

## What to do if there's a problem

Sometimes, things don't go as smoothly as we'd like. If you have problems, contact us as soon as you can.

**Wrong repair ordered?** Our contractors have the authority to do an extra £30 of work on site, and can call us from your home to get authority for a bigger repair. Help us to get it right by giving us as much information as possible when you report the repair.

**Contractor didn't turn up?** Let us know. We'll apologise and offer you the next available 'first call' appointment. If they contractor fails to show up twice in a row, you're entitled to £10 compensation.

**Repair not good quality?** Contact us, or let us know on your *repairs satisfaction slip* (our satisfaction questionnaire). We will inspect it and recall the contractor if necessary.

**Repair incomplete?** If a contractor needs to come back, they should arrange another appointment. If they don't say when they are coming back, or fail to give you an appointment within 3 working days, please contact us to let us know. We will sort it out.

We have monthly meetings with our contractors where we bring up any problems with repairs, missed appointments or their quality of service.

## Your 'Right to Repair'

This right applies to certain serious repairs only - ask us if your repair qualifies. If we do not complete a repair within our target time, you must let us know and give us another chance to do the work. If we fail to do it again, you may have the right to compensation of £10 + £2 per day outstanding, up to a maximum of £50.

You are not entitled to any compensation if you missed the repairs appointment or wouldn't let Unity staff or our contractors in to your home.

## Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

## Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at ***uha@unityha.co.uk***.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

## Our contact details

Unity Housing Association  
113-117 Chapeltown Road  
Leeds LS7 3HY

 **(0113) 200 7700**

Email: ***uha@unityha.co.uk***

Web: ***www.unityha.co.uk***



**Repairs**



**How Unity deals with  
day-to-day repairs**

**Leaflet 05  
Version 2 - Sept 2009**

## Day-to-day repairs

There are many kinds of repairs and maintenance, and they're all treated differently.

**Day-to-day repairs** are things that we fix when they break through normal wear-and-tear.

**Planned maintenance** means programmes of bigger works, like kitchen or boiler replacements.

**Cyclical maintenance** means things that need doing regularly, like gas safety checks or repainting the outside of our homes. See our leaflet '*Planned & cyclical maintenance*' for more information.

**Repairs that are the tenant's responsibility** can include basic household maintenance, repairs due to damage or neglect, or repairs to things that a tenant has put in themselves. See our leaflet '*Tenant repairs*'.

## How to report a repair

- Call us on **(0113) 200 7700**.
- Call in at our office.
- Email us at [repairs@unityha.co.uk](mailto:repairs@unityha.co.uk).
- Write to us at our address overleaf.

## Emergency, out-of-hours repairs

If our office is closed, we have an out-of-hours service for emergency repairs. We have two phone numbers - one for gas & boiler repairs, and one for anything else. This is how you can get our emergency number.

- Call **(0113) 200 7700** and listen to the message.
- Look on the back page of *Unity News*.

## Frequently asked questions

**Q: How do I know what Unity's responsible for and what I have to do?**

**A:** See our leaflet '*Tenant repairs*' or look in section 6 of your *Tenants Handbook* - you can ask us for a copy.

## How long will it take? (with example repairs)

### Emergency repairs less than 24 hours

- Gas leaks (phone the National Gas Emergency Service on **0800 111 999**)
- Dangerous water leaks (turn your stopcock off)
- Total electrical failure (check your fuse box first!)
- Blocked toilet (your only one)

### Urgent repairs less than 7 days

- No hot water or heating
- Water leaks

### Routine repairs less than 28 days

- Leaking gutters or dripping overflows
- Faulty kitchen cupboard doors

After you report a repair, we will send you a letter to confirm the details. Please check it. **If you do not get a letter within 3 working days, please contact us.**

## Appointments

We offer appointments for **urgent** and **routine** repairs - morning (8am - 1pm) or afternoon (12pm - 5pm).

For tenants who have to take time off work or college, we can offer '**first call**' appointments. The contractor will call at your home first that day, usually 8-9am, minimising the amount of time that you have to wait.

If you have other needs (e.g. you have to do the school run), please let us know so we can tell the contractors. We try to be as flexible as possible.

**Q: What happens if the contractor misses the appointment?**

**A:** Our contractors have promised us that they will let you know if they are delayed. Contact us as soon as possible if they don't turn up. We'll apologise and will offer you the first available 'first call' appointment.

## When we won't order a repair

Sometimes we will refuse to order a repair that you report to us. This might be for the following reasons.

- **We're going to do it as part of planned maintenance**, e.g. repair fencing as part of the external repainting contract, or replace a worktop as part of kitchen replacements. We will let you know when we are going to do the work.
- **It's not our responsibility**. If something's been broken by rough treatment or neglect, or it's something a tenant has put in (like your own shower or burglar alarm), it's up to you to repair it.

## Boiler broken down?

If your heating's stopped working in the middle of winter, it feels like an emergency. We classify it as an *urgent* repair, but will try to get it fixed as soon as possible. You are a higher priority if:

- You have no other source of heating (like a gas or electric fire); or
- You have babies, elderly, disabled or seriously ill people living at your home - please tell us.

If our contractors can't fix your boiler when they call because they have to order a part, they promise to meet these standards.

- They will give you another appointment.
- If you have no other heating and the weather is cold, they will lend you electric heaters.
- They will fit the new part within 3 working days.

If your central heating breaks down when Unity's office is shut, please ask yourself if you can wait until we open again. However, if the weather is really cold or there are vulnerable people living in your home (babies, elderly, disabled or seriously ill), please call our office on **(0113) 200 7700** to get our emergency repairs number.