



# Repair Booklet



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**Date: April 2018**



## Our maintenance team

Graham Jones

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We also have a number of sub contractors that we use regularly for specialist problems i.e. electrical, plumbing, gas etc.



## Smoke Detectors

Ensuring that the smoke alarms fitted in your property are working properly could help save your home and the lives of you and your family.

On average 50,000 fires in the home are reported yearly and kill nearly 500 and injure over 11,000. Many of these could have been prevented if people had an early warning and were able to get out in time.

It is the tenant's responsibility to change the batteries in the smoke detectors that are fitted in the property. Always check the battery regularly, replacing it when necessary, and never remove it for other purposes.



## Gas Leak

If you suspect that you have a gas leak in your property act immediately and call National Grid Transco on 0800 111 999.

If you suspect you have a gas leak in your home:

- Do not smoke or strike matches
- Put out any cigarettes or naked flames
- Do not operate electrical switches, mobile phones or door bells, they can cause sparks
- Turn off the gas supply at the meter
- Open all doors and windows to ventilate the affected rooms
- Keep people away from the affected area

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## How to Report a Repair

### Reporting a repair

You can report a repair by ringing our Head Office between 9am and 5pm, Monday to Friday, freephone on 0800 633 5773 (some mobile networks may charge for the call). Maintenance requests can also be made via our website [www.robertsestates.co.uk](http://www.robertsestates.co.uk)

### What information do we need?

We need you to tell us your name, address and telephone number. You will also need to provide us as much details of your repair as possible.

### Once the repair has been reported, what happens next?

A worksheet will be created for the relevant contractor and sent out to them. They will then contact you to make an appointment to call at your property and assess the repair.

### Missed appointments.

You must notify the maintenance team immediately if you cannot keep to an agreed appointment. If you go out and our contractors call, you will be charged for the cost of the call out.



## Useful do's and do not's

### Do:

- familiarise yourself with the gas appliances in your home
- Allow our contractors access to service and maintain gas appliances in your home
- Familiarise yourself with your gas meter and know how to turn it off in an emergency
- Obtain a fireguard if there are young children or elderly people in your home

### Do not:

- Paint or adapt any gas fire or boiler case in your home
- Install a ceiling fan in a room containing a fire without first obtaining permission
- Tamper with any internal controls of a boiler
- Dry cloths on or around the fire or boiler
- Sleep in a room where there is a gas fire or back boiler unit installed
- Block any air vents, this will shut out fresh air that your gas appliance needs to burn safely.



## Gas servicing

The annual gas safety checks and service will help to ensure that your heating system is running efficiently and cost effectively and that your appliances are safe to use. From the many services we provide to our residents this can be considered the most important for your personal safety and well being.

It is important to note that under the Gas Safety Regulations Act 1998 and your tenancy agreement, you have a legal obligation to allow reasonable access to carry out the necessary annual gas service check.

If you fail to allow access we have no alternative than to take legal action against you, the cost of which could run to over £1500 and will be charged against you and recovered via the courts if necessary.

We write to all householders, informing them of when our gas service engineers will be in your area. We would appreciate your full co-operation in allowing access so that the programme runs smoothly and efficiently, with minimal disruption to you.

If you have pre payment gas and electricity meters within your property it is essential that you ensure that there is sufficient



## How quickly do we attend?

We operate a priority system for repairs:

URGENCY	TYPE OF REPAIR	RESPONSE TIME
Extreme emergency	A very serious health and safety hazard, things like a major burst or a complete power failure	Within 24 hours
Emergency	Repairs which would cause severe discomfort, disruption or something which would cause damage to the building and you furnishings. For example, partial loss of services.	Within 7 days
Urgent	Repairs which affect your comfort and convenience and/or contribute towards damaging your home. Examples: total heating or hot water failure in the summer and electrical repairs.	Within 14 days
Routine	Less urgent repairs that can wait a short time. Examples: repairs to kitchen units, and minor electrical repairs.	28 Days



## Repair Responsibilities.

All tenants are responsible for the general upkeep of their property.

If your home needs a repair due to normal wear and tear, we will carry out this work. However, if a repair is due to neglect or damage by you, your friends, family or visitors we will expect you to carry out the necessary repair. In some cases, we may carry out the repair and then charge you for the cost.

You are responsible for insuring the contents of your home and for keeping it in a reasonable condition, as well as for trying to resolve minor problems/repairs. You are also responsible for keeping the interior of your home in good and clean condition and to decorate all internal parts, using paint supplied by us, as often as is necessary to keep them in good order. You are also responsible for keeping external areas, such as yards and gardens, in a good and tidy condition.

See the table on pages 7 - 9 for details of which repairs are the responsibility of Roberts Estates and which are the responsibility of the tenant.



## Boiler manuals

If you are having problems using your boiler many manuals can be found on the manufacturers websites online

## Helpful resources for the simple tasks on your boiler.

You tube is a fantastic resource for helping people with many of the tasks above, e.g. re-pressurizing your boiler, bleeding your radiator etc.

If you have a Baxi boiler use the following link

<http://www.youtube.com/watch?v=yFCsl7-I92E>

For a Worcester boiler use the following link

<http://www.youtube.com/watch?v=zUsBw1ZpiKY&feature=related>

If you follow the links above you will also find a list along the side of the webpage with other useful clips e.g. how to bleed your radiators



## Boilers

Simple checks that should be completed before reporting a fault on your boiler.

Is the boiler gas or electric?

Have you checked if there are any supply problems in your area?

Is there sufficient credit on your card if you have a prepayment card?

Is there a fault reading flashing on the display? If so, do you have the manual for the boiler?

Is the thermostat in the correct position?

Are the radiator valves open correctly?

Is the boiler coming on at all? If so, is there a banging noise?

Is there a pressure reading? If so, what does it say?



## Responsibility for repair chart

Repair		Responsibility
Baths	Except unblocking wastes	Landlord
Bathroom fixtures and fittings	Except WC seats, bathroom cabinets, mirrors, towel rails and toilet roll holders	Landlord
Carpentry		Landlord
Chains and	On basins, baths and sinks	Tenant
Chimneys &		Landlord
Communal are-		Landlord
Decoration	Except when damage is	Tenant
Domestic appliances	Such as cookers, fridges, washing machines, dishwashers (unless supplied by Roberts Estates)	Tenant
Doors	Internal and external (unless damage caused by	Landlord
External timber		Landlord
Fences and		Landlord
Smoke alarms		Roberts Estates
Smoke alarm		Tenant
Fixtures and	Such as coat hooks, cur-	Tenant



Responsibility for repair chart cont...

Floor boards		Landlord
Floor covering	Including adapting doors to	Tenant
Front door lock	Except communal locks	Tenant
Garages		Landlord
Garden mainte-	Including dustbins and re-	Tenant
Gas		Landlord
Glazing	If broken into you must get a crime number from the police	Tenant
Hand basins	Except blockages	Landlord
Heating	Including storage heaters and fitted electric fires. Except bleeding radiators	Landlord
Hot water heat-		Landlord
Immersion heat-		Landlord
Infestations		Tenant
Internal door		Tenant
Kitchens	Except domestic applianc-	Landlord
Light fittings	Except light bulbs, dimmer switches, fuses, florescent	Landlord
Locks of any	Except communal locks	Tenant



Responsibility for repair chart cont...

Loss of keys	Including repairs to forced	Tenant
Paths	Including steps, footpaths	Landlord
Plastering		Landlord
Plumbing re-pairs and leaks	Except for washing machines, dishwashers and	Landlord
Re-lighting pilot lights	Including the resetting of any heating controls or	Tenant
Re-washer taps		Landlord
Roofs		Landlord
Sink units	Except blockages	Landlord
Skirting boards		Landlord
Stairs		Landlord
Switches and	Except dimmer switches	Landlord
Telephone		Tenant
Tv aerials and sockets	Unless communal	Tenant
Washing lines	Unless communal	Tenant
Waste block-	Including basins, bath,	Tenant

WC seats		Tenant
Windows	Including window sills, catches, sash cords and	Landlord
Worktops		Landlord