



## Responsive repairs



[www.k-h-t.org](http://www.k-h-t.org)



**0151 290 7000**

If you have difficulty reading this document we can provide it  
in other formats and languages.

Contact us on **0151 290 7000** for more information.

# Responsive repairs

## Introduction

We are making major improvements to your home but while these continue we remain responsible for maintaining your home in a good state of repair.

This includes repairs to your roof, walls, floors (not floor coverings), windows, gutters and drainpipes, baths, sinks, toilets, plumbing, heaters, radiators, water heaters and other installations, electrical wiring and gas piping.

We are also responsible for repairs to:

- \* *shared areas in blocks of flats such as corridors, stairways and entrances, and*
- \* *shared services such as TV aerials, stairway lights, lifts and entry phones.*

All these repairs are known as 'responsive repairs'. This leaflet explains what you can expect from our responsive repairs service.

## Reporting a repair

You can report a repair in the following ways:

- \* *By phone – on 0500 969694. This is a freephone\* service available from 8am to 8pm Monday to Friday and 9.30am to 1pm Saturday.*
- \* *In person – at any of our offices or Knowsley Council's one-stop shops.*
- \* *By letter.*
- \* *By internet – using our report-a-repair service. Log on to [www.k-h-t.org](http://www.k-h-t.org) for more details.*

*(\* Free from UK land lines)*

## Receipts

For none emergency repairs we'll post a receipt to you confirming the details of the repair, our reference number, the date you reported the repair, the **maximum** time in which it will be completed and, if relevant, the agreed date of any appointment.

If you do not receive a receipt, please let us know by contacting 0500 969694.

# Responsive repairs

## Priority response system

We do repairs in sequence depending on their priority and the date they were reported.

We give each repair request a priority. The three priorities are detailed below.

## Repair priorities

| <i>Category</i> | <i>Timescale</i>         | <i>Example</i>           |
|-----------------|--------------------------|--------------------------|
| Emergency       | Respond within 2 hours   | No electricity           |
|                 | Complete within 24 hours | Toilet with no flush     |
| Urgent          | Within 5 days            | Light switch not working |
| Routine         | Within 28 days           | Bath slow to empty       |

Some repairs you report will not get a priority. This is because we will do them as part of a planned maintenance or improvement programme. We'll let you know if this is the case.

The timescales are the maximum time we will take to complete your repair. We will always try to complete your repair sooner, especially in homes with vulnerable occupants (such as elderly people or babies).

## Inspections

Sometimes we will have to inspect the problem before we send someone to do the work. This will depend on the type of repair, and we will let you know when you report the repair. We may also inspect the work afterwards to ensure it has been done well.

## Appointments

You can make an appointment for most repairs for a specific date, which can be morning or afternoon on any normal working day. Usually we will offer you an appointment when you report your repair. If not, please ask if an appointment is available.

If we call to your home and cannot get in, you can make an appointment for a return visit by contacting the freephone number or your local KHT office. Please make every effort to keep appointments for repairs. However, if for any reason you cannot make an appointment, please contact us at least 24 hours before the appointment is due by phoning 0500 969694.

\* *We will send you a reminder by text message the day before the appointment, providing we have your mobile phone number.*

# Responsive repairs

## Out-of-hours emergency

Outside normal office hours, we offer an emergency service. This is only for repair problems that need immediate attention or significantly threaten life or property. If such an emergency arises, you can contact us by phone:

**0500 969 694.**

## Right to Repair

If we fail to do certain qualifying repairs, the law allows you to ask us to use another contractor. If we still fail to do the work, you may be able to claim compensation of £10 plus £2 for each day that the work remains undone, up to a maximum of £50.

If your repair qualifies under this scheme, your receipt will be marked with the words 'Right to repair'.

If you wish to claim under this scheme, you must notify us at any KHT housing office. We will of course try to ensure this isn't necessary.

## Improvements

If you wish to do certain improvements to your home, you must first gain our permission, which we will not withhold unreasonably.

However, we may refuse permission if the improvements:

- \* *are dangerous*
- \* *would reduce the value of the property, or*
- \* *would make your property less attractive to future tenants.*

Under certain circumstances we may pay compensation towards the cost of the improvement when you leave, under the government's Right to Improve scheme.

You are responsible for maintaining any improvements you have made.

## Recharging

If repairs are necessary because of neglect or misuse by you, your family or visitors, we will recharge you their full cost.

If you choose to make good any damage you have caused, you must do so to our satisfaction. If you ask us to complete the repair, we will need payment in advance.

# Responsive repairs

## Your responsibilities

You are responsible for reporting any necessary repairs that are our responsibility. You must also do certain minor repairs yourself such as fitting curtain rails, toilet seats, sink and bath plugs, as well as decorating your home. There's a full list in your tenancy agreement.

Before we start any work in your home, please make sure that:

- \* *the areas we will be working in are clean, tidy and safe, and*
- \* *you remove your pets.*

Our workers have a right to work in a smoke-free area, so please do not smoke in the same room where they are working.

## Complaints, compliments, comments

We continually monitor our service performance. We welcome and need your input. If you are dissatisfied or have any comment you wish to share with us about any aspect of the repairs service, please let us know. You can do this in the following ways:

- \* *Complete and return the Repairs Satisfaction Questionnaire. This is attached to your receipt and can be posted back to us free of charge.*
- \* *Contact the office where you would normally report a repair and give your views.*
- \* *Complete a "Complaints and Compliments" form and follow the complaints procedure if necessary.*

# Responsive repairs

## Notes

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# Phone numbers to help you

**Repairs: 0500 96 96 94**

**General enquiries: 0151 290 7000**

You can have this leaflet in large print, Braille, audiotape, CD or other languages. Please contact 0151 290 7000 for more information.

Poniższy tekst dostępny jest w wersji dla osób słabowidzących, pisany alfabetem Braille'a, oraz w wersji audio. Prosimy o kontakt pod numerem 0151 290 7000 w celu otrzymania dodatkowych informacji.

這份單張提供有大字印刷體，盲文，錄音帶光碟或其語言，有關詳情請致電 0151 290 7000

വലിയ പ്രിൻറിലും ബ്രെയ്ലിലും ഓഡിയോ ടേപ്പ് സിഡിയിലും അല്ലെങ്കിൽ മറ്റു ഭാഷകളിലും ലഭ്യമാണ് ഈ ലീഫ്ലെറ്റ്. കൂടുതൽ വിവരങ്ങൾക്ക് ദയവായി 0151 290 7000-ൽ ബന്ധപ്പെടുക.

Bu bro\_ürün büyük harfli ve bray alfabesinde basımı, ses kaseti ve CD ya da di\_er dillerde basımı vardır. Ayrıntılı bilgi için, lütfen 0151 290 7000 no.lu telefonu arayınız.

