



# Tenants' Guide to Housing



Repairs Call Centre  
phone **253 7666**



Emergency repairs  
phone **254 9439**



Gas leaks - Transco  
phone **0800 111 999**

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# Notes

# Neighbourhood Housing

**Opening times** - generally Mondays, Tuesdays and Thursdays:  
8.45am to 4.30pm, Wednesdays: 8.45am to 2pm, and Fridays: 8.45am to 4pm

## **CHARNWOOD AND ST ANDREW'S**

Charnwood Walk, off Kingfisher Drive . . . . . phone 221-1100

## **ST MARK'S**

12-16 Catherine Street. . . . . phone 299-5260

## **HIGHFIELDS AND ST PETER'S**

1/3 Hydra Walk, St Peter's. . . . . phone 221-1116

## **ST MATTHEW'S**

14-18 Malabar Road . . . . . phone 299-5279

## **BEAUMONT LEYS**

2-4 Home Farm Square . . . . . phone 299-5300

## **MOWMACRE**

Jersey Road . . . . . phone 224-3401

## **BRAUNSTONE**

24 Guthridge Crescent. . . . . phone 299-5310

## **NEW PARKS**

321 Aikman Avenue . . . . . phone 299-5335

## **HUMBERSTONE**

200 Uppingham Road . . . . . phone 299-5200

## **THURNBY LODGE**

194 Thurncourt Road . . . . . phone 221-1760

## **ROWLATTS HILL**

Balderstone Close . . . . . phone 221-1140

## **EYRES MONSELL**

29/31 The Exchange . . . . . phone 299-5221

## **SAFFRON**

499 Saffron Lane . . . . . phone 299-5250

# Introduction

**WHEN YOU** become a Leicester City Council tenant you enter into a legally binding contract between the Council and yourself.

The terms of the contract are set out in the 'Conditions of Tenancy' booklet and in Council Policy.

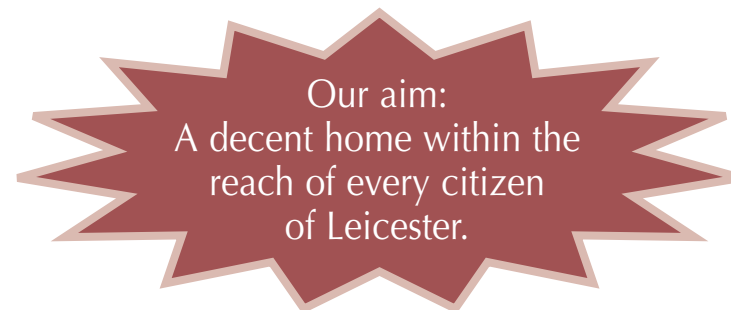
As part of that agreement, Housing Technical Services Branch will carry out most of the repairs to the main structure of your home. However, there are certain items that you are responsible for.

## **This booklet explains:**

- How you can let us know that repairs are needed,
- How we carry out the repairs,
- Who is responsible for different sorts of repairs,
- The service standards we work to,
- and what to do if repairs are not to standard or are not carried out.

## **It also has useful information for tenants on:**

- home improvements,
- and home energy efficiency.



## OUR SERVICE STANDARDS

### Letters

- We will respond to letters within 10 working days.
- We will write in easily understandable language.
- We will give the name of the person to contact.

### Visiting homes

- We will make an appointment to visit you if possible.
- When they arrive, our staff will:
  - show you their ID badge,
  - explain why they are there,
  - be polite.
- Before they leave, our staff will explain what will happen next.

### Answering the phone

- We will answer phone calls within six rings.
- We will answer 88% of all phone calls to the Repairs Call Centre within 26 seconds, (this standard is reviewed every year).
- We will be courteous.
- We will call back or write if we cannot give you an answer at the time of your call.
- We will only transfer your call else where if we know where to.

### Minicomms

- We will make sure disabled people have access to the minicom service.
- We will provide a minicom in our main reception areas.
- We will answer phone calls within six rings.
- We will be courteous.
- We will call back or write if we cannot give you an answer at the time of your call.

## Useful

### Repairs Call Centre

**Phone 253-7666 for all repairs,**

Repairs Call Centre,  
Housing Department,  
Blackbird Road,  
Leicester,  
LE4 OAJ



### Depots

#### Depot Opening Times:

Mondays to Thursdays -  
8.30am to 5.00pm  
and Fridays -

#### CENTRAL DEPOT

Housing Department,  
Blackbird Road,  
Leicester,  
LE4 OAJ

#### BEAUMONT LEYS DEPOT

Beaumont Leys Lane,  
Beaumont Leys,  
Leicester,  
LE4 2ZB

#### HUMBERSTONE DEPOT

The Portway,  
Humberstone,  
Leicester,  
LE5 0PQ

#### BRAUNSTONE DEPOT

Fulhurst Avenue,  
Braunstone,  
Leicester,  
LE3 1BL

#### SAFFRON DEPOT

Rear of 100, The Fairway,  
Saffron Estate,  
Leicester,  
LE2 7ZM

# Access

**OFFICERS** from Housing, and any other person authorised by the City Council, may at some time need to get into your home. For example, access may be needed to inspect the state of a repair or to carry out repairs to your home or to an adjoining property.

Under your tenancy agreement you must allow them access to the premises at any time between 7.30am and 8.00pm, and at any other time in an emergency. We will give advance notice whenever we

## Moving Furniture and Carpets

Access also includes moving furniture and lifting carpets or laminate flooring yourself (if access to the floor is required) to allow repairs to be done. Carpets and laminate flooring are supplied and fitted by tenants and are therefore your responsibility. If they have to be lifted to carry out a repair the Council cannot be held responsible. You are responsible for making sure furniture, carpets and laminate flooring are moved out of the way, ready for the work to be done.

## Check their Identity before you let them in

**EVERYONE** who works for the City Council carries an identity card. You should insist that you are shown one before allowing anyone into your home.

If you are in any doubt about the identity of a caller do not let them in. Ask them to call later once you have checked them out and then shut the door on them. Call your depot or housing office or the Repairs Call Centre team and make sure they are from the Council.

**IF YOU** have any other questions about getting repairs or replacement work carried out on your council house, or if anything in this booklet is not clear, please phone the Repairs Call Centre on 253-7666 or contact the staff at your neighbourhood housing office or depot.

## Repair Categories:

Emergency repairs	Priority 1 repairs	Priority 2 repairs	Priority 3 repairs
We will attend within 3 hours, (outside normal working hours)	We will attend within 24 hours	We will attend within 10 working days on average	We will attend within 9 weeks on average

## Complaints

- We will respond to complaints within 10 working days.

## Void properties

**When you move into an empty property it should:**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>(a) be wind and watertight.</li> <li>(b) be secure, with change of door locks and full sets of keys for all external doors available.</li> <li>(c) have useable windows.</li> <li>(d) have safe paths.</li> <li>(e) taps and waste for plumbed-in washing machine (if there is currently space available in the kitchen).</li> <li>(f) have a hot water system that is operable.</li> <li>(g) have at least one working, clean and useable toilet.</li> <li>(h) have a useable bath and shower.</li> <li>(i) have a useable sink.</li> <li>(j) have a safe and useable form of space heating. (If existing heating fails on the day of the move in, a portable, electrical heater to be provided).</li> <li>(k) have gas safety checks carried out on the day of occupation.</li> </ul> | <ul style="list-style-type: none"> <li>(l) have a door on the toilet or bathroom.</li> <li>(m) have a kitchen door.</li> <li>(n) have at least one useable worktop and cupboard.</li> <li>(o) have all floors made good with no loose laid, dangerous or missing floorboards.</li> <li>(p) have a balustrade to the staircase and landing (may be temporary).</li> <li>(q) ceilings to be in good order.</li> <li>(r) not have polystyrene tiles to the kitchen ceiling.</li> <li>(s) have safe and working electrical fittings - no exposed wires or cables</li> <li>(t) have electrical cooker and/or gas cooker point.</li> <li>(u) have no graffiti in the property.</li> <li>(v) have no mould growth.</li> <li>(w) have no rubbish inside the property, including the loft.</li> </ul> <p style="text-align: center;">Minimum standard for voids 2003</p> |
|--|---|

# How to report a repair

## GENERAL REPAIRS AND GAS REPAIRS

IF YOUR HOME needs repair work by the City Council you should contact us as soon as possible. (If you are not sure whether the City Council is responsible for the work that needs doing, refer to the checklists starting on page 18.)

General repairs also include any work needed on gas appliances supplied by the City Council.

**You can report a repair by phone, by letter, on line or in person.** (You'll find all the addresses and phone numbers at the back of this booklet).

If you have difficulty getting to the door or phone, please tell us, so that our staff know to allow you more time when they call or visit.



### By letter

**YOU CAN ALSO WRITE** to your local depot, your neighbourhood housing office or the Repairs Call Centre team.

If you're reporting a repair by letter make sure you include all the details we need -

- your name and address,
- what repair is needed,
- the days and times when someone will be at home, or other arrangements for us to get in to the property,
- if you leave keys with a neighbour, please don't forget to give us their address and phone number as well.

### By phone

**RING OUR** Repairs Call Centre on Leicester 0116 253-7666, from 8.30am to 8.00pm, Monday to Friday, and from 8.30am to 4.30pm on Saturdays.

This number covers the whole city, so use it wherever you live.

All calls are recorded and monitored for training and service standards purposes.



### In person

**IF YOU PREFER** to report your repair in person, you can call in at your local housing depot, neighbourhood housing office or at the Repairs Call Centre.

**On-line** **YOU CAN NOW** report your repairs by logging on to the housing repairs website at:

[www.housing.leicester.gov.uk/repairs](http://www.housing.leicester.gov.uk/repairs)

#### PLEASE REMEMBER

For urgent repairs you should always phone the Repairs Call Centre on 253-7666, so we can deal with the work quickly.

# Home Energy

**ENERGY EFFICIENCY** is about making sure the energy that goes into heating, lighting and providing power in your home is not wasted. And because energy costs money, it's about not wasting money as well.

Being energy efficient means using common sense to reduce the amount of fuel you use. At the same time you can make your home more comfortable and the bills more affordable.



## Energy Sense

**ENERGY SENSE** is a scheme to encourage energy efficiency, co-ordinated by the City Council. It provides a range of services, **free of charge**, to anyone living in one of the 24,000 council homes in Leicester.

Energy Sense gives you the opportunity to save money by investing in energy efficiency. It also offers the advice and information you need to make your home more energy efficient. There are plenty of low cost and no cost tips on how to use energy better as well.

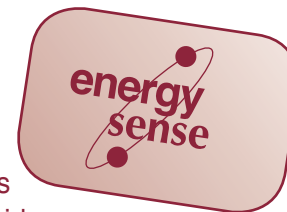
## Your Own Smart Card

One of the main benefits of the scheme is the Home Energy Smart Card. With this card you can get discounts on products and services ranging from energy efficient fridge-freezers and low energy light-bulbs to cylinder jackets and draught-proofing. There is a directory listing all the retailers and installers that are part of the scheme, along with the discounts that are available.

The Home Energy Smart Card is **free**. You can get your Smart Card by contacting the Home Energy team on 221-1170.

You can also get:

- ★ **AN INFORMATION PACK** with advice on the types of energy efficiency that may be suitable for your home;
- ★ **A LIST OF APPROVED PRODUCTS AND CONTRACTORS** that meet our technical standards;
- ★ **HELP TO ARRANGE LOANS** for more expensive improvements.



# Taking Care of your

**ALL HOUSEHOLDERS** have a responsibility to take care of the environment, for example by:

- Buying home improvement materials that are safe,
- Disposing of harmful materials properly,
- Re-using or recycling things you no longer need.

## Paints, varnishes and solvents

The solvents used in paint and varnishes create potentially harmful fumes and cause damage to the ozone layer. Choose low solvent content or water-based products to reduce the impact you make on your environment. Look for the EU Eco-label on paints that are better for the environment and less harmful to you.

Paints, varnishes and solvents should never be poured down sinks or drains, since they will pollute the watercourse. Instead, take them to your nearest civic amenity site for recycling (see the Council's A-Z for details).

## Timber

When buying timber products look for the Forest Stewardship Council (FSC) logo. This shows that the wood has come from a sustainably managed forest, instead of one that is being destroyed.

## Recycling

As well as glass, paper and plastics, many other materials, such as paint and oil can be used by someone else or recycled. Old furniture can often be re-used - contact the environmental charity SOFA on 254-5283.

## Disposing of oil

Used engine oil and vegetable oil should not be poured down sinks or drains since they will pollute the water supply. Instead take used oil to your nearest civic amenity site for recycling (see the Council's A-Z for details).

# Emergency Repairs

**THE CITY COUNCIL** has an Emergency Repair Service to deal with very urgent repairs outside normal working hours. If you have an emergency repair, phone the **Housing Emergency Service** on 254-9439 and give full details of the problem.

**Emergency repairs** include:

- dangerous electrical faults;
- fire damage;
- heating failures involving elderly or sick people;
- major plumbing faults (resulting in large scale loss of water).

The Emergency Service only deals with very urgent work, not jobs that can safely be left until normal working hours. The teams usually only 'make safe' or do temporary repairs.

Permanent repairs are left for normal working hours, so please do not expect the job to be done fully during emergency hours.

## Gas Appliances

**THE HOUSING DEPARTMENT** has its own Gas Servicing Section for the repair and maintenance of all gas appliances supplied by the City Council.

Please report any gas appliance repairs through our **Repairs Call Centre, on 253-7666**. Outside working hours use our **Emergency Repairs number: 254-9439**.

If you smell gas you should immediately telephone British Gas - Transco. **Their FREEPHONE number is 0800-111-999**. They will deal with any report of a gas escape, free of charge.

During the year our Gas Servicing team will call and carry out a safety check on all gas appliances supplied by the City Council. (See page 10.)

### ■ PIPES AND RADIATORS

If repairs are needed to pipes and radiators they should be reported through our **Repairs Call Centre, on 253-7666**. Outside working hours use our **Emergency Repairs number: 254-9439**.

Emergency repairs

Gas leaks - Transco

Gas repairs phone 253-7666

## Appointments

If the repair team needs to get in to your home to do the work, you will be offered a morning, afternoon or evening appointment, to suit your convenience. We cannot give a more specific time.

We will send you an acknowledgement for each repair reported, so you know that we will deal with it and what priority it has been given (See Page 8).

If you have reported the repair by letter and the appointment offered is not convenient for you, please contact the Repairs Call Centre team on Leicester 253-7666, and they will re-arrange it for you.

## Please keep your Appointment

Once an appointment has been made it is important that you are in when the worker calls. **If you are not in, the job will be cancelled.** The worker will leave a green 'Cancellation Card' and you will be sent a letter confirming the cancellation.

If the work is cancelled and you still want it doing, you will have to contact the Repairs Call Centre again and arrange another appointment.

Please quote the job number on the cancellation card when you call.

## Appointments

MORNING  
between 7.30am and 12 noon



AFTERNOON  
between 12.00 noon and 4.00pm  
(except Fridays)



EVENING  
between 4.00pm and 8.00pm  
(except Fridays)

## Women Only

**FOR WOMEN WHO** would prefer not to have men working in their homes, for example because of previous domestic violence, we will make every effort to send female operatives to do the work.

Women customers should tell the Repairs Call Centre staff if they would prefer not to have men working in their homes when they phone (253-7666).

## Compensation

Tenants are now entitled to compensation for certain types of improvement work when their tenancy is terminated.

Any repayment is calculated on a set formula which takes annual depreciation from the original costs into account.

For further information write to the Corporate Director of Housing and ask for details on the 'Compensation for improvements scheme'.



## Asbestos



Many properties in Leicester, like the rest of the country, were built using materials containing asbestos. The most common of these is cement asbestos, which is a hard board which was often used on cupboards, wall panels, stairways and so on.

Asbestos in the home is not dangerous as long as it is left alone. You must take care not to damage any asbestos, by sawing, cutting, drilling or sanding. These actions can release fine asbestos fibres into the air, which become hazardous to health.

If you are thinking of doing any DIY, you should check to see that you will not need to disturb any asbestos panels **BEFORE** you start work.

If you are concerned about asbestos in your home, ask for an information booklet at your local housing office or look on the housing website for more details.

## Adaptations for Disabled Tenants

**IF YOU ARE DISABLED** you may need adaptations to your home - ramps, level access, hand rails, raised power points, lower work surfaces in the kitchen, a stairlift or a hoist for the bath.

If you need adaptations you should contact Social Care and Health on 253-1191 (and ask for the Access Service team).



# Home Improvements

**BECAUSE** you're a tenant of Leicester City Council you have what is known as a 'secure tenancy' (once your Introductory tenancy is over). This means you have the right to carry out improvements to your home, provided that you first get permission from the Corporate Director of Housing.

Each application is considered separately and permission is usually given, subject to any conditions that may be appropriate.

If permission is not given we will write to you, giving you the reasons. If you are not satisfied with the decision you have the right to appeal, to the Corporate Director of Housing in the first place and then to the County Court. You also have the right to appeal if you think that the conditions under which permission is given are unreasonable.



You **MUST NOT** start any improvement work until written permission has been given by the Corporate Director of Housing.

## Check the regulations



Once you have received permission the next stage is to make sure the improvement work you want to carry out complies with Building Regulations and Planning Requirements. It is best not to start any work until you have received **both** written approvals.



Contact Building Control on Leicester 252-6651, and Planning on Leicester 252-7248 or 7249 to find out about the building and planning regulations that might affect you.

## Please note:

1. You will be responsible for the maintenance and repair of any addition or alteration to your home, and for making good any damage.
2. Any permanent alteration or addition becomes the property of the City Council and cannot be removed when you leave the property.
3. Any alteration you make without the permission of the Corporate Director of Housing may be removed by the City Council to restore the property to its original design. You would then have to pay for the cost of this extra work.

# Security

All City Council employees carry official identity cards that include their photographs.

You are strongly advised to ask to see such a card **BEFORE** allowing anyone claiming to be from the City Council into your home.

Sometimes work is carried out by contractors employed by the City Council. They will not have identity cards, but should be able to produce works orders or other documents to show that they are working on behalf of the City Council. (Do not accept photocopies.)

They should also be able to give you the name and phone number of a council officer who you can contact to check they are genuine.

## If in doubt - shut them out!

If you are in any doubt about the identity of a caller DO NOT let them in. Ask them to call again later, so you have time to check them out, and then shut the door on them.

Contact your depot, local housing office or the Repairs Call Centre team to check whether they are from the City Council or not.



## 'Cowboy Builders'

Do not ask any builders who call at your door looking for work to do repairs for you. They may not be trustworthy. It's far better to contact two or three reputable firms and ask them to quote for the work.

# How we deal with

**HOUSING**, the city's Tenants' Associations and the LFTA have agreed on a maximum time for dealing with each type of repair.

When you report a repair it is placed in one of the following three categories:

- **Priority 1 Emergency work.**
- **Priority 2 Urgent work.**
- **Priority 3 Jobbing repair work.**

## PRIORITY 1

### EMERGENCY WORK

**dealt with within 24 hours**

**Typical jobs include -**

- ★ Total failure of electrical power and/or lights
- ★ Serious leaks in the water systems and/or roofs  
(only when the tenant cannot control the leak adequately and there is a danger of damage to property and/or belongings)
- ★ Gas leaks
- ★ Overflow running 'full bore'
- ★ Gale/storm damage to main buildings,  
(where life or property are in danger)
- ★ Blocked drains
- ★ Blocked sink wastepipes in tower blocks
- ★ No heat - where a vulnerable person is living in the property (or other exceptional circumstances)
- ★ Toilet not working (where there is only one at the property)
- ★ Emergency security 'make safe' repairs, eg. fixing locks, boarding up windows.

# Your Right to Repair

## THE PROCEDURE

**Basically the procedure is as follows:**

1. If the City Council fails to carry out a repair listed above within the time limit given on the acknowledgement card, you should **write to the**

**Corporate Director of Housing**. In your letter explain what has happened, giving the details of when the repair was reported and when it was due to be carried out.

2. The Director will arrange for **another instruction** to be given for the work to be carried out. You will be sent a second acknowledgement card with a new time limit.

3. If the work is **still not carried out** within the time limit given on the second acknowledgement card you should write to the Director again. Explain the situation and claim the compensation that is due to you. If a compensation payment is agreed, it will then be credited to your rent account.

Compensation will only be paid if you have allowed access to your home at the appointed times.

4. The amount of **compensation** will be £10 plus £2 a day for every day the repairs remains outstanding, up to a maximum of £50.

## Your Right to Repair

- ★ total or partial loss of electric power,
- ★ unsafe power or lighting socket, or electrical fitting,
- ★ total or partial loss of water supply,
- ★ total or partial loss of gas supply,
- ★ blocked flue to open fire or boiler,
- ★ total or partial loss of space or water heating,
- ★ blocked or leaking foul drain, soil stack, or toilet pan (where there is no other working toilet in the dwelling),
- ★ toilet not flushing (where there is no other working toilet in the dwelling),
- ★ blocked sink, bath or hand basin waste pipes,
- ★ tap which cannot be turned,
- ★ leaking from water or heating pipe, tank or cistern,
- ★ leaking roof,
- ★ insecure external window, door or lock,
- ★ loose or detached bannister or hand rail,
- ★ rotten timber flooring or stair tread,
- ★ door entry-phone not working,

# What if repairs are not done?

## **NOT CARRIED OUT BY TENANTS**

If tenants do not carry out the repair or replacement work they are responsible for,

the City Council may send an official notification, asking them to carry out the work within a reasonable period of time. Under the tenancy agreement tenants should comply with the notification and carry out the work.

If they still do not comply, the City Council may, after a reasonable period, enter the premises and do the work. The tenant would then be charged with the cost (including any administrative expenses that may be involved).

## **NOT CARRIED OUT BY THE COUNCIL**

As a City Council tenant you have the right to have repair work carried out under the legal contract between the City Council and yourself, as set out in the Conditions of Tenancy.

You also have rights under the 1985 Housing Act. According to an amendment to this Act you can, under certain circumstances, receive compensation if certain repairs are not carried out within the prescribed time period.

Details of your rights are given in a leaflet called 'A better deal for tenants - Your Right to Repair', produced by the Department of the Environment, Transport and the Regions. (DETR). Copies are available at any of our housing offices.

The regulations only cover the repairs listed in the box on the next page.

There are also some exceptions.

### **PRIORITY 2**

## **URGENT WORK**

**dealt with within an average of 10 working days**

### **These jobs include -**

- ★ Electrical repairs (except emergency work, lighting in communal areas and rewires)
- ★ minor leaks in the water system
- ★ no heat or hot water
- ★ blocked sink waste pipes
- ★ toilet not working
- ★ minor repairs to windows or doors where building security is affected
- ★ glass replacement where security is affected

### **PRIORITY 3**

## **JOBGING REPAIR WORK**

**completed in 9 weeks on average**

- ★ **These jobs include all the other everyday non-emergency and non-urgent repairs.**

# Gas servicing

**AS WELL AS REPAIRS**, Housing is also responsible for carrying out an annual safety check of all gas appliances that belong to the City Council. When we call to do these checks we also check any wired-in (not battery operated) smoke detectors and any carbon monoxide detectors.

Faulty gas appliances can give off poisonous carbon monoxide. This gas cannot be seen or smelt, but can kill. Faulty appliances can also cause explosions.

We therefore have a legal duty to make sure that all our appliances are checked every year by properly qualified gas engineers. Our tenants also have a duty under their 'Conditions of Tenancy' to allow council staff in to their homes to carry out the checks.

# Gas safety checks

When the safety check is due we deliver a card at the property, suggesting an appointment time. If this time is not convenient, the tenant is asked to contact us to fix another time.

The engineer then calls to carry out the check. If the tenant is not in, they leave a second card, asking the tenant to contact us to arrange a time.

If we do not hear from the tenant, we then send a letter, explaining why we have to get in to check the gas appliances and asking them to get in touch.

● **FINAL APPOINTMENT** If we still hear nothing, we have to issue a formal 'Final Appointment Notice', warning the tenant that we will start proceedings to gain entry to the property.

If in the end we are forced to break in to carry out the safety checks, the tenant will be charged the cost of gaining entry.

# Gas repairs

Please report any gas appliance repairs to our **Repairs Call Centre, on 253-7666** or outside working hours on our **Emergency Repairs number: 254-9439**.

**Gas repairs  
phone 253-7666**

# Gas leaks

Gas leaks are dealt with by Transco, (part of British Gas). If you smell gas you should phone Transco immediately on **Freephone 0800-111-999**.

**Gas leaks - Transco  
phone 0800-111-999**

	LCC	Ten.	OAP	From TA	Pay LCC
<b>Gas</b>					
Gas pipework	YES	-	-	-	-
Supply of gas and gas meter	-	YES	-	-	-
Gas fires, unless they belong to the tenant	YES	-	-	-	-
Radiants for gas fires owned by the City Council	YES	-	-	-	-
Radiants for gas fires owned by the tenant	-	YES	NO	-	YES
Gas water heaters	YES	-	-	-	-
Radiators, valves, time clocks and thermostats	YES	-	-	-	-
Gas boilers	YES	-	-	-	-
Cookers, but only if owned by the City Council	YES	-	-	-	-
Disconnection and reconnection of cookers, unless owned by the City Council	-	YES	YES	-	YES
<b>Adaptations for disabled people</b>					
Social Service adaptations for disabled people - contact 'Social Care and Health'	YES	-	-	-	-
<b>Internal decoration</b>					
Internal decoration ♦(pensioners and disabled tenants only, see page 17).	-	YES	YES	-	YES♦
<b>3. HOME SECURITY</b>					
Extra door or window locks	-	YES	YES	YES	YES
Security door chains and spyholes	-	YES	YES	YES	YES
<b>4. HOME ENERGY EFFICIENCY</b>					
Draught-proofing to windows ★(unless already provided as part of the frame design).	-	YES	YES	YES	-
Draughtproofing to external doors ★(unless provided as part of the frame design).	-	YES	YES	YES	-
Separate hot-water cylinder jackets ★(after the first one has been supplied by the Council).	-	YES	YES	YES	-
Low energy light bulbs	-	YES	YES	YES	-
Loft insulation ★(is provided if there is none, and upgraded as part of modernisation schemes).	YES	-	-	-	-

### Electrical items continued...

Electrical Consumer Unit (fuse box)  
 Electric storage heaters, but only if owned by the City Council  
 Electric fires, but only if owned by the City Council  
 Electric meter and supply of electricity  
 Immersion heaters, but only if owned by the City Council  
 Cookers, but only if owned by the City Council  
 Disconnection and reconnection of cookers, unless owned by the City Council  
 Extractor fans, but only if owned by the City Council

### Plumbing

Water service pipes, overflow pipes and water tanks  
 Blocked sink, bath and hand basin waste pipes ★(except in tower blocks).  
 Blocked toilet - the first time only, unless the drain is faulty  
 Taps, stop taps and wheel valves ★(replacement taps to match existing ones must be paid for by the tenant).

Sink unit  
 Wash hand basin  
 Toilet flushing systems  
 Toilet seats  
 Bath or shower tray  
 Plugs and chains  
 Shower, if owned by the City Council  
 Seal to bath and sink unit/tiles joint  
 Bleeding of radiators

Council	Tenant	OAPs/Dts.	Materials from TA	Pay LCC to do work
YES	-	-	-	-
YES	-	-	-	-
YES	-	-	-	-
-	YES	YES	-	-
YES	-	-	-	-
YES	-	-	-	-
-	YES	YES	-	YES
YES	-	-	-	-
YES	-	-	-	-
YES	-	-	-	YES
-	YES	NO	-	YES
YES	-	-	-	YES
YES	-	-	-	-
YES	-	-	-	-
YES	-	-	-	-
-	YES	NO	YES	YES
YES	-	-	-	-
-	YES	NO	YES	YES
YES	-	-	-	-
YES	-	-	-	-

## Zonal Maintenance

In some parts of the City we use a Zonal Maintenance scheme to help us run the maintenance service for our Priority 3 'jobbing repairs'.

### The basic procedure is:

- The tenant reports the repair.** If we need to get in to the home to do the work an appointment is made. We send an acknowledgement card with the appointment details.
- A first visit is made by appointment to inspect** the problem or fault on the appointed date. If possible, the repair is carried out at that time. If not, arrangements are made to order the right materials or equipment needed for the work.
- When these are available a **second appointment** is made, (if access to the home is needed) and the work is carried out on that date.

## Appointments

If the appointment made by the Repairs Call Centre team is not convenient for you, it is up to you to change it. You can do this by calling at or writing to the depot, or by writing to or phoning the Repairs Call Centre team.

If you do not change the appointment and are not at home on the appointed date the work will be cancelled. A green 'Cancellation Card' will be left to tell you that it has been cancelled.



## Appointments

MORNING  
between 7.30am and 12 noon

★

AFTERNOON  
between 12 noon and 4.00pm (except Fridays)

★

EVENING  
between 4.00pm and 8.00pm (except Fridays)

If this happens and you do still want the work doing you will have to report the job again. Please quote the job number on the Cancellation Card. Another appointment will then be made.

# Customer Care

## WE DO OUR BEST TO PROVIDE A QUALITY SERVICE FOR ALL OUR CUSTOMERS.

To help us monitor how well we are doing, we carry out regular customer satisfaction surveys. One in ten of the jobs we do are followed up with a questionnaire, asking about -

- Whether you were satisfied with the appointment date you were offered;
- Whether they were polite, helpful and friendly;
- Whether they protected the carpets, furniture and decorations if necessary before they started work;
- Whether they left everything clean and tidy;
- The time it took to complete the repair work;
- And the quality of the work carried out.

# Complaints



**IF YOU'RE NOT HAPPY** with the service we have provided you should contact the Depot Manager for your area, by phone or by letter. The addresses of all our depots are given inside the back cover of this booklet. They can also be contacted through our Repairs Call Centre on 253-7666.



If you're not satisfied with the action they take as a result of your complaint, please then write to the Corporate Director of Housing, at Leicester City Council, New Walk Centre, Welford Place, Leicester LE1 6ZG.

	LCC	Ten.	OAP	From TA	Pay LCC
<b>Fireplaces</b>	YES	-	-	-	-
Fireplaces	-	YES	YES	-	-
Sweeping chimneys	YES	-	-	-	-
<b>Staircase</b>					
Staircase, bannisters and handrails	-	YES	NO	-	YES
<b>Bathroom</b>					
Bath panels ★(unless damaged by the Housing Department while carrying out repairs. Replacements may not match existing panels).	-	YES	NO	-	YES
Wooden airing cupboard panels, frames, door and shelving, (unless affected by rot or woodworm).	-	YES	NO	-	YES
Internal pipework boxing, but only if originally fitted by the City Council	-	YES	NO	-	YES
<b>Kitchen</b>					
Kitchen cupboards ★(cupboards beyond repair will be replaced, but not necessarily to match existing units: tenants can pay extra for cupboards to be replaced to match if they prefer).	YES	-	-	-	YES
Cupboard drawers	-	YES	NO	YES	YES
Cupboard door catches, handles and hinges	-	YES	NO	YES	YES
Worktops ★(worktops beyond repair will be replaced, but not necessarily to match existing units: tenants can pay extra for worktops to be replaced to match if they prefer).	YES	-	-	-	YES
<b>Hallway</b>					
Hat and coat rails	-	YES	NO	-	YES
<b>Electrical items</b>					
Electrical wiring, sockets and light fittings	YES	-	-	-	-
Wired-in smoke alarms	YES	-	-	-	-
Independent battery-operated smoke alarms	-	YES	YES	YES	-
Plugs	-	YES	YES	YES	-

# Whose responsibility is it?

## 2. INSIDE YOUR HOME

### Windows

Internal timber, uPVC or tile window sills (unless affected by rot or woodworm).

Skirting boards and picture rails (unless affected by rot or woodworm).

Window vents

### Doors

Internal doors, ironmongery, and threshold strips (unless affected by rot or woodworm).

### Walls

Internal walls

Major plaster work, plaster air vents and cornice

Minor repairs to plasterwork, eg cracks & small holes (under 6inches or 150mm square)

Wall tiles and grouting, to match existing tiles as closely as possible

### Floors

Concrete floors (not including floor tiles).

Vinyl floor tiles where fitted by the City Council (Self-levelling compound will be used for repairs, except in bathrooms and kitchens: where tiles are replaced every effort will be made to match existing tiles, but complete matches cannot be guaranteed).

Loose floor coverings and fitted carpets

Floor boards and joists

### Ceilings

Artex ceilings (patching only)

Artex ceiling, where tenant wants the whole ceiling done instead of a patch

	Council	Tenant	OAPs/Disabled	Materials available from TA	Can pay Council to do work if preferred
Internal timber, uPVC or tile window sills (unless affected by rot or woodworm).	-	YES	NO	-	YES
Skirting boards and picture rails (unless affected by rot or woodworm).	-	YES	NO	-	YES
Window vents	YES	-	-	-	-
Internal doors, ironmongery, and threshold strips (unless affected by rot or woodworm).	-	YES	NO	-	YES
Internal walls	YES	-	-	-	-
Major plaster work, plaster air vents and cornice	YES	-	-	-	-
Minor repairs to plasterwork, eg cracks & small holes (under 6inches or 150mm square)	-	YES	NO	-	YES
Wall tiles and grouting, to match existing tiles as closely as possible	YES	-	-	-	-
Concrete floors (not including floor tiles).	YES	-	-	-	-
Vinyl floor tiles where fitted by the City Council (Self-levelling compound will be used for repairs, except in bathrooms and kitchens: where tiles are replaced every effort will be made to match existing tiles, but complete matches cannot be guaranteed).	YES	-	-	-	-
Loose floor coverings and fitted carpets	-	YES	-	-	-
Floor boards and joists	YES	-	-	-	-
Artex ceilings (patching only)	YES	-	-	-	-
Artex ceiling, where tenant wants the whole ceiling done instead of a patch	-	YES	YES	-	YES

## Whose responsibility is it?

**AS PART OF OUR CONTRACT** with our tenants, Housing has a responsibility to carry out certain repairs to tenants' homes. Other repairs are the responsibility of the tenant.

Detailed lists of the different sorts of repairs, showing who is responsible for them and whether materials are available from the local tenants' association, start on page 18.

## City Council

**HOUSING IS RESPONSIBLE** for replacing or repairing items that were part of the premises when a tenancy started. Then if they are damaged through normal wear and tear, the work is done at no extra cost to the tenant living in that property.

If the property has been changed in any way by the previous tenant, the new tenant will be asked to take on responsibility for maintaining the alterations or additional items.

More details are given on page 16.

### The City Council is **NOT** responsible for:

- Damage not due to normal wear and tear;
- The repair or replacement of anything that has been installed or fitted in the property by the current tenant;
- The repair or replacement of anything installed or fitted by a previous tenant if you exchange into that property;
- Making good any internal decoration affected by improvement or repairs work, unless agreed with the Corporate Director of Housing in writing, in advance.



### COMMUNAL AREAS

We will inspect the communal areas of blocks of flats and maisonnettes every 5 years, and will decorate them when necessary.





# Tenants' Responsibilities

TENANTS are responsible for other more **minor repairs and replacements**.

They are also responsible for putting right any **damage** that they have caused themselves.

If your bathroom has been improved, you may have a vinyl floor covering to the complete bathroom floor area. If this is the case, it is important that the flooring is protected from sharp objects that may cut the floor and allow water to leak through to the floor below. Also the flooring must be protected from hot objects such as cigarettes which can burn a hole in the flooring causing leaks. The flooring should not be painted, sealed or polished. A loose carpet or mat can be laid on top of the flooring but fitted carpets should not be laid as this will also damage the floor.

The next few pages, starting on page 18, list the sorts of repair work that may be needed on council properties, showing who is responsible for each.

## Council Damage

If items listed under tenants' responsibilities are damaged as the result of a repair by one of our workers they will be repaired by the Housing Department, at no cost to the tenant.

## Internal Decorating

**TENANTS** are responsible for the internal decorating of their homes.

However, pensioners and disabled tenants can pay for the Council to do the work for them at a low cost. Please see opposite for details.

## Decorating after Major Repairs

**THE CITY COUNCIL** offers an allowance to help pay for the cost of redecorating after major repair work that we carry out, such as putting in a new damp-proof course or rewiring. These allowances are at a standard rate, fixed every year by the City Council.

## Communal Areas

**TENANTS ARE NOT** responsible for decorating the communal areas of flats and maisonettes. The City Council inspects them every five years and decorates them when necessary.

# Pensioners and Disabled Tenants

If tenants are pensioners or are disabled, the City Council will deal with some of the work that would normally be their responsibility, at no extra cost. The lists on the following pages show where this is the case.

## Low Cost Decorating Service

The City Council also offers a low cost decorating service for disabled and pensioner tenants. The work is carried out by Council workers and the tenant is charged for their time and for the materials they use. Tenants can also provide their own wallpaper and emulsion paint instead (as long as it is of suitable standard and quality).

If you are interested in this service, ask at your neighbourhood housing office and they will make the arrangements for you (the address and phone number is given on the back of your rent card).



Work done through the decorating service **must be paid for in advance**, but you can arrange to pay by instalments with your rent, instead of one lump sum.

## Tenants' Associations

The tenants' associations in some areas have stocks of materials and equipment, such as door chains and hot water cylinder jackets. These are on sale at reduced prices for tenants. The lists on the following pages show where this is the case.

Contact your local association to check availability. If you're not sure if there is a TA for your area, contact the Leicester Federation of Tenants' Associations on 255-9097.

## Paying us to do your Repair Work

You can now opt to pay the City Council to do some of the minor repair and replacement work that you are responsible for. The work has to be paid for in cash, at your local housing office, before it is carried out.

Once this has been done, the repair and replacement work can be booked by phoning the Repairs Call Centre team on 253-7666.

Priority is given to pensioners and disabled tenants, and waiting times will depend on the repairs workload at the time.