

Repairs

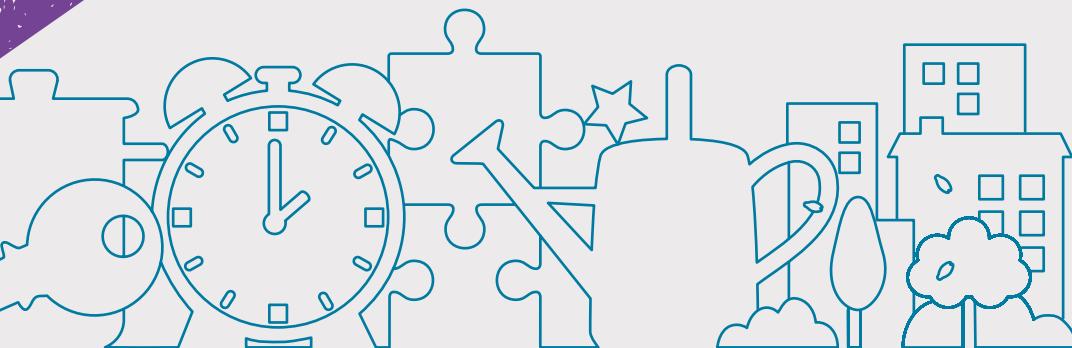


What you need to do:

- Report repairs as soon as you become aware of on **020 3815 4123**.
- Give access to the contractor at the time that was arranged with you.
- Call the Repairs Line at least 48hrs before the appointment if for any reason you can't give the contractor access.
- Give access for contractors to carry out routine servicing and carry out work in communal areas.

What PBHA will do:

- Carry out repairs within agreed Response Times.
- Carry out repairs to a high standard.
- Keep you informed of any unavoidable delays.
- If running late for an appointment we will let you know when we'll arrive.
- If the appointment has to be cancelled we will call or write to you with a new appointment date.
- If unable to complete the repair on the first visit, we will leave you a note or call you to let you know when we will complete the repair.



Pest Control

What you need to do:

Be in to give access to contractors.

Before bringing in to your home, please check all second hand items (e.g. TVs, radios, furniture, and food containers) for cockroaches and clothing for moths and carpet beetles.

Cockroaches/Mice/Rats/Pharaoh's Ants

Report infestations straight away. Keep all food in sealed containers; Throw food waste away; Don't leave pet food out; Empty/clean cat litters; Keep kitchen surfaces, floors, cupboards and appliances clean Don't leave dirty dishes in rooms.



Bed bugs

Report infestations as soon as discovered.

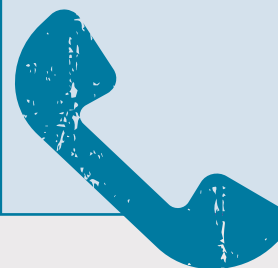
Follow cleaning advice when 1st spraying is being carried out.

Carpet Beetles/Moths

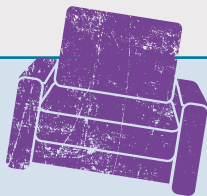
Vacuum carpets regularly. Check clothes for signs of moth larvae.

Wasps

Report as soon as nest suspected when a lot of wasps seen around windows or guttering.



Furnishings



What you need to do:

- Give access to contractors for delivery of large furniture.
- Look after the furniture and furnishings provided and keep them clean.
- Clear personal belongings away to make space for removal of old/delivery of new furniture.
- Regularly defrost fridges and fridge/freezers.
- Clear food from fridges if they are being replaced.



What PBHA will do:

- Provide good quality furniture and furnishings according to the inventory for the tenancy.
- Refer to your tenancy agreement to see what items we provide for you. Large furniture items will be delivered but other furnishings items will need to be collected.
- Call Repairs Line to report requests and for further advice.



Cleaning, Decorating & Gardening Services

What you need to do:

Be in to give access to contractors.

Internal Decorations

Ensure all personal belongings are stored safely away before decorating starts.

Rubbish Removal

Do not leave unwanted or broken items of furniture outside the property, in the front or back gardens or in the communal hallways.

Tenants should call the free council bulky waste service to arrange disposal of large items. Islington charge for this service.

Hackney Council – 020 8356 6688

Smaller items should be bagged and put in the bins provided at the front of the property.

Islington Council – 020 7527 2000



What PBHA will do:

Gardening: Communal gardens only

When: Monthly, From April to Sept plus one further month – either October or November.

We will inform you of dates when the gardeners are due.

Internal Decorations

When: Self contained flats and communal areas in shared flats every 4/5 years.

Rooms in shared flats – decorating allowance available so you can decorate yourself.

External Decoration & Maintenance

When: External parts and communal hallways decorated every 6 years.

We'll let you know when scaffolding will be erected approximately 2 weeks before work is due to start.

Communal Hallway Cleaning

When: Vacuuming and wiping down surfaces as necessary, done once a month.

Checklist is pinned in each hallway for cleaner to sign when work is done.

Cleaners have passkeys to communal hallways.

Window Cleaning

When: Windows in the communal hallways are cleaned on the outside once per year.

We'll send you a text/letter when your windows are going to be cleaned.



Reporting process



We will respond to enquiries and requests promptly.
To report repairs please ring the repairs line on **020 3815 4123**
10.00am – 5.30pm Monday to Friday.

1 Emergency

Made safe within 24 hours:

- Security, external doors or windows not closing/opening properly in basement or on ground floors.
- Gas leaks.
- Severe Water Leaks.
- No heating during cold weather.
- No electricity/lights out on stairs, in communal hallways or kitchens.
- Blocked drains. No toilet.
- Collapsed floors, ceilings or roofs.

2 Urgent

Resolved within 5 working days:

- No hot water.
- Damaged toilets (seats and cisterns).
- Internal locks (shared flats only).
- Blocked sinks.
- Central heating repairs (in winter months only).
- Leaking roofs.

3 Routine

Resolved within 25 working days:

- Replacement of wash basin.
- Repairs to banisters and stairs.
- Easing internal doors that stick.
- Replacing sash cords.
- Making good plasterwork.
- Repairing window locks above ground floor.
- Intercoms/door bells.

4 Maintenance

Our maintenance programme includes:

External works:

Paths, fences, gates, rendering, re-pointing and rebuilding brick piers (unless dangerous).

Fascia and weatherboard replacement, roof repairs if not leaking.

Internal carpentry:

Repair/replace bath panel, doors and frames, window frames and sills, door ironmongery, architraves, skirting. Bath and sink replacement.

Routine servicing:

We service boilers every year and test portable appliances through the year as they become due.

What PBHA will do:

We will book all our visits in advance.

We will give you at least 24 hours notice of our visit (if we can't contact you in an emergency we will use our pass key).

We will contact you for feedback once your repair is complete.

We will make sure contractors treat you & your property with respect at all times.





Reporting process

We will respond to enquiries and requests promptly.

To report repairs, please ring the repairs line on
020 3815 4123

10.00am – 5.30pm Monday to Friday.



Phone messages will be replied to within 24 hours.



Emails will be replied to within 10 working days.



We will do everything we can to respond to requests quickly and complete jobs on time.



Warning

Please be aware that you could be charged up to **£80** if you are not in when an appointment has been arranged and a contractor has a wasted visit.

