

petersfield housing association limited

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# REPAIRS & MAINTENANCE

OUR SERVICE TO YOU

## Your responsibilities

You are responsible for keeping your home in a reasonable condition and you are expected to take reasonable precautions to prevent damage to the property.

We rely on you to report any faults promptly and to provide access to our contractors to ensure that a repair may be undertaken within the agreed timescales.

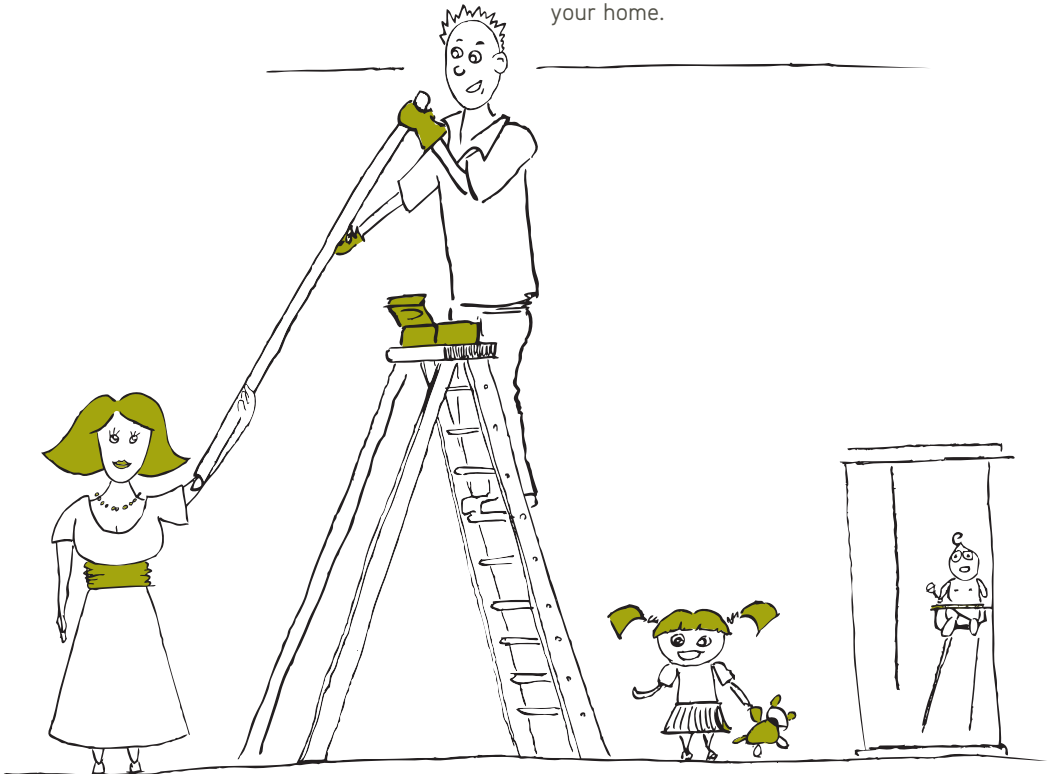
## How to report a repair requirement

We aim to repair reported faults as swiftly and cost effectively as possible. To assist us in this please be precise as to the nature and location of the problem.

You should report any repair needed during office hours of 0900 hrs to 1700 hrs Monday to Friday on 01730 263589

If you experience a fault requiring **emergency action out of office hours** you should call 01730 403200

In the event of a suspected Gas Leak you should call National Grid on 0800 111 999, who will make it safe but not repair the fault inside your home.



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An **EMERGENCY REPAIR** is defined as one which is unforeseen and poses a direct threat to the health or safety of persons or could cause serious damage to the property.

Emergency Repairs will be done within 24 hours to make safe the situation and allow full repair to be carried out in **normal working hours**.

Examples of Emergency Repair work are:

- Severe roof leaks
- Total loss of electrical power
- Unsafe electrical work
- Burst pipes
- Blocked foul drains
- Dangerous structures
- Flooding
- Loss of heating and hot water involving health risk

An **URGENT REPAIR** is one which significantly affects the comfort or convenience of the resident and would normally be completed within seven days.

Examples of Urgent Repair work are:

- Partial loss of electrical power or light
- Unsafe power socket or light fitting
- Partial loss of heating or hot water
- Toilet blocked or not flushing
- Leaks from taps, pipes or tanks
- Leaking roof
- Insecure external door, window or lock

All other internal or external repairs of a non-urgent manner are categorized as **ROUTINE REPAIRS** and would normally be completed within three weeks.

Contractors to Petersfield Housing Association will contact tenants to make appointments to carry out the repair. This would normally be by telephone.

We require our contractors to ensure that works are carried out with the minimum disruption to tenants. Contractors are expected to be courteous to tenants and we would, similarly, require tenants to be courteous in response.

### **GAS SERVICING**

Petersfield Housing Association has contracted 1stSaxon-Clenmay to carry out annual servicing of the gas boilers in properties. This is a mandatory requirement, carried out for YOUR safety. You must make every effort to co-operate with the contractor to allow access for the work which will take less than an hour. This will ensure the safe operation and efficient function of your boiler.

**If you should feel drowsy** in the vicinity of the boiler and suspect a problem with the boiler, you should immediately open windows to air the room and report the problem for inspection.

### **CYCLICAL**

Cyclical works are those which are carried out on a regular program and would, principally, be external redecoration. Repainting, re-staining, window maintenance, etc. are carried out at 3, 4 or 5 year cycles, depending on the materials used and the location.

## RENOVATION WORK

Petersfield Housing Association strives to maintain a high standard of components within the property. In order to achieve this, properties are regularly assessed with regard to component condition, particularly in kitchens and bathrooms, so that a planned program of renovation may be operated.

Where renovation is deemed necessary it will be incorporated into a budgeted program.

## CONDENSATION

Higher levels of insulation, double glazing and improved sealing of properties has increased the incidence of condensation in properties. This is often perceived by tenants as damp. Condensation occurs when the moisture

present in the air comes into contact with a cool surface and appears as drops of water. In order to combat the likelihood of condensation it is recommended to keep the heating running continuously at a low temperature to allow the building structure to absorb heat. Intermittent bursts of heating will create cold areas in the property which will encourage condensation. Condensation may be minimised by ensuring good ventilation and air circulation using extractor fans where fitted and fitting an external vent kit to a tumble drier and not drying washing indoors.

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If you have any maintenance queries please call the Property Officer on 01730 263589

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t. 01730 263589

f. 01730 262111

[www.petersfieldhsg.co.uk](http://www.petersfieldhsg.co.uk)

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