

Tenant Management Organisation repairs

This leaflet tells you how you can arrange a repair to your home if you are a resident of a Tenant Management Organisation (TMO). It tells you which repairs are your TMO's responsibility and which are yours. It also explains the different types of repairs and the timescales for completing them.

Our repair service standards

Service standards set out what we will do and how quickly we will do it. We are committed to keeping up these standards and they explain the level of service you can expect from us.

We give every repair a 'priority code'. The target time for the repair depends on its priority. Our timescales are in line with the Right to Repair regulations. Please see the section Your Right to Repair (page 5) for more information.

Type of repair	Response time	Our priority code
Emergency	We will respond to an emergency repair within two hours and make it safe within 24 hours. If we cannot complete the repair in one visit, we will make a further appointment to fix the problem.	Priority 1 (PR1)
Urgent	Within three working days, unless otherwise stated.	Priority 2 (PR2)
Non-urgent	Within seven working days, unless otherwise stated.	Priority 3 (PR3)
Routine	Within 28 working days, unless otherwise stated	Priority 4 (PR4)
Planned	Within 90 working days, unless otherwise stated.	Priority 5 (PR5)

What we will do when you report a repair to us

We will take the following steps when you report a repair to us:

- We will log your repair, so we can track its progress until it is completed.
- We will ask you for a detailed description of the repair. The more detail you give us, the better chance we have of ordering the right materials to fix the repair on the first visit.
- We will work out who is responsible for putting the problem right. If it is our responsibility, we will assess the priority of your repair.
- We will give you a repairs order number. You should quote this number when you want to track the progress of your repair, so please keep it safe.
- We will make an appointment to carry out your repair.
- A contractor will visit you on the date and time agreed to carry out the repair.

When reporting a repair please let us know if you, or a member of your household, are elderly, vulnerable or have a disability. We can then arrange your appointment with this information in mind.

If you want to report a repair to aids or adaptations, you need to inform us of this because we have to arrange for specialist contractors to do these repairs.

Please note – what appears to be a simple repair may turn out to be more complex, and completing it may involve extra visits.

Access to your home

You must make sure that either you or another responsible adult is present at the appointed time so we can have access to your home to carry out the repair. If you are out when we visit, we will leave a card to let you know we have called; it is your responsibility to contact us and re-book the repair.

Generally we will give you a minimum of 24 hours written notice that we need to access your property. In an emergency, we can enter the property without notice if we believe that you or others are at risk or property will be damaged if we do not enter; for example, if water from your flat is flooding flats below and affecting electrical wiring we would take the decision to enter your flat to fix the problem.

We may also need access to your property to inspect the repair after completion, to make sure the contractor has sorted out the problem. If you are out when we come to inspect, we will assume the repair is satisfactory, unless you tell us otherwise. Please allow us access to make this inspection, as it helps us ensure that the problem has been fixed and provide you with a good service.

How to prepare for an appointment

Once you have a date and time for your repair, you should make the area ready for the contractor to come and do the repair. This may involve moving furniture, lifting your floor coverings and clearing possessions away from the area, for example clearing items stored under the sink if it is leaking.

Contractors will not be able to clear an area or room before fixing the repair. We will not be responsible for any damage caused to items that have not been moved away from the area. The same applies for pre-repair inspections, particularly when we are trying to detect leaks.

If you are elderly, vulnerable or disabled, or need extra help when someone comes to fix your repair (including clearing the area), please let us know when reporting your repair.

How to identify our workers

Our staff and contractors all carry ID cards. If a staff member or contractor cannot show their ID card, do not let them in. Report the incident to your TMO office or to the police.

Your repair responsibility

Under the terms of your tenancy, you are responsible for the upkeep of your home and for keeping it clean and in good decorative order. We expect you to report any repair in good time and help us to monitor the standard of work of our repair contractors. Please don't ignore a problem that needs to be repaired as this may lead to further damage to your home or someone else's. Please take your responsibility seriously.

Below is a breakdown of common repair responsibilities. If you have any questions about a specific repair, please contact your TMO office (see page 7) for advice.

Item	Us	You	Priority
Aids and adaptations	✓	-	PR1
Basin sink or bath plugs and chains	-	✓	
Bath or bath panels	✓	-	PR3
Blockages – basin, sink or bath (unless caused by you)	✓	-	PR2
Blockages – toilet or soil pipes (where there is only one toilet in the home)	✓	-	PR1
Blockages – rainwater pipes, gutters or gullies	✓	-	PR2
Carbon monoxide alarms (when fitted by us)	✓	-	PR1
Ceiling repairs	✓	-	PR4
Central heating	✓	-	PR2
Chimney, flue or stack	✓	-	Planned
Coat hooks	-	✓	-
Cooker (unless provided by us)	-	✓	-
Cooker (installation of or disconnection)	-	✓	-
Curtain batten, rail or pole	-	✓	-
Damp-proof course	✓	-	Planned
Decoration – inside	-	✓	-
Decoration – outside	✓	-	Planned
Door-entry system	✓	-	PR3
Doors – inside	-	✓	-
Doors – letterbox, spy hole, handles, chains or draught excluders	-	✓	-
Doors – outside (front doors)	✓	-	PR1 – Planned
Electric consumer unit (fuse box)	✓	-	PR1
Electric meter or supply of electricity	-	✓	-
Electric wiring	✓	-	PR1
Electric fires (supplied by us)	✓	-	PR1
Extractor fans (in kitchen or bathroom)	✓	-	PR3
Fences or gates	✓	-	Planned
Floors (not carpet, vinyl or laminate floor coverings)	✓	-	Planned
Footpaths, paving or steps we have installed	✓	-	Planned
Forced-entry damage caused by police after criminal activity	-	✓	-
Garages	✓	-	PR2 – PR4
Gardens	-	✓	-
Garden walls (only if we own them)	✓	-	Planned
Gas – supply or gas meter	-	✓	-
Gas boilers	✓	-	PR2
Gas fires (if we own them)	✓	-	PR2
Gas pipe work	✓	-	PR1
Gas water heaters	✓	-	PR1 – PR2
Gas or electrical appliances we have not provided, for example, cookers, fridges, portable fires, light bulbs, showers, plugs and fuses	-	✓	-
Glazing, unless caused by you, a member of your household or a visitor	✓	-	PR1

Guttering or rainwater pipe	✓	-	Planned
Hot water	✓	-	PR2
Immersion heater	✓	-	PR2
Keys and fobs (cost of replacement)	-	✓	-
Kitchen units – door catches, handles or hinges	-	✓	-
Kitchen units – worktops or sinks	✓	-	Planned
Lifts	✓	-	PR1
Light fittings – bulbs	-	✓	-
Light switches	✓	-	PR3
Locks – doors or windows (except one front door lock)	-	✓	-
Loft hatches or ladders (except communal)	-	✓	-
Overflow pipes	✓	-	PR3
Pest control (unless it is only in your home)	✓	-	PR4
Plaster finishing (except minor cracks)	✓	-	Planned
Pram sheds or stores	✓	-	PR4
Porch	✓	-	Planned
Radiators (not bleeding radiators)	✓	-	PR3
Roof	✓	-	Planned
Satellite dishes	-	✓	-
Sealant to baths, washbasins, sinks, tiles or worktops	-	✓	-
Shower unit (where provided or adapted by us)	✓	-	PR3
Skirting boards (not included in decoration)	✓	-	Planned
Smoke detector – not battery powered	✓	-	PR1
Sockets	✓	-	PR3
Staircase, banister or handrail (replacement)	✓	-	Planned
Stairs	✓	-	Planned
Steps	✓	-	Planned
Stopcocks	✓	-	PR3
Taps	✓	-	PR3
Tap washer replacement	-	✓	-
Toilet pan and cistern	✓	-	PR1 – PR3
Toilet seat	-	✓	-
TV aerials – individual	-	✓	-
TV aerials – shared	✓	-	PR3
Wall tiles or grouting	-	✓	-
Walls or rendering (outside)	✓	-	Planned
Water supply (mains)	✓	-	PR1
Water tanks	✓	-	PR1 – PR4
Windows – frames, cills or vents	✓	-	Planned
Windows – handles, locks, draught excluders or inside decoration	-	✓	-

We will charge you for any damage to your property caused by neglect or misuse. We expect you to provide a safe and clean working environment for our repair contractors and to allow them enough time to carry out any repairs.

Your right to repair

The government has set target timescales for carrying out particular repairs, and we aim to meet these targets.

The Right to Repair scheme gives secure tenants a legal right to have these repairs done on time. If we do not meet the target times, you can ask us to get another contractor to do the work within the same length of time. If the work is still not done, you may be entitled to claim compensation. Alternatively, you can appoint your own contractor to do the work and we will pay for it.

Your right to repair only applies to repairs on the government's list with a value of £250 or less. For more information, please contact your TMO office.

Please note, you must let the contractor in, and you must give them extra time to do the repair if a special part is needed.

Qualifying repairs

Qualifying repairs under the Right to Repair scheme include the following:

Repair	Priority
Total loss of electric power	PR1
Partial loss of electric power	PR2
Unsafe power or lighting socket, or electrical fitting	PR1
Total loss of water supply	PR1
Partial loss of water supply	PR2
Total or partial loss of gas supply	PR1
Blocked flue to open fire or boiler	PR1
Total or partial loss of space or water heating between 31 October and 1 May	PR1
Total or partial loss of space or water heating between 30 April and 1 November	PR2
Blocked or leaking foul drain, soil stack, or (if there is no other working toilet in the home) toilet pan	PR1
Toilet not flushing (if there is no other working toilet in the home)	PR1
Blocked sink, bath or basin	PR2
Tap which cannot be turned	PR2
Leaking from water or heating pipe, tank or cistern	PR1
Leaking roof	PR3
Insecure external window, door or lock	PR1

Communal repairs

Communal repairs are repairs to shared parts of a building or estate, rather than to an individual home; examples include repairs to paving, external lights or stairs and landings.

Please also tell us if you notice that a communal repair is needed. We will need to know the exact location, for example, please tell us the nearest address, or give us the set of numbers that can be found on the nearest external light columns.

Gas servicing and maintenance

By law, we must check all our gas appliances and pipe work for leaks that could cause an explosion or carbon monoxide poisoning. We do this by carrying out a yearly safety check through a contractor on the Gas Safe Register.

After the safety check, the contractor will leave a copy of the annual gas safety certificate in your kitchen. They should also leave a sticker on your boiler with their contact phone number.

You must allow the contractor into your home to do the safety check. The contractor will offer an appointment when the annual service is due. They will make the appointment to suit you where possible, but please try to be flexible as well. We may take legal action against you if you do not let us complete your annual gas safety check. To stop us taking legal action, you must let us know if you are going to be away due to holiday or sickness for any length of time.

You are responsible for safety checks on any gas appliances you own, such as a gas cooker.

Planned maintenance and major works

Planned maintenance and major works are programmes of major repairs and improvements to council homes. These projects are managed by the council. If they are going to affect you, the council will give you notice of what will happen and when. Each scheme will have its own target time and project timetable.

Installation of aids and adaptations

If you need aids or adaptations to be installed in your home, for example hand rails or ramps, this service is managed by Lambeth Council. Please contact your TMO office (see page 7) for more information. Once installed your TMO office will be responsible for general maintenance.

Condensation

Condensation often results from modern lifestyles, improvements to windows, doors and roofs, and the installation of central heating systems. Central heating changes the way air flows around rooms. Warm, moist air, which would otherwise have escaped through chimneys, windows and doors, gets trapped inside your home.

Condensation appears when moisture vapour meets a cold surface. You can see it as water droplets on the walls, ceilings and windows. This can lead to a spread of black mould if not cleared away.

You can greatly reduce condensation in your home by taking a few simple precautions:

- Do not dry clothes on radiators.
- Open windows and cover pans when cooking.
- Run cold water into the bath before adding hot water.
- Do not block up air vents in walls and doors.
- Clean away any mould that appears on walls, ceilings or windows with a suitable cleaning solution.
- Do not vent a tumble dryer into a room.
- Shut kitchen or bathroom doors when using extractor fans.
- Open windows regularly to replace damp air with dry air, especially in the morning.

Please contact us if you still can't remove black mould or damp after following the advice in this leaflet.

Asbestos

Asbestos is a naturally occurring fibrous material that has been used in buildings since the 1950s. It is an insulator (keeping in heat and keeping out cold), has good fire-protection properties and protects against corrosion. Asbestos is often mixed with other materials and can be difficult to identify. If your property was built before 2000, some parts of the building are likely to contain asbestos. Asbestos is found in many products used in buildings, including ceiling tiles, pipe insulation, boilers and sprayed coatings.

Asbestos-containing materials in good condition are not a risk to people's health. In our properties we try to make sure that anything that may contain asbestos remains in good condition; is sealed with paint and has a warning sign against it. If any of these materials or others which you suspect contains asbestos is damaged, contact us immediately.

Home improvements, repairs and DIY

You should contact us before doing any of the work below in your home; we can tell you whether **materials containing** asbestos are present in the area where you plan to work:

- Don't drill, cut into, sand or scrape anything you think may contain asbestos.
- Always soak wallpaper before removing it. If possible, use a steam stripper and gently peel away the paper before redecorating.
- Don't try to remove textured coatings (Artex) from ceilings. Wash any area of flaking paint with sugar soap before repainting.
- Don't try to remove old floor tiles or linoleum. Leave them in place and lay new floor coverings over them.

Asbestos register

By law Lambeth must maintain an asbestos register. The asbestos register is essential to managing asbestos in all properties, including TMO properties. It lists all materials that are either presumed to contain asbestos or have been confirmed to contain asbestos after laboratory sampling and analysis. You may request information from the register about your home by contacting Lambeth Call Centre on 020 7926 6000.

To raise a repair contact your TMO

Angell Town Estate Management Board

Langport House, Overton Road
SW9 7HN

General repairs telephone: 020 7926 8820
Out of hours repairs telephone: 020 7926 6666
Fax: 020 7926 8821

Cetra Housing Co-operative Ltd

27 Cedars Road
Cedars Estate
SW4 0PN

General repairs telephone: 020 7926 7555
Out of hours repairs telephone: 020 7926 6666

Cottington Close Tenant Management Co-operative

1 Opal Street, Second Floor
SE11 4HZ

General repairs telephone: 020 7926 8105
Out of hours repairs telephone: 020 7926 6666
Fax: 020 7926 8280

Cowley Estate Management Board

147 Brixton Road
SW9 6LZ

General repairs telephone: 020 7926 0690
Out of hours repairs telephone: 202 7926 6666

Ethelred Tenant Management Organisation

20 Lollard Street
SE11 6US

General repairs telephone: 020 7926 8361
Out of hours repairs telephone: 202 7926 6666

Holland Rise and Whitebeam Close Tenant Management Organisation

95 Clapham Road
SW9 0HS

General repairs telephone: 020 7926 0310
Out of hours repairs telephone: 202 7926 6666

METRA Housing Co-operative

26 Hannay Walk
Magdalen Estate
SW16 1AS

Telephone: 020 8677 4534
General repairs telephone: 020 7926 0310

Myatts Field North Tenant Management Organisation

40-41 Foxley Square
SW9 7RY

General repairs telephone: 020 7926 8345
Out of hours repairs telephone: 202 7926 6666

Patmos Area Community Conservation Association (PACCA)

London City Mission
81 Lothian Road
SW9 6TS

General/ out of hours repairs telephone: 020 7926 7740

Thorlands Tenant Management Organisation

Harry Caddick Community Centre
63 Lilford Road

SE5 9HN

General repairs telephone: 0800 652 0940 or 0207 326 7070

Out of hours repairs telephone: 0975 857 8698

Wellington Mills Housing Co-operative

24 Mead Row

Kennington Road

SE1 7JG

General repairs telephone: 020 7633 0255

Out of hours repairs telephone: 020 7926 6666