



# Report a repair

## Ways to report a repair

### Tenants Online

Login at: <https://portal.tenantsonline.org>



### Telephone

Call Customer Services on **0303 303 0003**.

In the evenings, at weekends, on bank holidays and at other times (e.g. staff training), your call will be automatically transferred to our out-of-hours service.



### In an emergency

If you need an emergency repair out of office hours, call **0303 303 0003** as usual.

Your call will be handled by our out-of-hours team. Please tell the call handler:

- you are a tenant of Broadland Housing Association
- your name and address
- details of the emergency

**\*\*\*Important: The out of hours service is for emergency calls ONLY.**

Please check if your repair is classed as an emergency. For non-emergency repairs, use any of the other channels listed. All calls are recorded.

### Email

Email Customer Services on:  
[enq@broadlandgroup.org](mailto:enq@broadlandgroup.org)



### Write

**Our address us:** Broadland Housing Association,  
NCFC Carrow Road, Norwich, NR1 1HU.



### Face-to-face

Speak to any Broadland staff member.



### Who is responsible?

This table shows who is usually responsible for arranging the repair, and if necessary, replacement.

Broadland's responsibility	Tenant's responsibility
<ul style="list-style-type: none"> <li>• heating and hot water</li> <li>• electrical wiring, sockets and light fittings</li> <li>• plumbing</li> <li>• roofs, outside walls, windows and doors</li> <li>• drains and gutters</li> <li>• inside walls, floors, ceilings and doors</li> <li>• kitchen units</li> <li>• boundary marking</li> <li>• baths, basins and toilets</li> </ul>	<ul style="list-style-type: none"> <li>• damage that you, a family member or a visitor to the property has caused, whether accidentally or intentionally</li> <li>• internal decorations and replacing light bulbs</li> <li>• internal door handles and latches</li> <li>• replacing keys and locks if you have lost your key or it has broken in the lock</li> <li>• clearing blockages to sinks and basins if you have caused the blockage</li> <li>• TV aerials (unless it is a shared aerial we have provided), phone lines, satellite and cable TV, and broadband.</li> <li>• fencing between properties*</li> <li>• sheds</li> </ul>

*\*see fencing section*

Please see your individual tenancy agreement for exact details of repairs that you are responsible for.

### Exceptions

In a limited number of circumstances we will carry out repairs which are not normally our responsibility, for example:

- **emergency situations** - health and safety is our prime concern. We may recharge later, if appropriate
- where the damage is a health and safety risk to tenants/members of the public
- where the repair is necessary to avoid further damage
- where a reasonable adjustment is required (**see below**).



Please see our **Tenants Recharge Policy\*** for details on recharges. *\*available on our website or a printed copy is available on request*

### Insurance

We insure the structure of our properties. Tenants are responsible for arranging contents insurance for their furniture and belongings (for example, against theft or damage from fire, vandalism and water damage, such as burst pipes).



### Repairs procedure

Please contact us as soon as possible to report a repair to your home or communal area.

#### We will then:

- identify whose responsibility the repair is
- identify if you need a reasonable adjustment (see below)
- tell you the category of the repair (emergency, urgent or routine)
- confirm your appointment via your preferred method of communication

### Repair priorities

Repairs are split into eight categories, according to urgency. Each has a target timescale:

Category	Target timescale
Emergency	within 4 hours / 24 hours
Urgent	5 working days
Category A	30 days
Category B	60 days
Category C	90 days
Category D	120 days
Category E	365 days

### Emergency repairs – within 4 hours

**Definition:** issue poses an immediate risk to your health and safety or security, or if left incomplete, may cause immediate damage to your home.

#### Includes, but is not limited to:

- fire or flood
- gas leaks
- overflowing sewage in your home
- heating system failure in adverse weather
- a socket or switch that is dangerously faulty
- exposed or loose electrical wires
- blocked toilet if it is the only one
- leaking soil stack pipe
- a water leak that cannot be contained inside a property
- a loss of power and/or lighting to the whole property
- checking electrics after flooding/ water penetration
- forced entry and replacement of lock where a person is locked out or inside the property (we will recharge unless a crime reference number is provided)
- re-securing doors where the property is not secure



Once the problem has been made safe, the emergency repair job will be closed. If more work is needed, we will immediately open a new repair job.

We aim to be clear about what will happen if a second visit is needed. Where possible, the second repair job will be scheduled while the operative is still in your home. For out-of-hour emergencies, we will contact you within five working days.

### Emergency repairs – within 24 hours

**Definition:** issue causes inconvenience, affects your comfort or which, if left incomplete, may cause damage to your home.

#### Includes, but is not limited to:

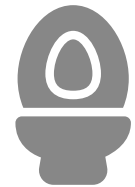
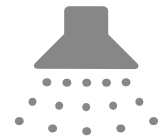
- loss of heating or hot water
- repair/ replacement of defective locks to external doors
- loss of lighting
- defective smoke or carbon monoxide alarms that are permanently wired in
- rotten timber floorboards or stair tread (make safe)
- internal leaks that can be controlled using a bucket or bowl
- partial loss of water supply or a continuous overflow



- toilet not flushing or a loose, cracked or broken WC toilet seat, sink, bath or wash hand basin
- taps which will not turn off
- rain penetration from roof or guttering into property
- badly cracked glass
- broken or damaged banister rails
- additional security measures for a victim of Domestic Abuse.



- light is faulty (background lighting available)
- hand/stair rail or banister loose/damaged
- door or window is insecure
- bath/shower cannot be used (but other washing facilities available)
- electric shower cannot be used (but other washing facilities available)
- the seat in the shower is damaged
- shower rail is loose
- TV aerial is faulty
- communal washing line is damaged
- damp or mould in the property
- containable leak (not tap-related)
- multiple radiators are not working
- seal around the bath is damaged
- shower door is damaged
- toilet is loose/damaged
- rubbish needs cleaning
- adaptations equipment repairs (i.e. stairlifts, bathing aids)



**Urgent repairs – within 5 working days**

Includes, but is not limited to:

- repairs to immersion heaters
- flooring/floor covering is damaged/uneven and is dangerous
- heating system failure
- drainage cover is loose or damaged



**Routine repairs (Category A) – within 30 working days**

Includes, but is not limited to:

- unsafe brickwork
- drain is blocked/running slowly

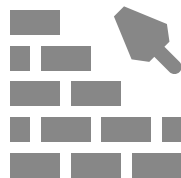


**Routine repairs (Category B) – within 60 days****Includes, but is not limited to:**

- heating system failure in favourable weather conditions (outside of October to April)
- windows need repair
- extractor fan is faulty
- garage roof is leaking
- tap is loose/dripping/seized
- storage heater is faulty
- radiator is loose/damaged/not working

**Routine repairs (Category C) – within 90 days****Includes, but is not limited to:**

- brickwork is loose/damaged
- garage door is damaged
- gutter/fascia is loose/damaged
- loft insulation is damaged
- heating airlocks/power flushing
- door frame loose/damaged
- external door needs repair
- bath/shower tray needs repair
- basin or sink is faulty
- door lock repair/replacement

**Routine repairs (Category D) – within 120 days****Includes, but is not limited to:**

- kitchen cupboard door is damaged
- kitchen plinth is damaged
- wall/base unit needs repair/replacement
- worktop is damaged
- shower is faulty (but other bathing facilities available)
- meter cupboard door/box needs repair/replacement
- wall/ceiling needs repair
- thermostat is faulty
- wall tiles loose/damaged
- pipework needs repair (non-urgent)
- flooring/floor covering is slightly damaged/uneven

**Routine repairs (Category E) – within 365 days****Includes, but is not limited to:**

- internal door needs repairing
- bath panel is damaged
- boxed in area needs repair/replacement
- skirting/architrave damaged/loose
- a bollard or parking post is damaged



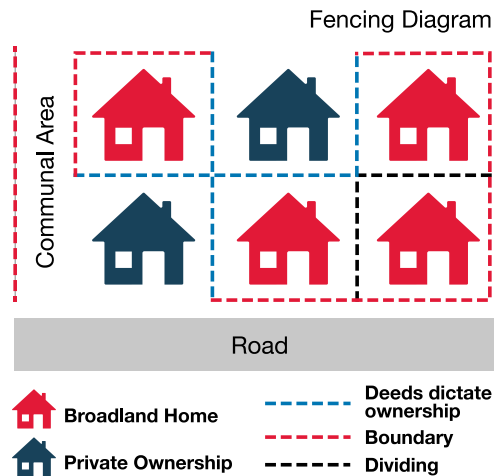
- gate/fencing needs repair/replacement
- radiator is rusty
- painting works
- fascias, soffits and bargeboard repairs
- misted glass in door or window



## Gates and Fencing

If your tenancy started prior to the end of 2007 Broadland are responsible for replacement of all your fencing/gates.

If your tenancy started in 2008 and beyond Broadland are only responsible for boundary fencing/gates. All other fencing/gates is a tenants responsibility. Please see diagram right.



- extensive internal damage
- extensive external damage
- structural damage preventing occupation
- major infestations and specialist cleans
- property not achieving the Decent Homes Standard.

## Reasonable adjustments

We aim to prioritise repair jobs for tenants requiring reasonable adjustments because they are disabled or there is a safeguarding concern.



Such cases will be considered on an individual basis.

## Gaining access to your home

By signing your tenancy or leaseholder agreement, you have agreed to allow us access to your home for planned maintenance and repair work, annual gas safety checks, periodic electrical checks and stock survey inspections.



If you refuse access, we may need to start legal proceedings and we will pass on the associated costs to you.

In the event of an emergency and we are not able to contact you, we retain the right to gain entry.

## Exceptions

In certain situations, different timescales will apply, such as:

- works which immediately affect health and safety
- where a reasonable adjustment is needed
- asbestos removal



## When we visit

Our operative will call you on the day of your repair with an estimated time of arrival. Broadland Housing staff or contractors working in your home must:

- ✓ introduce themselves on arrival and show their photo ID\* before entering
- ✓ treat you with respect at all times
- ✓ explain what they are going to do and why
- ✓ wear appropriate PPE
- ✓ protect your belongings from damage, dust, dirt and paint
- ✓ make sure materials and tools do not cause danger to anyone in your home
- ✓ keep mess and noise to a minimum
- ✓ clear rubbish at the end of each working day
- ✓ make sure electricity, water and gas are connected at the end of each day
- ✓ not enter rooms without your permission
- ✓ not use your electricity supply or toilet without your permission

Please do not let anyone into your home without checking their identification first. If in doubt, contact Customer Services.

## After the repair

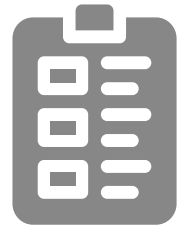
Once your repair has been completed, we invite you to complete a short customer satisfaction survey. We contact tenants who report they are very dissatisfied to try to resolve any outstanding concerns and understand what went wrong, so that we can continue to improve.

To ensure we maintain a good standard of service we aim to check up to 5% of all repairs carried out. We complete these checks via a phone call or a visit to your home.

## Making alterations to your property

It is important that you get written permission from us before you make any changes to your home, property or garden.

Unauthorised alterations may introduce new fire risks that we are not aware of.





**Broadland Housing Head Office:**

Broadland Housing Association  
NCFC Carrow Road, Norwich  
NR1 1HU

**Customer Services:**

**T: 0303 303 0003**

**W: [broadlandgroup.org](http://broadlandgroup.org)**



**TENANTS  
ONLINE**