



Repairs & Maintenance

The standards you can expect

www.k-h-t.org 0151 290 7000

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

Contact us on 0151 290 7000 for more information

Repairs Maintenance Leaflet

Knowsley Housing Trust's (KHT) vision is to "provide quality homes and services and to work with others for the lasting benefit of our communities.

This repairs standard sets out what you can expect if you have need to call upon the service.

What does Repairs and Maintenance include & how do you determine which category they fall into?

The principle of a responsive repair is to repair and not replace. Replacements/renewal of an element or product will only be considered where the cost of a repair exceeds its replacement value.

We define a responsive repair as being a small to medium size repair to a dwelling which has resulted from fair wear & tear or where it poses a risk to Health & Safety.

In consultation with our customers we have agreed the following repair categories, definitions & timescales:

- Emergency – A repair that threatens the safety of either the customer, general public or the condition of the property.
- Appointment - Faults that cause minor inconvenience and are unlikely to damage your property if not repaired quickly

For emergency repairs out of hours we have agreed to:

- Attend and carry out a "make safe" repair however, if we can accommodate a Right First Time (RFT) repair within a 60 minute period, we will do so.
- Where a "make safe" repair can only be carried out, any "follow on works" will be raised the following day and the customer will be contacted to agree a suitable appointment date and time.

When will you respond to my repair request?

When you contact us we will through our repairs system allocate one of the following categories and timescales:

- **Emergency** Complete within 24 hours
- **Appointment** Complete within 28 days

Winter Periods, Force Majeure and "Acts of God"

In times where the service is affected by issues outside its control, service will revert to an emergency only response.

How can I report a repair?

You can contact us by:

- Telephone – 0151 290 7000
- 24 hr. On-line self-service portal
- Email
- By post

When are you open?

Our normal working hours to report routine repairs are between:

Monday to Friday

8:00am – 8:00pm

Saturday

9:30am – 1:00pm

Emergency repairs

24/7, 365 days per year

Can I book an appointment?

Yes, we offer the following appointment slots:

- All day Mon-Fri – 8am – 5:00pm
- A.M. or P.M.
- School run (9.30am – 2.30pm).
- 5.00pm – 8.00pm (by exception & appointment only)
- Saturday 8.30am – 12.30pm (by exception & appointment only)

Can I improve my home?

KHT recognise that our customers want to improve their homes however; approval must be obtained in advance of any works commencing.

Customers will need to write to our Neighbourhood management team stating what works they are requesting approval for. Following your request, we will, where necessary pre-inspect the proposed works and offer advice to customer.

Following completion of your works we will again inspect and if satisfied with the standard will inform our Neighbourhood Management team to place a note on your housing file.

In certain cases where the works may benefit us, we may undertake to maintain and repair the alteration/s after and subject to expiry of any relevant guarantees or warranty period.

Customers who undertake improvements without approval from KHT will be liable for the full cost of reinstatement should the improvement need to be rectified either during or at the end of your tenancy.

Customers will be responsible for all necessary Planning, Party Wall, Building Control etc. approval and associated costs.

Do you offer an enhanced service for vulnerable customers?

We will ensure that our service is tailored to meet the needs of vulnerable customers, this may include a swifter response period where the customer needs puts them at increased discomfort as a result of any repair defects being reported.

Cancellations

From time to time it will be necessary for us to cancel a repair request and re-arrange due to operational requirement or unforeseen circumstances. We will then contact you to re-arrange.

Repair requests will be cancelled in the following circumstances which require the customer to contact us to re-appoint:

- In the event of the first no access for an emergency repair, other than gas leak or dangerous electrics.
- In the event of the first no access for any repair with an appointment.

How we will monitor these standards to make sure we are achieving them?

- We will contact a percentage of customers after repairs works have been completed and use this feedback to tailor the service. Customer satisfaction results will also be published via our internet webpage.
- We will measure our performance against our targets and use our publications to report on how we are doing.

Do I have any repair responsibilities?

Yes, all KHT customers have a responsibility to report repairs due to “fair wear & tear” or a Health & Safety issue as quickly as possible.

You also have a responsibility to maintain certain repair elements to their home. A summary can be found in appendix 1 however, this is not an exhaustive list.

Rechargeable repairs

Where KHT carries out repair works due to neglect, misuse and which form part of your responsibilities, you will be charged for the work and any associated administrative costs.

This forms part of KHT’s Chargeable Repairs Policy which has been agreed in consultation with customers.

Contents Insurance

In the unfortunate event that a component or element fails due to “fair wear and tear” and personal possessions may have been damaged, KHT will not be held or take on any liability for their replacement or to compensate for.

It is the responsibility of the customer to have in place appropriate contents insurance.

What rights do I have?

Under Section 11 of the Landlord and Tenants Act 1985, our repairs obligation is to:

- (a) To keep in repair the structure and exterior of the dwelling-house (including drains, gutters and external pipes),
- (b) To keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity), and
- (c) To keep in repair and proper working order the installations in the dwelling-house for space heating and heating water.

How you can help us meet our service standards?

You can:

- Allow us prompt access to your home when required.
- Move any personal belongings away from the work area when we are carrying out repairs.
- Make sure we have your current contact details.
- Tell us if you cannot keep an appointment.
- Treat all KHT employees, or employees of contractors used by KHT with respect.
- Always get our written permission if you wish to replace one of our gas appliances such as a fire or boiler so we can safely remove and recycle them.

How can I give you my views on this service?

You can make a compliment or complaints in any of the following ways:

- our website www.k-h-t.org
- by phone on 0151 290 7000
- by post to our head office:

Lakeview
Kings Business Park
Prescot
Merseyside
L34 1PJ

We also provide all customers who have received a repair the opportunity to provide customer satisfaction feedback via an automated call and respond to any statements of dissatisfaction within 24 hours.