively you can arrange to have the repairs completed by appointment; choosing the date, and a time slot which is convenient for you.

## **Please note**

The above repairs may be subject to a recharge if the repair undertaken is later found to be your responsibility eg toilet blocked by a nappy, sink blocked with food or cooking oil, no gas/electricity credit on meter etc

# What to do in an emergency

To help you prepare for any emergencies, we recommend that you fill in the details below:

Item	Where it is
Water stopcock	
Electric fuse box and trip switch	
Gas-supply lever	
Hot-water tank	
Cold-water tank	

If you have an emergency in your home follow the guidelines given below immediately.

## Ambulance/Police

Telephone: **999**. Ask for the service you need.

## Fire

Leave the building if you can do so safely, closing windows and doors behind you - do not return. Telephone: **999**. Alert your neighbours.

## Gas leak

If you can smell gas, turn off the gas using the lever by your gas meter. Do not use any electrical equipment, smoke, use naked flames or turn lights on or off. Open all windows and doors, leave your home immediately and alert your neighbours. Telephone National Grid on: **0800 111 999**.

## **Dangerous electrical appliances/wiring**

If you have any problems with sparking, can smell burning or can see bare wires, turn the electricity off using the main switch by your electricity meter, and telephone us with details of the problem.

## **Water leak**

Turn the water off at the main stopcock and turn off your heating and hot water system. Open all taps and the water will stop running within around two minutes if you have turned off the stopcock correctly. Telephone us with details of the problem.

## **When the emergency is over**

Let us know the full details of the incident as soon as possible.

# **Repair responsibilities**

These are set out in your tenancy agreement.

## **Cross Keys Homes' responsibilities**

We are responsible for maintaining the following items in good repair and working order:

- The structure and outside of the property including garages (but not the garden)
- The drains, gutters and outside pipes
- The roof
- The outside doors (including door handles, locks and hinges), window sills, window catches, window frames including any necessary outside redecorating
- The inside doors
- The inside walls, skirting boards, thresholds, floors and ceilings (but not painting and decorating)
- Pathways, steps and other means of access
- The plasterwork

- The installations for space and water heating, sanitation, and water, gas and electricity supplies
- The basins, sinks, baths, toilets, flushing systems and waste pipes
- The electric wiring, gas and water pipes
- Fireplaces and fitted fires
- Sockets and light fittings
- Shared areas such as halls, stairways, lifts and passageways

However, we will not carry out this work if you, or your family or visitors have caused the damage.

### **Your responsibilities:**

You are responsible for decorating the inside of your home and for minor repairs included in the following list:

- Clearing blocked sink/bath/basin wastes (blocked by waste food/hair etc)
- Clearing blocked toilets (blocked by nappies, sanitary towels, baby wipes, toys or anything else that has been put in to the toilet by accident)
- Minor fixtures and fittings eg curtain rails, coat hooks
- Replacing light bulbs, fluorescent tubes and starters
- Replacing electrical fuses
- Replacing toilet seats
- Minor repairs eg tightening loose screws
- Minor cracks to inside plasterwork if the structure is not affected
- Redecorating all surfaces inside that had been decorated before but not with gloss paint, artex or textured paint
- Minor repairs to walls and redecorating after repairs
- Replacing linoleum, cork or carpet tiles (not permanent coverings such as quarry tiles), other than those we fitted
- Replacing/repairing any items you have not properly looked after or which your family or visitors have broken. This includes anything damaged by neglect or abuse (eg worktops, doors, windows, floor tiles etc)

- Repairs, where necessary, after alterations, improvements or other work you have carried out or organised
- Repairing or replacing inside door handles, locks, latches and all broken glass including double glazed units
- Lost keys (including changing locks, replacing keys providing new fobs and any additional keys or locks required)
- Testing and replacement of batteries for smoke alarms (if fitted)
- Replacing plugs (and/or chains) for sinks, baths and washbasins
- Having your chimney swept (for your safety, this should be carried out at least once a year if you burn coal, or twice a year if you burn wood)
- Replacing clothes lines and rotary dryers (except in shared blocks and sheltered schemes)
- Garden sheds
- Keeping your garden neat and tidy including shrubs and trees
- Setting your heating controls
- Re-lighting pilot lights
- Adjusting internal doors when you have installed flooring/carpets
- Connection of any appliances (washing machine, tumble drier, cooker etc).  
Please note if you have a gas cooker it must be fitted by a Corgi registered engineer

**If you are elderly or disabled and unable to carry out any of the above repairs please contact us for advice.**

**If we undertake a repair which is later found to have been your responsibility we may charge you the cost of the repair.**

## **What we ask of you, our residents:**

- Report repairs promptly
- Provide Cross Keys Homes' staff and contractors access to your home
- Keep appointments made or give us at least 24-hours notice if you cannot keep an appointment. If you do not, a charge may be made or another sanction applied such as changing the priority of the repair
- If necessary, before work starts, move all carpets out of or away from the work area (If you are not able to move these on your own, contact the repairs' centre)
- Keep children and animals away from the work area at all times as the contractor may be using materials or tools that can be harmful or dangerous

## **And also in accordance with your tenancy agreement:**

- Get written permission from Cross Keys Homes before making any improvements to your home
- Keep the internal decoration of your home to a reasonable standard
- Keep your home in good order and make sure it conforms with regulations, for example by providing access to your home for the annual gas safety check
- Comply with your responsibilities as outlined in Cross Keys Homes' tenants' handbook
- Leave your home in good condition when you end your tenancy

# Repairs' handbook

Further details about our repairs service can be found in our repairs' handbook.

If you would like to receive a copy of our repairs' handbook by post, telephone our repairs' team on: **0800 328 2742**.

**\* This number is not free when calling from a mobile and will be charged at your mobile rate.**

# Notes

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**NATIONAL  
HOUSING  
FEDERATION**  
member

 **business for neighbourhoods**



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