



Council of the Isles of Scilly Housing Department

REPAIR GUIDE

Information and advice

www.scilly.gov.uk

Tel: 0300 1234 105

Please use this booklet to look up your repair problem before you contact us. By giving us this information we need to deal with your repair, you can help us fix your problem first time. We want you to be safe in your home, and accept the responsibilities that come with running your household as set out in your tenancy agreement. If you have any questions about our service, or are not sure who is responsible for fixing a problem in your home, please contact 0300 1234 105 - Option 3.



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REPORTING REPAIRS:

To report your repair please email a detailed description of the issue (preferably with photos) to housing@scilly.gov.uk or call us on 0300 1234 105 - Option 3, to report your repair.

Alternatively you can visit the One Stop Shops at the St Mary's Library or Carn Gwaval Gym.

We aim to keep our reporting a repair process as quick and easy as possible.





OUR REPAIR PROMISE

We will.....

- Make sure the structure and exterior of your home is in good repair.
- Provide you with information about how to use the fittings provided in your home and gain access to our services when you need to.
- Carry out repairs we are responsible for, such as repairing or replacing fixtures and fittings which we own.
- Make sure common entrances, halls, stairways, lifts, passageways and other communal areas are kept repaired.
- Make sure all fixtures and fittings for water, electricity, space and water heating are kept in good repair and working order.
- When carrying out repairs involving floor or wall tiles an attempt to match existing style, colour and size will be made where possible. However, repairs will be contained to the affected areas, larger areas will not be renewed if we are unable to match the tiles.
- When carrying our repairs to the ceiling and walls of your home we will redecorate the affected area with white paint, but we will not redecorate the entire room or ceiling.
- Carry out improvement works which will include works to the inside of the tenanted properties, communal or shared areas and external repairs as part of a major works programme. These are usually larger projects which involve long term investment in homes and buildings.
- Comply with the law and guidance issued by the housing regulator.



REPAIR PRIORITIES

EMERGENCY REPAIRS

An emergency repairs service is also available outside normal office hours, during the weekends and bank holidays, please call 0300 1234 105

TYPE OF REPAIR	MAXIMUM RESPONSE TIME	WHAT IS COVERED
EMERGENCY (E)	Within five hours	For repairs that remove immediate danger to people, avoid flooding or major damage to the property, make the property secure, or restore total loss of heating in winter. We will complete the repair at the time, if we can. If we cannot, we will make the situation safe and carry out any follow-up work as an urgent or routine repair within normal working hours.
URGENT (U)	Next working day	For work to restore full or partial failure of sanitation; water or electrical supply; or heating systems. Also for urgent work to prevent immediate damage to the property, to overcome serious inconvenience to the household or where there is a possible health, safety or security risk.



NON-URGENT (N)	Within 20 working days	For work where the fault or failure does not cause inconvenience or danger to occupants or the public.
OTHER (60)	Within 60 working days	For work where the fault or failure does not cause inconvenience or danger to occupants or the public. We may extend the timescale for certain repairs, for example if materials need to be ordered.



APPOINTMENT TIMES

We currently offer appointments on weekdays only. These are either morning (between 08:30 – 12:00) or afternoon (Between 13:00 – 17:00) appointments. On request we can arrange appointments between 10am – 15:00 to fit around medical appointments and school hours.

WHEN WE VISIT

If we cannot gain access to your property at the agreed time, we will phone you.

It is important to keep to the agreed appointment time. If you are unable to make the appointment time, please let us know by phone or email in advance. If we are unable to take your call, please leave a message. We will reschedule the appointment.

When we first visit we will tell you how long we expect the repair to take. If unable to complete the repair on the first visit we will arrange another visit before leaving the property. We will keep you updated with the progress of your repair.

APPLIANCES

Before you purchase a cooker please check your properties electrical outlet. We are not obliged to install an electrical or gas connection if you purchase the wrong type of cooker.

We are also not responsible for installing and connecting any or your appliances such as a cooker, washing machine, etc. You must ensure a competent person carries out the work and where required you must use a qualified engineer.



Any gas work must be completed by an engineer who is Gas Safe (formerly CORGI) registered, and for electrical works engineers must be NICEIC qualified.

SATELLITE DISHES & ASBESTOS

SATELLITE DISHES

All of our Social housing properties have a single channel of Freesat television reception. For some this is in the form of a communal aerials in a shared space. Aerials in a shared space can only be adjusted by a Council Operative, you are not permitted to adjust communal aerials.

To receive enhanced television services such as Sky for example you will require an additional connection. This additional connection will be at your cost. Tenants in any of our Council properties are not allowed to install satellite dishes without prior written consent from the Housing Department.

ASBESTOS

Asbestos is found in some products used in homes and buildings, including ceilings, interior walls and panels, flooring materials and domestic appliances such as boilers.

As long as asbestos is not damaged or located somewhere it can be easily damaged it is not of risk to you, as it is only dangerous as an airborne fibre.

Before you start any home improvements or maintenance, contact us first so we can check our records and let you know if any asbestos is present.



WHO'S RESPONSIBLE?

LOCATION	REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
DOOR & LOCKS	Replacing Keys or locks when keys are lost or you are locked out (unless living in sheltered housing).	✓	
	Repairing or replacing internal doors and locks including bedroom, living room and cupboards	✓	
	Repairing or replacing door handles, letter boxes, cupboard catches and hinges	✓	
	Adjusting doors, particularly when you fit new floor coverings	✓	
	Glazing repairs to internal doors and cupboards (but not security glass)	✓	
	Replace glass in windows, unless it is caused by vandalism or a break in (crime ref number required)	✓	
	Repairing or replacing additional security locks, even if the previous tenant installed them	✓	
	Change locks to front or back entry doors with a crime reference number (E)		✓
	External door/window that can not be secured (E)		✓



	Bathroom, toilet, kitchen or communal doors that cannot close (U)		✓
BATHS, TOILETS & BASINS	Unblocking waste pipes to sinks, toilets, basins and baths where the blockage is in your home	✓	
	Replacing or re-affixing broken or cracked wall tiles	✓	
	Repairing or replacing toilet seats, baths panels, plugs and chains on baths, basins or sinks	✓	
	Blocked toilets (where there is only one in the property) (E)		✓
	Renew or repair toilet (Where only one in the property) (U)		✓
	Reseal around the bath/sink/basin and replacing wall tiles (N)		✓
	Water hammer, defective tap washers (60)		✓
	Renew bath, extractor fans, hand basin or toilet (Where property has two)		✓
DRAINS & WASTES	Trying to clear blocked baths, basins, sinks or toilets (see page 19 for further advice)	✓	
	Clearing blockages or repairing leaks from your washing machine or dishwasher and upsurges	✓	



	Keeping gully grids clear of leaves and rubbish, this will help to avoid blockages and flooding	✓	
	Severe water penetration and flooding (E)		✓
	Major blockages to stacks, surging drains, stacks (E)		✓
	Renewing inspection chamber and/or cover (60)		✓
	Repairing gully grids (60)		✓
	Blocked refuse chutes (U)		✓
PLUMBING	If a water pipe has burst you should turn off your water supply at the stopcock, and then turn all taps on to allow remaining water to flow out and release pressure.	✓	
	Taking steps to prevent water in pipes and taps freezing in cold weather, particularly if you are going on holiday	✓	
	Severe water penetration and flooding (E)		✓
	No drinking water or loss of mains water (E)		✓
	Uncontainable leaks (E)		✓



	Containable leaks (N)		✓
	Repairing duct panels (60)		✓
KITCHEN FITTINGS	Repairing any kitchen units you have installed	✓	
	Repairing or replacing handles, catches and knobs on kitchen units	✓	
	Installing washing machines, dishwashers or tumble driers and clearing any blockages in them	✓	
	Repairs to kitchen cupboards and fittings installed by us (60)		✓
ELECTRICS	Resetting trip switches and, if necessary, turning off the mains supply. (Please see page 20 for further advice)	✓	
	Replacing batteries in smoke alarms and carbon monoxide detectors, indoor fluorescent tubes and other light bulbs	✓	
	Total loss of electricity supply (if this is a supplier fault you will need to contact them to resolve the issue) (E)		✓
	Partial loss of electrics i.e. one room, lights only or sockets only (U)		✓
	Re-secure loft hatch or intake cupboard for electric (U)		✓



	Faulty communal aerials (N)		✓
	Electrical extraction fans (N)		✓
FLOORS & STAIRS	Repairing any floor covering you have fitted (vinyl, sheeting, carpets, laminate) or that was fitted by previous tenants	✓	
	If you leave your property you must lift any floor covering you have installed or inherited by previous tenants, otherwise you will be charged for the cost to do this	✓	
	Defective flooring in communal areas or stair tread where there is a health and safety issue (N)		✓
	Looe or detached banister or hand rail (N)		✓
	Communal floor or wall tile repairs (60)		✓
	If you are vulnerable or disabled, we will move some items of furniture to carry out repairs, however we may not be able to move large or fragile items for you.		✓
ROOFS, WALLS & CEILINGS	Looking after any aerial or satellite dish you had permission to put up, or any aerial that was on the	✓	



	building when you moved in, unless it is a communal aerial		
	Decorating walls and ceilings, including filling minor cracks and holes	✓	
	Putting up and repairing shower and curtain rail and battens, pelmets, coat hooks and shelves	✓	
	Controlling the build-up of moisture in your home to prevent damp and mould appearing on walls or ceilings. You should keep air vents clear and use extractor fans and window trickle vents (where provided) to prevent condensation. You should always try to dry clothes outside and open windows if you are drying clothes indoors.	✓	
	Dangerous structures and ceilings		✓
	Roof leaks (these can only be repaired externally in dry weather) (N)		✓
WINDOW & GUTTERS	Replacing broken or cracked glass in any door (for safety reasons we can do the work and charge you the cost of the repair)	✓	
	Keeping window trickle vents clear	✓	



	Replacing window keys to locking windows where these are fitted	✓	
	Keeping gully grids clear of leaves and rubbish	✓	
	Re-glaze window or door (except those that have previously been made safe) (N)		✓
	Repair gutters and rain water pipes (in dry conditions) (N)		✓
	Re-glazing of boarded windows, only with a police crime reference number (60)		✓
	Reseal window or door (60)		✓
HEATING	Checking your heating controls (room thermostat, timer or programmer) are set correctly	✓	
	Keeping your home properly heated to prevent frozen or burst pipes, even when you are on holiday, and keeping it ventilated to prevent condensation	✓	
	Getting chimneys (used for coal or wood fires) swept once a year by a sweep registered with the National Association of Chimney Sweeps	✓	
	Loss of communal heating or lighting (E)		✓



	Blocked flue to open fire or boiler (E)		✓
	Total or partial loss of space or water heating (in winter, 1 November to 31 March) (U)		✓
	Leak from water or heating pipe, tank or cistern (U)		✓
	Total or partial loss of space or water heating (in summer 1 April to 31 October) (N)		✓
GARAGES & GARDENS	Replacing keys or locks to garages when keys are lost or stolen	✓	
	Gaining entry to your garage if you lose your key	✓	
	Fencing repairs to individual properties	✓	
	Replacing keys or locks to sheds when keys are lost, stolen or broken	✓	
	Maintaining individual paths, except the one leading from the boundary gate to your main entrance door	✓	
	Replacing clothes lines and rotary driers, except in shared areas	✓	
	Repairs to garage doors (These will never be treated as an emergency repair) (60)		✓
	Communal paths (60)		✓



	Maintaining fencing which forms a boundary with a footpath or public right of way. We may replace existing brick walls with wooden fencing when appropriate (Make safe – E) (Repair – 60)		✓
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If your repair is not listed and you are unsure who is responsible, please contact us on 0300 1234 105 to find out.



Responsible



CONDENSATION

WHAT CAUSES CONDENSATION

There are four main factors which cause condensation

- Too much moisture being produced in your home
- Not enough ventilation
- Cold surfaces
- The overall temperature of your home

As part of your tenancy agreement you are responsible for repairing, removing and preventing condensation and treating mould growth in your home.

Condensation can occur in any home but you can take steps to prevent it.

IF MOULD FORMS

Wipe the mould off immediately with water. Do not use washing up liquid or bleach, apply a recommended product available from any good hardware or DIY store. Always follow the manufacturer's instructions carefully.



REDUCE MOISTURE

- Dry clothes outdoors whenever possible, otherwise use well ventilated rooms
- Cover pans when cooking
- Vent any tumble driers to the outside
- Cover fish tanks

Please note: house plants and pets produce moisture too!

KEEP YOUR HOUSE WARM

- Take steps to prevent heat loss
- Maintain low background heat when the weather is cold or wet (this doesn't necessarily cost more than switching it on and off)

CONTROL EXCESS MOISTURE

- Close kitchen and bathroom doors to prevent steam going into other colder rooms
- Open kitchen and bathroom windows when cooking or washing so steam escapes, or use an extractor fan if fitted
- Leave the extractor fan on for a while after cooking or washing
- Open some windows in other rooms for a while each day and open any trickle vents fitted to your window frames
- Wipe down surfaces where moisture settles to prevent mould forming
- Do not block air vents and allow air to circulate around furniture and in cupboards
- Do not use bottled gas heaters – the gas produces a lot of moisture



CLEARING BLOCKAGES & WASTE, WHAT SHOULD YOU DO

PREVENTION

Blockages are mainly caused by hair being washed down plugholes in bathrooms. Larger debris blocks the kitchen sink and often the blockage is due to a build-up of grease or fat in the pipe.

Both these type of blockage build up gradually and the flow of water becomes slower. This is because the inside of the pipe is becoming increasingly smaller as the deposits build up over time.

Regular use of chemical drain cleaners will help keep the waste system clear and smelling fresh, but remember to follow the instructions carefully as some products are not suitable for plastic pipes.

TO UNBLOCK A BATH, BASIN OR SINK

- Scoop out most of the water with a jug or cup
- Hold a rag tightly over the overflow opening
- Place the plunger over the plug hole and pump it up and down rapidly

TO UNBLOCK A TOILET

- If the pan is already full, remove some of the water into a bucket using some form of scoop, for example a jug or cup
- Push the toilet brush or plunger in to the bottom of the pan
- Pump it up and down vigorously about 10 times. This creates a vacuum and pressure, which may shift the blockage
- Flush the toilet to see whether the blockage has gone

You may need to repeat this process several times before the toilet flushes normally.

Thoroughly wash your hands and all equipment after you have finished. If there is no improvement, you should contact us.



RESETTING A TRIP SWITCH, WHAT SHOULD YOU DO

CAUSE

If your lights or power go off, it means your trip switches are working properly. You can find out what caused the problem and sort it quite easily. This advice only applies to modern consumer unit. If you have an older 'fuse board' type with re-wirable fuses or cartridges, do not touch it and contact us immediately.

If an electrical appliance is faulty, leave it unplugged and get a qualified electrician or service engineer to check it.

Modern electric circuits are fitted with circuit breakers called trip switches. If a fault develops, a switch is tripped and the circuit is broken. You will find all of the trip switches (or fuses) in the consumer unit. Some customer units have buttons rather than switches. The consumer unit may be near your front or back door, or next to the electricity meter.

A TRIP SWITCH OR BUTTON USUALLY OPERATES BECAUSE

- Too many appliances (overloaded)
- Faulty or misused appliance, such as a kettle has been over-filled, a toaster not cleaned or a broken iron
- Water has leaked into a circuit or spills on to a plug
- A light bulb has blown
- An immersion heater is faulty



WHAT TO DO

- Make sure your hands are dry when touching electrical fittings
- Open the cover on your consumer unit to expose the trip switches/buttons
- Check which switch/buttons have tripped to the OFF position and which rooms have been affected
- Put these switches/buttons back to the ON position

If the trip goes again it is probably being caused by a faulty appliance or light.

- Check all the room and note which set of lights or sockets are not working
- Unplug all appliances on that circuit, and switch off the immersion heater switch (if you have one), switch the 'tripped' switch to ON
- Plug in the appliance or switch on each light one at a time until the trip goes again. Do not use adaptors when testing appliances.



SERVICE FOR VULNERABLE TENANTS

VULNERABILITY

We understand that at times people may require additional care and support to live in their homes. A persons needs may change over time, and conditions that leave a person vulnerable for a period may not be permanent, especially if the right type of support is available. Please remember to tell us if you have a condition which may be impacted on by us carrying out a repair.

There are a number of ways we can provide a flexible service where a customer has an identified need. These services are generally for residents who are frail, elderly or with severe physical health problems or disabilities. This may include giving greater priority for repairs, or carrying out work outside of our usual policy, for example, additional security works for victims of domestic violence. We will consider cases individually, and within available budgets.

AIDS & ADAPTIONS

If you or someone you live with finds it difficult to get around your home, you may be able to get help to maintain or improve your independence.

We can provide some basic adaptions to your home such as support and grab rails, adapted easy access bathrooms and easy to use WC flush handles. Larger works do require an assessment by an Occupational Therapy Service. Please contact us for more information.

DECORATION SCHEME

We can assist elderly or vulnerable tenants to redecorate their homes, free of charge, if they have had no decorations carried out by the Council in the preceding eight years. To be eligible, you must be a tenant who is:

- Registered disabled; or
- Over 70 with support needs, have a long term or terminal illness, mental health or learning problems which cause you difficulty with everyday activities.



Tenants unable to carry out decorations themselves must not have someone living with them who can do the decoration (i.e. someone who does not meet the above criteria).

HOME IMPROVEMENTS & RECHARGING

ALTERATIONS

If you want to make improvements and alterations to your home, you must complete an alteration request form and get our written permission before you do any work. If the work you want to carry out needs building and/or planning permission, it is your responsibility to get this permission. If you do not, you could be asked to restore the property to its original condition- at your own expense.

CUSTOMER RESPONSIBILITIES

As tenants of our social properties you are responsible for:

- Having adequate contents insurance in place
- Informing us promptly of any problem to allow us the opportunity to rectify it
- Being responsible for the actions of your household and any visitors as set out in your tenancy agreement

RECHARGES

If you break the conditions of your tenancy agreement, you will be recharged all costs reasonably incurred where we need to fix damage. You must provide access for us to undertake this work. Should the breach of conditions be severe you will risk losing your tenancy agreement.



DISREPAIR & INSPECTING WORK

DISREPAIR

If you report poor repair work or service (disrepair) an inspection will be booked and if necessary further repairs specified within 60 days.

Where an agreement cannot be reached a single external contractor may be appointed to carry out an independent assessment.

TECHNICAL INSPECTION

It is helpful to give clear, specific information about a repair, so we can arrange the right trade's person to fix the problem. We may ask you additional questions to help us diagnose the cause of the problem and what else may need to be repaired.

There may be occasions when we need to send an operative to gather additional information before we can order work, or to inspect work that has been carried out. Where we determine this is necessary we will agree a suitable appointment time with you.



SERVICE STANDARDS

WHAT TO EXPECT FROM US

We aim to provide you with great services, working to our set standards which we monitor.

HOW ARE WE PERFORMING

We review our progress across all areas of service and use statistics to measure our success and identify areas for improvement.

SATISFACTION SURVEYS

We ask our tenants to complete annual satisfaction surveys. We would appreciate if you could take the time to complete and return these to us to enable us to understand how you feel about the services we provide. We are committed to ensure tenant satisfaction with our repair service and this enables us to deal with issues where you think we could improve.

GETTING IT RIGHT

We aim to provide you with excellent customer service at all times, but if you feel we are not meeting these standards please tell us, we value your feedback. You can read more about making complaints or compliments on our website.



USEFUL CONTACTS

COUNCIL OF THE ISLES OF SCILLY

www.scilly.gov.uk
enquiries@scilly.gov.uk
03001234105

ISLES OF SCILLY POLICE STATION (NON-URGENT)

101

NATIONAL ASSOCIATION OF CHIMNEY SWEEPS (NACS)

Please look on their website to find a NACS chimney sweep in your area
www.nacs.org.uk

NICEIC

Please use the NICEIC website to find a registered electrician
www.niceic.com

AGE UK

Age UK provide a range of services to support older person's independence and wellbeing
www.ageuk.org.uk

MONEY ADVICE SERVICE

For free unbiased advice that helps you manage your money better
www.moneyadviceservice.org.uk

