Handy Guide to...

Customer Responsibility Repairs

msv
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Repairs: Your Responsibilities:

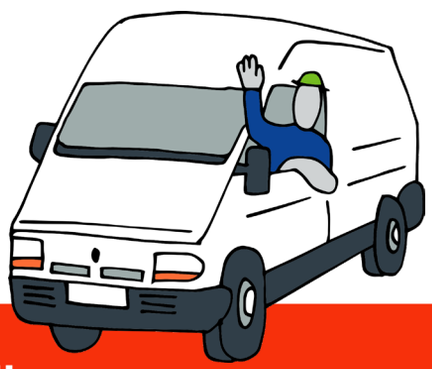
As your landlord MSV Housing Group have a legal duty to carry out certain repairs when they are needed such as boiler or some structural repairs and carry out a number of inspections to keep your home safe. **However there are a number of repairs that are your responsibility.**

To Report a Repair:

Before you report a repair please check that is not *your responsibility* to arrange, as detailed on the following pages. If the repair is your responsibility you will be charged.

You can report a non - emergency repair:

- Through 'My MSV' (access via our website at msvhousing.co.uk)
- Email: enquiry@msvhousing.co.uk



Emergency Repairs

An emergency is defined as something which could cause danger to health, residents' safety, or serious damage to property, such as severe roof leaks, burst pipes that cannot be contained, blocked drains with sewage exposed or complete loss of power. If you have a prepayment meter, please check this first. If a contractor or member of staff is called out to carry out a repair as an emergency when an emergency repair is not justified, then you are liable to be charged for all costs concerned.

In an emergency:



To report an *emergency* repair please call us on 0161 226 4211

If you can smell gas please call the National Gas Emergency Service immediately:

Call: 0800 111 99
Or via textphone (minicom) on 0800 371 787

Important:

Identification: All contractors and staff representing us carry identification. Do not let anyone into your home unless you are happy they have shown appropriate identification - if in doubt contact the office.

Cancellations: If you fail to cancel an appointment or if you are not at home when the contractor calls, you may be charged. Occasionally it will be necessary for us to cancel appointments due to operational requests or unforeseen circumstances. When this is necessary we will contact you to rearrange.

You are responsible for these repairs:

Keys and locks:

- For the costs incurred in gaining access to your home in cases where you have locked yourself out or lost your keys (including repairs to forced entry if you get locked out)
- The replacement of lost or mislaid keys
- If all keys are lost you must replace the lock
- Suited keys, that you are unable to have cut yourself can be ordered via MSV and must be paid for before the order is processed

Broken or cracked windows:

- Repairing and replacing damaged windows and doors etc.
- Any damage caused to your home either negligently or accidentally caused by you or other occupants or a visitor to your home
- Any repair arising out of a break-in or vandalism (except in cases where the incident has been reported to the police - you must obtain a crime reference number)

Electrical:

- Changing of batteries to smoke alarms (we will check the condition annually)
- Replacing electrical plugs and fuses
- Resetting of circuit breakers
- Replacement of light bulbs, florescent tubes and starters
- Installation and testing of your own electrical appliances (by a qualified electrician)
- Repair/renewal of TV aerials (except for communal aerials)
- Domestic appliances such as cookers, fridges, washing machines, dishwashers, televisions etc.
- Burglar alarm repairs

Joinery:

- Front door lock, except communal locks
- Easing of doors to accommodate new flooring or carpet
- Fitting extra locks, catches or safety devices
- Erecting and removing shelves
- Fitting or securing of curtain rails, coat hooks, towel rails etc.

You are responsible for insuring the contents of your home

You are responsible for these repairs:

Plumbing and heating:

- Replacement plug and chains on baths, basins and sinks
- Bleeding (releasing air) of radiators to restore heat (you can purchase a radiator key from most hardware stores at a minimal cost)
- Keeping the boiler pressure up and heating controls set correctly
- Having appliances (e.g. washing machine or dishwasher) plumbed in by a qualified plumber)
- Rectifying damages to your home/neighbours as a result of a leak from your appliances
- Replacing broken or cracked toilet seats/bath panels

Decoration and cleaning:

- Maintaining all internal decoration to a clean standard, except when damage is caused by a structural defect
- Filling of minor cracks/holes in plasterwork and woodwork
- Cleaning windows internally and externally (external and communal window cleaning services should be covered by your service charge - if you live in a purpose built block please refer to your Tenancy Agreement)
- Maintaining garden areas for which you have exclusive use, including dustbins and refuse areas
- Wiping down condensation to avoid mould growth and ventilating your home to avoid condensation
- Certain customer responsibility pest infestations - see our Pest Policy on the website for details
- Washing lines
- If you leave the property, ensure it is left clean, tidy and reasonably decorated. All unwanted belongings should be cleared, including from the roof space

Exceptional repairs:

In exceptional circumstances we may carry out a repair which is your responsibility. This may be done to protect the structure of the building or to maintain the appearance of the property. In such cases, you will be required to pay for the cost of the repair in advance.

Could you be entitled to compensation?

At the termination of your tenancy you may qualify for a compensation payout, less an allowance for depreciation, for an improvement or alteration you carried out after 1st April 1994. You must have had written permission from us prior to any work being carried out. Contact us for more information.

Looking after your home

Helpful Tips:

Prevent future problems by:

- Wiping down windows affected by condensation and removing any mould
- Removing limescale from baths sinks and shower heads with a descaler
- Prevent blockages in kitchen sink waste pipes by flushing through washing soda and hot water
- Keeping outside gullies clear of leaves and debris so that water drains away easily
- Make sure you know where your main Stopcock is and how to turn it off. Also be sure to know how to turn your electricity and gas supply off in an emergency. Ask your contractor or a Neighbourhood Officer if you are unsure
- Notify us if there are any tile or slates missing or broken on your roof or if there are any leaks from gutters or downpipes

Alterations to your home:

Before you make any alterations to your home you must write to or email to us to obtain permission - we have to ensure your home will be safe. We will review each case based on individual needs and may ask for certification to be provided. **If you do not obtain permission you may be charged to repair or restore your home.**

Please note we cannot accept requests for loft conversions, extensions or conservatories.

If you have read this leaflet and your repair does not fit into any of these categories, or if you have any queries, please contact our Customer Communications team via 'My MSV' or by email at enquiry@msvhousing.co.uk

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If you would like this leaflet in another format or language please use the accessibility toolbar on our website, or contact us

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