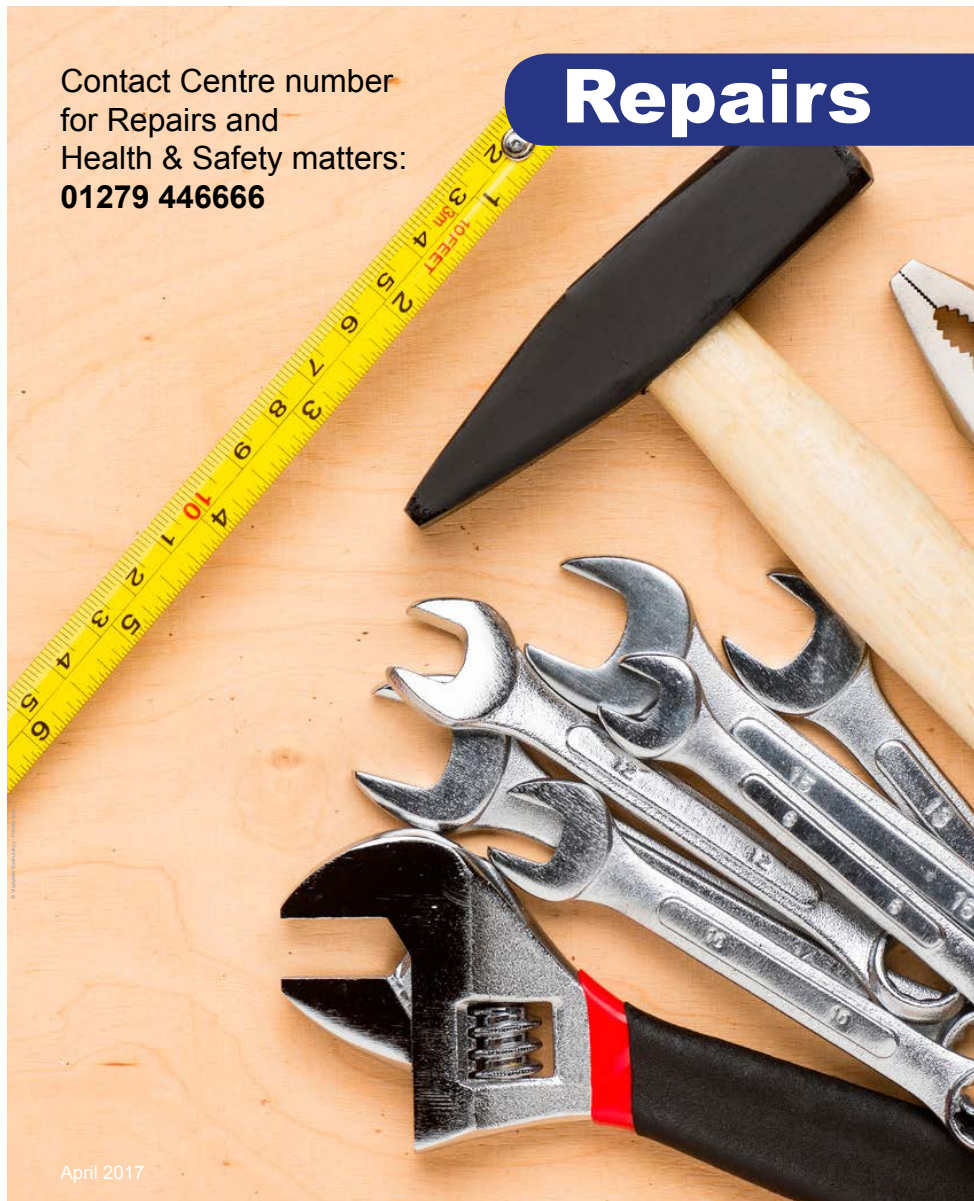


Contact Centre number  
for Repairs and  
Health & Safety matters:  
**01279 446666**

# Repairs



April 2017

**Harlow Council**  
Civic Centre, The Water Gardens,  
Harlow, Essex CM20 1WG

**Tel: 01279 446655**  
**[www.harlow.gov.uk](http://www.harlow.gov.uk)**

**Harlow**  
Council  
*Working together for Harlow*



Harlow Council aims to provide you with a safe and comfortable home and to deal with repairs quickly and efficiently.

If you are elderly or have a disability, the Council may carry out some additional repairs for you. Please see our leaflet: **“Help if you are elderly or have a disability”** for more information on what repairs you could be eligible for. This repairs leaflet forms part of your tenancy agreement.

### **Emergency:**

For serious, unexpected, and often dangerous situations that require immediate action, attendance will be within two hours to make safe and repair within 24 hours.

### **Urgent:**

For work requiring immediate action or attention that is not considered to be an emergency or standard, attendance will be within five working days.

### **Standard:**

For work that is not considered to be an emergency or urgent but must be carried out within a reasonable time period, the

attendance will be within 20 working days.

### **Planned:**

Work that is not considered as urgent or standard can be placed on to a planned programme.

Works on a planned programme can take up to 12 months.

## **Who does what?**

The Council’s aim is to keep your home in good repair. Therefore the Council will maintain the following:

- The structure and outside of the building, including:
  - Roofs.
  - Walls – but not internal decoration.
  - Floors.
  - Ceilings.
  - Window frames.
  - External doors.
  - Drains.
  - Gutters.
  - Outside pipes.
  - Boundary fences.

- Gas and electricity services inside your home, from the meter to the outlet socket.
- Kitchens and bathroom fixtures including:
  - Basins (not blockages).
  - Sinks (not blockages).
  - Toilets, (not blockages if you have more than one WC).
  - Baths (not blockages).

However if any element is damaged or broken due to misuse, the Council may recharge you for the repair/ replacement of the element.

- Electrical wiring, gas, and water pipes.
- Heating equipment and water heating equipment.
- Any shared areas around your home including:
  - Stairs.
  - Lifts.
  - Landings.
  - Lighting.
  - Entrance halls.
  - Paving.
  - Parking areas.
  - Rubbish chutes.

## **Repairs the Council expects you to carry out**

You are responsible for the inside of your home, which includes the following items:

- Glass for example windows and doors.
- Removing radiators for decorating purposes.
- Bleeding and venting radiators where applicable. If you are not sure contact HTS (Property & Environment) Ltd repairs for advice.
- Supplying and fixing chains and plugs for all sinks/basins.
- Supplying and fixing toilet seats and toilet pull chains.
- Clearing a blocked toilet if you have more than one in your home (unless you are in a flat block).
- Clearing a blocked sink, bath or wash hand basin. The Council is only responsible for clearing total blockages. If it is found that the tenant has caused this, for example, flushing disposable nappies, the tenant will be charged for this service.

- Splash back/wall tiles.
- All door furniture, locks, handles and bolts, unless your home cannot be secured, for example, a faulty lock on an external door.
- Window catches and window locks, unless the window is on the ground floor and your home cannot be secured.
- Draught excluders.
- Floor tiles (We will remove damaged floor tiles that contain asbestos).
- Gates, hinges and catches.
- Clothes posts, lines and fittings (except where a communal facility.) Posts will only be provided for communal areas – you will have to provide the lines.
- Rear garden paths.
- Clearing all surface water gullies within the boundary or your home.
- Internal decorations including minor cracks (except where the Council has carried out major works repairs and damaged the decorations when it will be redecorated to an emulsion standard).
- Changing light bulbs and fluorescent tubes.
- Supplying 13 amp plugs or changing plug fuses.
- All internal woodwork, except a detached banister or hand rail, or defects caused through rot or structural movement.
- Curtain rails and pelmets boards if fitted by the Council.
- Damage to up-and-over garage doors left open (this item is also in the garage policy).
- Sweeping chimneys for an open fire.

## Repairs to DIY

You are responsible for any fixtures or fittings you have put in yourself, such as a new bathroom suite.

You will be responsible for any fixtures or fittings that may have been installed by a previous tenant on mutual exchanges.

If you are elderly or have a disability, the Council may carry out some repairs for you. Please see our leaflet: **“Help if you are elderly or have a disability”** for more information.

## Damage

### **Damage caused by you**

If you or your family neglect or damage your home, either accidentally or on purpose, and repairs have to be carried out as a result, you will be charged the cost of the work and an administrative charge to cover the full cost.

### **Damage caused by someone else**

If someone else damages your home, either through crime or vandalism, you must report it to the Police and obtain a crime incident number before a repair will be carried out.

### **Damage by Council employees**

If you believe that loss or damage has been caused to your property due to actions by a Council employee or one of its contractors, you should immediately contact the Council's Insurance Team. You will be given an Advice Note which will help you to complete your Letter of Claim.

Some damage may be covered by your home contents insurance, and if this is the case, you would be expected to make a claim on your insurance.

## Household insurance

The Council insures the structure of your home and you are responsible for insuring the contents.

A Tenants' Home Insurance Scheme is available which you can pay for weekly when you pay your rent. Please pick up a leaflet and a proposal form from Contact Harlow for more information.

If building works are being carried out to your home or if scaffolding is put up around your home, you must notify your household insurer. If you do not, your household insurance may be invalidated.

For more information visit:  
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