



Leeds & Yorkshire
Housing Association

Repairs Handbook



What is this handbook for?

This handbook provides information for LYHA customers about the repairs we carry out in your home and neighbourhood.

It also explains what we need to know in order to arrange your repairs quickly and efficiently.

You'll also be able to:

- Know what to do in an emergency
- Find out how to report a repair
- Learn what repairs you are responsible for
- Find out what is considered to be an emergency repair
- Find out what is considered to be a non-emergency repair
- Find out about our service standards

When you contact us please let us know:

- Your name, address and a phone number
- Details of the item that needs repairing
- When you will be at home
- Any circumstances we need to take into account, such as if you are hard of hearing or if you have difficulty getting to the door

How to report a repair to LYHA

Please report an **Emergency repair** by phone only - **Tel: 0113 278 3335**.

You can report a **Non-emergency** repair by phone - **Tel: 0113 278 3335** or online (see below).

Our contact centre is open 8.30am to 5.00pm Monday to Friday – outside of these times you will be transferred through to our emergency out-of-hours service. Wherever possible, all non-emergency repairs should be reported during office hours or by using your myLYHA account.

Emergency repairs

Target response time - within 4 hours

Repairs that could present danger. Examples include:

- Serious water leaks
- Total loss of heating and/or hot water (31st October to 1st May)
- No electrics

Urgent repairs

Target response time – within 5 working days

Examples include:

- Problems with water supply
- Electrical faults
- Heating system issues
- Matters which could cause serious damage to the property if not dealt with quickly

Routine repairs

Target response time - within 20 working days

Repairs where the fault or failure does not cause danger to the occupants or the public.

Examples include:

- Dripping taps (dependent on severity)
- Minor issues with light fittings
- Replacing broken bulbs in communal areas – however this might be urgent if it is a health and safety issue
- Problems or blockages to toilets when there is more than one toilet in the property

How to create a LYHA Online Account

You can log a non-emergency repair quickly and easily via our online customer portal 'MyLYHA'.

To register, please go to

<https://www.lyha.co.uk/MyLYHA>

You will need to type in your surname, date of birth and your tenancy reference number. Your Neighbourhood Officer should have given you your tenancy reference number after sign-up. If you don't know this, please call us on **0113 278 3335** or you can find it on your latest rent statement.

Please note, in some circumstances where a property is a new build home, repairs may be undertaken by the housing developer within the first 12 months, not LYHA's repairs contractor. Repair timescales will vary but LYHA will oversee successful completion.



Emergency repairs

Target response time - within 4 hours

An emergency is a repair which threatens health, safety or security or could cause significant damage to your home. Our emergency call-out contractors will make the property safe to enable full and proper repairs to be undertaken during normal working hours.

Important: Emergency repairs should always be reported by phone - Tel: 0113 278 3335.

Some examples of emergency repairs:

- Uncontainable water leaks to a water pipe or riser on the landlord side of the stopcock
- Making safe immediately after a water leak inside your home. e.g. checking electrics
- Dealing with the effects of severe storm damage to the structure of your home (after the storm has passed)
- Risk of falling masonry or structural collapse
- Total loss of electricity supply (excluding those caused by a power company)
- Unsafe electrical fittings (excluding customer owned appliances)
- Insecure outside (main) doors and windows (broken glazing will be boarded; replacing glazed units is the customer's responsibility)
- Gas leaks within your home
- Blocked mains drains, soil pipes or the only toilet
- Total heating loss for vulnerable customers during the period 31 October to 1st May
- Customer lift breakdowns
- Stairlift breakdowns where the landlord remains responsible for repairs/servicing
- Insecure communal door access

If the repair is an emergency, you must stay in your home until the contractor arrives (unless it is unsafe for you to do so).

If you exaggerate the urgency of the problem to get a quicker (emergency) response, we may charge you for the call-out fee. We will attend within four hours and make the situation safe.

Please note: In the case of an emergency, we will try to contact you to gain access to your home.

If we cannot contact you, it may be necessary for us to force entry into your home. For example, if there is a risk of injury to people, or a risk of damage to the property or to other properties.

Non-emergency repairs

These are repairs where the fault or failure does not cause danger to the occupants or the public. These are considered to be less urgent and can wait a short time before being dealt with.

Urgent repairs

Target response time - within 5 working days

Examples of Urgent repairs include:

- Problems with water supply
- Electrical faults
- Heating system issues
- Matters which could cause serious damage to the property if not dealt with quickly

Routine repairs

Target response time - within 20 working days

Examples of Routine Repairs include:

- Dripping taps (dependent on severity)
- Broken internal doors / locks
- Minor issues with light fittings
- Problems or blockages to toilets when there is more than one toilet in the property

Repair Appointments

If a repair is not an emergency, we'll arrange an appointment for as soon as possible and at a time that suits the customer.

Available appointments include:

- Mornings 8:30am – 1:00pm Monday to Friday
- Afternoons 1:00pm – 5:00pm Monday to Friday
- First call of the day Monday to Friday (where available)
- Last call of the day Monday to Friday (where available)
- Avoiding school run Monday to Friday

Cancelling an appointment

- If we cannot keep an appointment, we will let you know as soon as possible and offer you another appointment that is convenient to you
- If you cannot keep an appointment, please contact us as soon as possible to make a different appointment. Unless you contact us to rearrange the appointment, the contractor will leave a card to tell you they have called. You will need to make contact to arrange another appointment
- If you are expecting a contractor to visit your home and they do not arrive, please contact us to let us know so we can investigate

Quality Control

We will routinely check 10% of completed responsive repairs which are selected at random, or which are flagged through our customer satisfaction surveying, and instruct the contractor to remedy any unfinished or poor-quality work.

You can help us by taking part in our responsive repairs customer satisfaction surveys. We contact a sample of customers who are asked how satisfied they were with their repair and whether there is anything we can do to improve our service.

If you believe that a repair has not been completed satisfactorily, please **contact us**.



Responsibilities

Our staff and contractors who work in your home will:

- Make an appointment with you if they need access to your home
- Carry out repair and inspection work (except in an emergency) between 8.30am and 5pm Monday to Friday
- Show you identification before coming into your home
- Let you know before starting work on the outside of your home
- Explain what work they are going to do and how it may affect you
- Work safely and considerately at all times
- Be polite and respect your cultural beliefs and personal circumstances wherever possible
- Cover your flooring and furniture to protect them (if needed / appropriate)
- Keep all tools and equipment safe
- Tell you how work is progressing
- Take reasonable steps to keep your home secure

- Try to avoid causing any damage
- Make sure you have water, electricity, heating and cooking facilities before they leave at the end of the day
- Remove all tools and equipment, materials and rubbish from your home at the end of each working day

Our staff and contractors are not allowed to:

- Smoke in your home (including vaping)
- Play music without your permission
- Use bad language or behave inappropriately
- Work in your home with children under 18 if a responsible adult is not present
- Use your toilet without your permission
- Receive gifts or payments from customers
- Keep keys to customers' homes
- Do private work for customers or undertake jobs other than those stated on their works order

You have the right to:

- Refuse to let someone into your home if you are not sure who they are – ask them to stay outside and call us
- Refuse to let someone carry out work at your home if you are not happy about their behaviour or language

Our “secure customers” have the legal Right to Repair under the Right to Repair Regulations 1994 and this is included in their tenancy agreement. Our “assured customers” also have similar rights included within their tenancy agreement. Customers can use this where we fail to carry out our obligations to repair.

Customers are entitled to compensation when a “qualifying” repair (and which cost less than £250 to carry out) is not completed despite being reported to us twice.

Your responsibilities to LYHA

To help us carry out our responsibilities, you must:

- Contact us as soon as you notice a repair is needed and take action to prevent it getting worse
- Give us as much information about the repair as possible – this will help us to get your repair fixed quickly
- Tell us if you have a hearing impairment or if you may have difficulty getting to the door when someone comes to your home
- Let all our contractors into your home to carry out repairs, safety checks or inspections. Failure to do so may result in LYHA starting legal action to gain access to your home and/or for breach of tenancy which could result in seeking possession of your home. You may be held liable for any costs
- Wherever possible, keep to your pre-arranged appointment time or contact us in plenty of time to re-arrange

When work is being done in your home

We expect you to:

- Be polite and helpful when speaking with our staff and contractors
- Refrain from smoking whilst our staff or contractors are in your home
- Let us know beforehand if you are unwell
- Keep your pets under control and safe from harm whilst our staff and contractors are in your home.
- Move or protect furniture and other household items (not owned by us)
- Lift flooring (not fitted by us)

We will tell you if:

- You need to move furniture
- You need to lift flooring (carpets, lino/laminate etc). Please arrange to get this done before our contractor arrives

If you are vulnerable, elderly or disabled and have no one to help you, we may agree to move furniture or lift flooring for you. If we do agree to help, you will be asked to accept full responsibility for any damage that might happen while helping you.



Access to your property

Secure tenancy:

The customer shall allow the landlord or his/her agents access at all reasonable hours of the daytime to inspect the condition of the property or to carry out repairs or other works. LYHA shall normally give at least 24 hours' notice in writing of their intention to enter the property for this purpose, but immediate access may be required and shall be given in an emergency.

Assured (non- shorthold tenancy):

The customer shall allow LYHA's employees or contractors access at reasonable times, and subject to reasonable notice to inspect the condition of the premises, to carry out repairs or improvements to the premises or adjoining property or for any other purpose that LYHA requires. The customer shall allow access to carry out any annual Gas Safety Check or other similar regular checks. LYHA will normally give at least 24 hours' notice, but immediate access may be required in an emergency.

Starter tenancy:

You must allow LYHA, and contractors acting for us, into your home to carry out repairs and to inspect your property or carry out service improvements. Usually, you will receive prior notification of any visits intended, although this is not always possible in an emergency situation. In such situations, we may need access immediately. If you do not allow us in immediately you could put yourselves and your neighbours at risk. In such circumstances we may have to enter your home without prior permission, and you may have to pay for any resulting additional costs if they might otherwise have been avoided.

Improvements and alterations

Before you make any alterations to your home you must complete an 'Application Form for Customer Improvement Works'.

We have to ensure that your home is not damaged or made unsafe. In some cases you will also have to obtain Planning Permission or Building Regulations Approval from the local authority. An alteration is anything which is an addition or change to the property or is gas, electrical or water supply related.

All electrical work must be done by a qualified electrician and a safety certificate supplied and any gas works by an operative registered with **Gas Safe**.

Your rent will not increase as a result of any improvements you make, but you will be responsible for any subsequent repairs to that improvement. It is important that you do not start any improvement work until we have given you our written permission. Please be aware if you chose not to get permission, we may charge you to repair or restore your home to its original condition.

At the end of your tenancy you may qualify for a compensation payment, less an allowance for depreciation, for an improvement or alteration you carried out after the 1st of April 1994. You must have had our permission to have made that improvement.

Contact us for more information about the 'Customer's right to compensation for improvements'.

Repairs you must pay for

We may recover costs from our customers to pay for repairs that they are responsible for, or arising from:

- Deliberate, negligent, or careless acts by our customer, a member of the household, or any visitors to the home
- Failure to report a repair, defect, or fault as soon as possible which then goes on to cause further damage
- Failure to uphold the terms and conditions of the tenancy agreement
- Any building work carried out to the home without our permission which is poor quality or not compliant with the relevant regulations
- Such repairs do not include those due to normal wear and tear

We'll assess each case individually depending on the circumstances.



Summary of LYHA and customer responsibilities

The following tables outline who is responsible for repairs. Not all repairs are covered, and the information should be used as a guide only.

Repair type	Leeds & Yorkshire	Customer
Basins and Sinks		
Tap is leaking	x	
Tap will not turn on or off	x	
Basin or sink is blocked		x
Plug and chain is broken or missing		x
Basin is loose, cracked or broken	x	
Baths and Shower		
Plug and chain is broken or missing		x
Water is seeping between bath and wall	x	
Electric shower does not work	x	
Shower is blocked (1st attempt)		x
Communal Areas		
Entry phone is not working	x	
Concrete or tarmac path is damaged	x	
Lighting in public area	x	
Doors		
Replacement keys and gaining entry to your home if you have lost your keys		x
Door is sticking	x	
Adjusting internal doors when customer has had new flooring fitted		x
Water is getting in around door frame	x	
Electrics including lighting		
Mains-powered smoke detector	x	
Replacing batteries in a battery operated smoke detector if batteries have run out in between services		x



Repair type	Leeds & Yorkshire	Customer
Electrics including lighting		
Electric socket is loose	x	
Internal light bulb needs replacing (sealed lights only)	x	
Internal light bulb needs replacing – all non-sealed light units		x
Fuse box/consumer unit not working properly	x	
Appliances such as cookers, fridges and TVs (*Unless the appliance is the property of LYHA)		x
Floors, walls and ceilings		
Skirting board is loose	x	
Floorboard is loose	x	
Wall tiles are loose	x	
Decorating		x
Small cracks in plaster on wall		x
Small repairs to plaster on ceiling		x
Large repairs to plaster on ceiling or wall	x	
Garages		
Replacement keys and gaining entry to your garage if you have lost your keys		x
Garage door is loose	x	
Heating and hot water		
Storage heater is not working properly	x	
Gas fire is not working (if owned by LYHA)	x	
Boiler is not working properly	x	
No heating/hot water resulting from utility supplier issue - customer		x
No hot water	x	
Insulation jacket to cylinder is damaged or missing	x	
Kitchen units		
Unit door will not open or close properly	x	
Drawer front needs repair	x	
Worktop is loose or damaged	x	

Summary of LYHA and customer responsibilities continued

Repair type	Leeds & Yorkshire	Customer
Outside the property		
Gate will not open or close properly	x	
Step is loose	x	
Concrete or tarmac is damaged	x	
Mowing and tidying your garden: Non-communal gardens		x
Mowing and tidying your garden: Communal gardens where a service charge is paid	x	
Roofing		
Chimney pot is loose	x	
Tile is loose	x	
TV aerials or satellite dishes (unless it is a communal service e.g. more than one household is affected)		x
Drainage		
Manhole cover is loose (LYHA may have to refer this to Yorkshire Water if it is their responsibility)	x	
Gully is blocked (LYHA is responsible after you have tried to unblock this)	x	
Stairs		
Handrail is loose	x	
Stair or tread is loose	x	
Toilets		
Toilet is blocked		x first instance customer must attempt to clear
Toilet is blocked: Caused by faulty pipework	x	
Faulty cistern/ overflowing water	x	
Replacing broken toilet seats		x



Repair type	Leeds & Yorkshire	Customer
Locks, latches and fittings		
Handle is broken	x	
Replacement keys if you have lost them		x
Water services		
Water pipe is leaking	x	
Cold-water tank is leaking	x	
Making sure pipes do not freeze and dealing with frozen pipes	x	
Window fitting is loose	x	
Window glass has been broken by vandalism and customer has a 'Crime Reference Number' (*Unless damaged by the customer, family member or visitor)	x	
Outside taps blocked or frozen (unless fitted by customer)	x	
Pest Control		
Dealing with infestation: Customer's property e.g. rats, cockroaches, wasps and squirrels		x
Dealing with infestation: Communal areas	x	
Condensation and its Causes		
Treating condensation and mould (LYHA maybe responsible if problem persists and has been caused by poor repair, inadequate heating or ventilation)	x	x
Damp and Mould		
Treating damp and condensation (LYHA maybe responsible if problem persists and has been caused by poor repair)	x	

Pest control

If a pest infestation is linked to a customer's actions or behaviour, then the customer is responsible. Some pests, like ants or cockroaches, are attracted to areas that are unclean, such as rubbish not being taken out or food kept uncovered. Excess moisture from poor upkeep or non-reported leaks can also attract certain pests. And a flea infestation may be the result of a customer's pet. In these instances the financial responsibility of pest control could be passed to the customer.

Any damage caused by a LYHA customer, family member or visitor which is deemed to be malicious may be recharged.



Health & Safety Issues

Gas Leaks

If you smell GAS you should:

- Put out all flames, turn off the gas, and open windows so the gas can escape.
- Leave your home and call the National Gas Emergency Service free on **0800 111 999** – it's important to use a phone outside of your home (using a phone inside, even a mobile, could spark an explosion). If you are deaf or hearing impaired and have a Minicom or Textphone, you can call the gas emergency service on **0800 371787**.



If you smell GAS you should not:

- Use any naked flames such as matches or cigarettes
- Turn on any electrical switches or operate telephones or mobiles

Your responsibilities:

- Make sure air vents do not become blocked
- Allow us access to carry out the annual gas safety check / and service in your home (see below)
- Report any gas appliance repairs to us without delay

Gas Safety Checks

Our responsibilities

- We have a Gas Safety policy that helps us manage gas safety for all our customers
- If your home has a gas supply, we will arrange for a Gas Safe registered engineer to carry out a gas safety inspection every 12 months – this is a legal requirement
- We will provide you with a copy of your annual gas safety check certificate within 28 days of your inspection



Fire Safety

We have produced a **handy guide** to fire safety in your home. We have a robust fire safety and inspection process in place for all homes where there is a shared internal communal area, such as an entrance lobby and publish the fire evacuation policy for each scheme on our **website**.

We carry out regular fire safety inspections of all our homes which share communal areas. This includes testing fire alarms, safety and detection equipment.

If you have any concerns about fire safety in your flat or block, please email us at info@lyha.co.uk or call us on **0113 278 3335**.



Electrical Safety Checks

Our responsibilities

- We have an Electrical Safety policy that helps us manage electricity safety for all our customers
- We will inspect and test your electrical installations every 5 years. A copy of the Electrical Installation Condition Report (EICR) for your home is available on request

To turn off your electricity

- Know where the consumer unit/fuse board is in your home
- Turn the mains switch to the OFF position

Make your home safer

- Do not overload sockets and do not wire more than one appliance into each plug.
- Never touch switches or plugs with damp or wet hands
- Turn off and unplug all electrical appliances that are not in use (it will also save you money)
- When using electrical appliances, always follow the manufacturer's instructions.
- Allow us into your home to carry out a full electrical safety inspection every 5 years, to inspect all fixed wiring and sockets



Unsafe electrical sockets



Health & Safety Issues continued

Water

To turn off your water

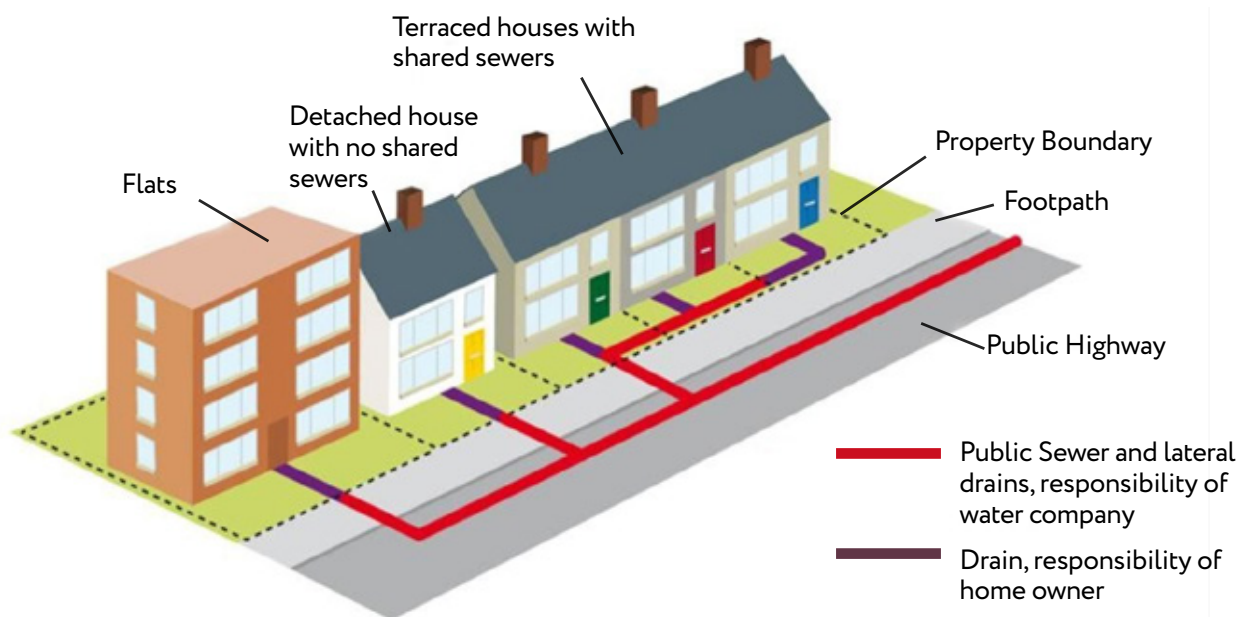
- Know where the stop tap is, and make sure you can turn it
- Turn the main stop tap to the right (clockwise) if you want to shut off the water (e.g. to prevent water leaks)

Contact LYHA on **0113 278 3335** if you are unsure or have any questions.



Drainage

Before reporting any drainage issues, you should first check who is responsible for the drain affected. The diagram below highlights where the drain is the responsibility of the landlord (purple) or the responsibility of the water authority (red).



Asbestos

Asbestos is a naturally occurring fibrous mineral that was once used extensively as a popular building material. It was used as an insulator (to keep heat in and cold out) and offered good protection against fire and corrosion. However, it is now known that asbestos can be dangerous. Long-term exposure can lead to serious diseases, including lung cancer and asbestosis, so it is very important that people are aware of the dangers.

Asbestos was banned in the UK in 1999, so if your home was built after 2000 it should not be present. If your home is older than this, please don't worry. We are committed to ensuring the Health and Safety of our customers at all times. We have produced an **Asbestos Safety Guide** to help make you aware of the dangers of asbestos and what to look out for.

If you have any concerns at all about asbestos, please contact our Customer Services team on telephone **0113 278 3335**.

Home Contents Insurance

We strongly recommend insuring your belongings against the cost of loss due to theft, fire, or water damage.

Unfortunately, accidents can occur unexpectedly and they can be costly to put right without insurance. Don't leave yourself vulnerable to having to cover these costs if the worst happens to you.

The insurance we offer in partnership with The Royal & Sun Alliance is affordable for a range of budgets, starting from less than £1 per week.

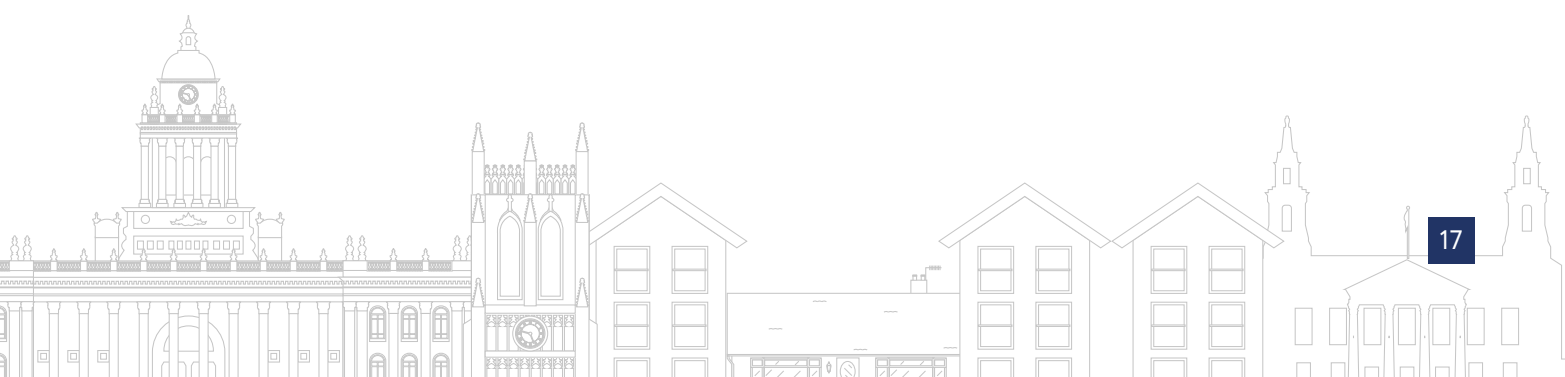
To find out more, please visit: https://www.lyha.co.uk/contents_insurance

You are free to take insurance with any provider. To compare rates between different insurance providers, you can visit price comparison websites such as:

Compare the Market: <https://www.comparethemarket.com/home-insurance/contents/>

Money Supermarket: www.moneysupermarket.com

Go Compare: <https://www.gocompare.com/home-insurance/contents-insurance/>



Condensation

What is condensation?

Condensation is a gathering of tiny water droplets which gather on surfaces like windows and mirrors. It has the appearance of mist or fog. Condensation occurs when warm air contacts with a cold surface. Often this is caused by everyday activities such as having a shower, cooking, drying clothes, and even moisture produced by breathing.



What is the difference between condensation and damp?

Condensation and damp can both cause mould, damage to clothes, furnishings and decoration, and leave a musty smell. Damp tends to leave a 'tide mark' on the wall and it can be necessary to make changes to the building to tackle it, however condensation is more easily remedied.

What can I do to reduce condensation?

There are a number of things that you can do to help reduce condensation. These include:

- Ensuring air bricks in rooms are not covered over or blocked by furniture
- Opening windows to ventilate your home (just opening them by a crack can often be enough)
- Ensuring your home is heated to at least 19 degrees
- Opening windows when cooking or showering. If you don't have windows in these rooms, an extractor fan should be used and not switched off. Please note that we would not recommend leaving windows open when there isn't anyone at home.
- Not drying clothes on radiators or inside. If this can't be avoided, ensure the windows are opened when possible

I'm sure it's damp – what should I do?

You should try the tips above for treating condensation, because they can also help with damp. If you notice no improvement within a few weeks, you should contact us for further advice.



Health & Safety Guides

We are committed to ensuring the health and safety of our customers and have compiled a number of factsheets to help our customers. These contain advice and guidance to keep you and your family safe. Please click on the links below:

[Asbestos safety guide](#)

[Electrical safety guide](#)

[Fire safety guide](#)

[Fire door safety guide](#)

[Fire safety guide for customers with balconies](#)

[Gas safety guide - Mains](#)

[Gates and grilles safety guide](#)

[How to use a Fire Blanket](#)

[Water safety guide](#)


The Fire Service also provides a range of great advice leaflets which can be found [here](#). Also, most, if not all fire and rescue services offer to carry out a free fire safety check of your home. You can book one by contacting your local [fire and rescue service direct](#).

Printed versions of these documents are available on request.

This email is security checked and subject to the disclaimer on <https://www.lyha.co.uk/email-disclaimer>.




Contact Us

 0113 278 3335

 info@lyha.co.uk

 www.lyha.co.uk

 @LYHAtweets

 /LeedsYorkshireHA

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Leeds & Yorkshire
Housing Association

