



Approved
Accessible
by our tenants

Maintenance in my home

About this guide

This booklet gives me advice about maintenance in my home and ways to keep safe.

It has been split into the following sections:

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- Giving me advice Pg 11



Maintenance in my home

This guide explains what Hope Properties does to keep my home to a good standard and how they can help me.



Repairs policy

Hope Properties will:

- Repair some things for me if they break down (but I must pay for things that I damage).
- Make sure contractors do a good job when they fix the repairs in my home.
- Plan for work that will need to be done to my home in the future (for example, a new roof).
- Tell me about changes that affect me or my home (for example building works).



For repairs or advice about my home ring:

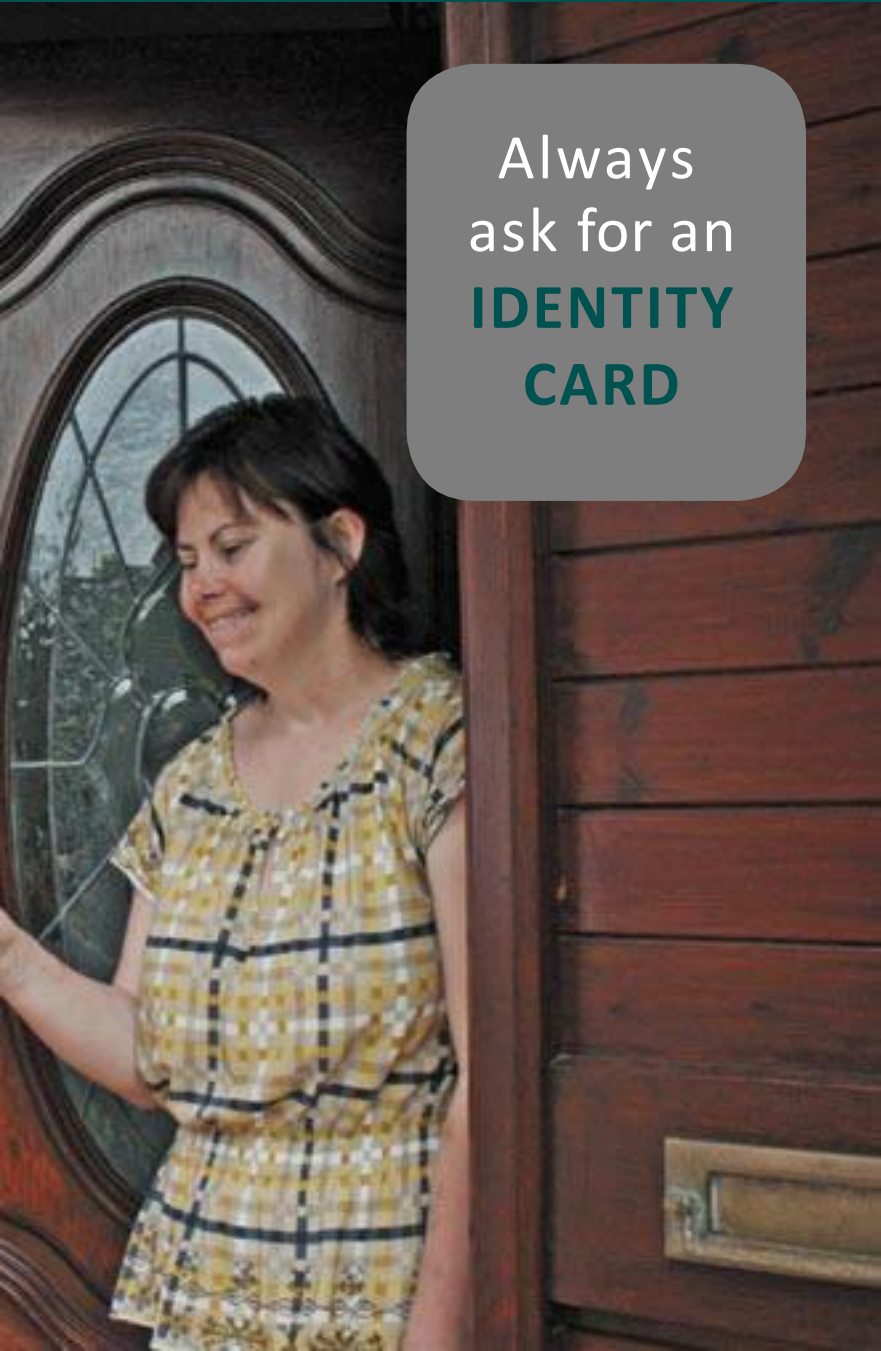
07881 566433

Answering the door

When answering the door:

- Always ask for an identity card when anyone comes to the door including the Police, electricity or gas board, a contractor or Hope Properties staff.
- If the caller did not make an appointment to come to my home or if I feel unhappy about letting them in, I can:
 - Ask the person to wait outside and close the door.
 - Ring the caller's company to find out why they are at my home.
 - I need to get the telephone number from the telephone directory. Do not ring the number on the identity card of the caller as it may be false.
 - Contact a family member, a friend, my support worker or Hope Properties to ask them to ring the company for me.





Always
ask for an
**IDENTITY
CARD**

- I can arrange to have my gas and electricity meters read at an agreed time and by a named person if I am blind, partially sighted or find it difficult to move around my home.



Remember
I must not let anyone
into my home if I do
not feel safe.

Types of repairs

Emergency Repairs

An emergency repair will be responded to within 24 hours of it being reported to Hope Properties or to our out of hours repairs service.

The list below shows some emergency repairs:

- All or most of my lights and/or plugs do not work.
- No heating and/or hot water.
- Water leak, for example a burst pipe.
- Gas leaks.
- Roof leaks. The contractor will only fix the leak if the weather is okay.
- Toilet is not working if there is only 1 toilet in my home.
- Attending break-ins.



Types of repairs

Urgent repairs

An urgent repair will be responded to within 7 days of it being reported to Hope Properties.

The list below shows some of the urgent repairs:

- Repairing or leaking rain water pipes and gutters.
- Replacing a toilet seat.
- Repairing or replacing extractor fans.
- Putting new glass in my windows.
- Repairing bannisters or handrails.
- Repairing outside lights.
- Leaking wastepipes to the sink.



Types of repairs

Routine repairs

A routine repair will be responded to within 28 days of it being reported to Hope Properties.

The list below shows some of the repairs;

- Putting in new taps.
- Plaster work to the walls inside my home.
- Repair or replace garden fence.
- Putting new doors in.
- Putting in new hinges to doors inside my home.
- Repairing a flat roof (if I have one).
- Re-fixing slipped or missing slates off my roof.



Types of repairs

Cyclical maintenance

Hope Properties makes sure my home is kept in a good condition. This includes planning work for the future to make sure this happens.

This list includes:

- Visiting my home to make sure it is in a good condition.
- Painting the outside of my home. It is my responsibility to paint the inside of my home, unless it has already been agreed that Hope Properties will paint shared areas. This does not include my bedroom.
- Putting on a new roof when it is needed.
- Putting in a new bathroom when it is needed.
- Putting in a new kitchen when it is needed.



Repairs and colours

Hope Properties will contact me to tell me about any work that needs to be done in my home. They will contact me to arrange a day and time for it to be done.

Choices of colour

When work is being carried out to the following things, I will be given a choice of colour for:

- My front door.
- The walls inside the shared rooms of my home.
- The kitchen unit doors and work surfaces.
- Flooring, e.g. carpets.



Giving me advice

Hope Properties will give me help and advice.

They will:

- Give me advice about anything to do with my home.
- Help me to arrange for someone to carry out any work even if I have to pay for it.

I need to ring:

07881 566433

I can ring this number
24 hours a day, 7 days a week.

Any repairs and advice - from 9am-5pm
Emergency repairs only - from 5pm-9am
and weekends.



Contact us

For more information and advice, I can contact Hope Properties:



**Write to : Hope Properties South West,
Petitor House,
Nicholson Road,
Torquay,
TQ2 7TD**



Call us: 07591 553618



Email us: hello@hopepropertyessw.co.uk

or visit our website: www.hopepropertyessw.co.uk