

thirteen

Homes. Communities. Support.

Repairs to your home

As your landlord, we're responsible for a range of repairs to your home. You also have responsibility for keeping your home in good condition, as part of your tenancy agreement.

Emergency repairs - 24 hours

Emergency repairs are any defects that put the health, safety or security of tenants or anyone else at immediate risk. Emergencies also include defects that can affect the structure of the building. Emergency repairs must be reported by phoning **0300 111 1000**. We aim to complete emergency repairs within 24 hours from the time it is reported to us.

The timescale can depend on the type of repair needed, but our aim is to complete emergency repairs no later than the day after it's reported to us.

Examples of emergencies include:

- Blocked or leaking main drain or soil pipe
- Loss of gas supply
- Total loss of cold water supply
- Dangerous structures including wall or ceiling collapse
- Unsecure doors and windows.

Appointable repairs - 28 working days

Appointable repairs are any repairs that can prevent immediate damage to the property. We aim to complete appointable repairs within 28 working days of them being reported to us.

Examples of appointable repairs include:

- Blocked gullies, sinks, plumbing leaks
- Partial loss of electricity or water
- Loose or detached bannister or handrail
- Unsafe/leaking roof.

Planned repairs - 60 working days

Planned repairs are non-urgent repairs. We aim to complete these within 60 working days. From time-to-time, we also carry out planned maintenance on our properties.

Examples of planned repairs include:

- Repairing internal joinery including cupboards, shelving, skirting, bath panels, stairs etc.
- Cleaning out and/or repairing defects to gutters and rainwater pipes
- Fencing repairs.

How to report a repair

You can report a repair by:

- Reporting through **www.mythirteen.co.uk**
- Contacting our customer service centre on **0300 111 1000**
- Emailing us at: **customerservices@thirteengroup.co.uk**

When you report a repair you'll be asked for:

- Your full name and address
- If you're making the request on behalf of another customer, we'll need to know both your names
- A clear description of the repair needed
- The best time for us to carry out the work
- Arrangements for gaining access to the property
- Any special circumstances, for example if you're elderly or disabled.

Repair response times

When you contact us to carry out a repair on your home, we put your request into a category depending on its priority. We will carry out repairs to your home as quickly as possible but we have to carry out the most urgent repairs first.

Appointments

We normally give you a repair appointment as soon as you contact us to report the repair.

We offer appointments at a range of times, including:

- Full day appointments - between 8.30am and 4.30pm, Monday to Thursday and 8.30am and 4pm on Fridays
- School run - for customers who need to take their children to school: 10am - 2pm, Monday to Friday
- Afternoon appointment - 12noon to 4.30pm, Monday to Thursday and 12noon to 4pm on Fridays
- Morning appointment - 8.30am to 12.30pm. Demand for morning appointments is high and availability is low. By selecting another appointment time you may be able to have the work completed sooner.

If we receive a lot of emergency repairs, your appointment may have to be changed, but we'll let you know if this is the case.

Access to your home

It's important that someone over 18 is at home when we arrive to carry out the repair. Please make sure you keep to the appointment time we arrange so we can carry out the work for you.

We sometimes use contractors to boost the services we provide so the person carrying out the repair might not be a Thirteen member of staff. All our employees and contractors always carry identification so please ask to see it before allowing them into your home.

Who is responsible for repairs to your home?

Work needed	Who is responsible?		Please note
	Customer	Thirteen	
Alterations or improvements done by the customer	Yes		Any alterations or improvements need to have prior approval of Thirteen.
Artexing	Yes		Before a customer does any artexing or plastering work, they should speak to Thirteen to confirm whether there's asbestos in the property. Customers are responsible for the ongoing maintenance.
Basins		Yes	
Basins: sink plug and chain	Yes		
Baths		Yes	
Bath panels		Yes	
Blinds	Yes		
Bolts to front and back doors	Yes		
Boxing		Yes	Thirteen will only repair or renew existing boxing.
Cat flap	Yes		
Chimney and flue sweeping (solid fuel)		Yes	This is usually done as part of the annual service. Thirteen is responsible for any flue which serves any relevant gas fitting.
Coat hooks	Yes		
Communal areas		Yes	For example communal lighting, flooring and decoration.

Work needed		Who is responsible?	Please note
	Customer	Thirteen	
Condensation	Yes		This is the customer's responsibility unless it's causing damage to the property. A surveyor from Thirteen would assess this asap if condensation is being highlighted, as it may need ventilation and/or works via Thirteen.
Cooker install		Yes	Any cooker installed by Thirteen must be in good working order with manufacturer's instructions available.
Coving	Yes		
Clothesline or post	Yes		
Cupboards – catches	Yes		If a customer has fitted their own catches on cupboards, they're responsible for maintaining them. Thirteen does not fit catches as part of investment or any modernisation work.
Curtain rails	Yes		
Damp and mould		Yes	
Dishwasher installations	Yes		
Doorbells	Yes		Unless hardwired and installed by Thirteen.
Door entry systems		Yes	
Doors – all external / outside doors		Yes	
Doors – front and back door weather seals		Yes	
Doors – internal door repairs		Yes	

Work needed	Who is responsible?	Please note
	Customer	Thirteen
Doors – shaving/trimming	Yes	If a customer has installed new doors (with prior approval from Thirteen), they're responsible for the shaving of the doors. If Thirteen has installed new doors or flooring as part of investment or void works, we will complete these works.
Drains		Yes
Electrical socket movement	Yes	Approval required and registered electrical trades required to carry out this work and evidenced on completion.
External lighting – broken fittings		Yes This does not include light bulbs, which are the customer's responsibility.
External pipes		Yes
External TV aerial		Yes Communal aerials only i.e. high rise blocks.
Extractor fan (kitchen and bathroom only)		Yes
Fencing		Yes If a customer has erected their own fence, this becomes the customer's responsibility.
Fireplace and surrounds, repair or removal		Yes
Flooded homes		Yes
Flood repairs to timber or concrete floors		Yes

Work needed	Who is responsible?		Please note
	Customer	Thirteen	
Flooring including carpets, laminate, tiling and lino	Yes		If a customer would like to install permanent fixed flooring, please contact Thirteen for approval first.
Foundation repairs		Yes	
Garages and outhouses attached to properties or let under a separate agreement with Thirteen		Yes	
Garden maintenance (all)	Yes		This includes trees and hedges, and the customer is responsible for all garden maintenance.
Garden tap	Yes – please see notes		If a customer would like to install a garden tap, they'll need to contact Thirteen first to get permission, and the customer is responsible for its maintenance once they've installed it. If Thirteen installed a garden tap as part of a new build, it will be maintained by Thirteen.
Gas cooker bayonet		Yes	Thirteen will supply and fit these free of charge as a courtesy for safety reasons and because these fittings must be installed by a registered gas safe engineer.
Groundwater	Yes		This is the customer's responsibility unless it's causing damage to the property. A surveyor from Thirteen would assess this.
Gutters and fascias		Yes	
Hat/coat rails	Yes		

Work needed	Who is responsible?		Please note
	Customer	Thirteen	
Internal locks	Yes		
Internal meter boxing-in		Yes	
Kitchen units, worktops and tiles		Yes	Any items installed by the customer and not Thirteen will be the customer's responsibility to repair.
Letterbox		Yes	
Lifts and stairlifts		Yes, if installed by Thirteen	All lifts and stairlifts installed by Thirteen or by a partner such as the NHS will be maintained by Thirteen's compliance department.
Light bulbs	Yes		Thirteen aims to support customers with limited mobility and disabilities if they're unable to change light bulbs themselves, and don't have friends or family who can help.
Light bulb starters	Yes		
Light fittings	Yes		Thirteen will repair faulty or dangerous batten lamp holder ceiling roses.
Light switch / power faults		Yes	
Loft insulation		Yes	Topping up or replacement.
Meters inside high-rise blocks		Yes	

Work needed	Who is responsible?		Please note
	Customer	Thirteen	
Minor plastering of cracks and holes	Yes		Where a customer does DIY works that Thirteen has approved, and patching of plaster work is needed, this is the customer's responsibility. If any patching of plastering is needed after Thirteen has carried out investment works, Thirteen will organise this.
Path maintenance		Yes	
Pest control	Yes – please see notes	Yes – please see notes	Thirteen is responsible for rats, mice, fleas, bedbugs and cockroaches and will coordinate inspection via its agreed pest control contractor. Customers are responsible for ants, silverfish, slugs, bees and wasps and should contact local pest control providers in their area for advice.
Roof repairs		Yes	
Security alarms	Yes		If a customer installs their own security alarm (with approval from Thirteen) they're responsible for its ongoing maintenance.. If a customer moves into a home where an alarm was already installed, then the alarm will be gifted to the customer, who'll take responsibility for its maintenance. Thirteen will isolate or remove unwanted security alarms at the beginning of a tenancy if requested.
Sheds	Yes		Any sheds are gifted to the customer at the point of moving in and are the customer's responsibility.
Shower repairs		Yes	

Work needed	Who is responsible?		Please note
	Customer	Thirteen	
Sinks		Yes	
Smoke alarms		Yes	
Solar panels and green energy units		Yes	
Stairways		Yes	
Tumble dryer outlets	Yes		
Toilets		Yes	
Toilet seats	Yes		
Wall repairs		Yes	
Washing machine taps and waste pipes		Yes	
Water services to, and inside, your home		Yes	
White goods such as fridges or washing machines	Yes		All white goods are the customer's responsibility, including gifted by Thirteen on sign up and documentation will be required. Although it's not Thirteen's responsibility to fit cookers, the organisation does fit them free of charge as a courtesy due to the safety implications and for validating the installer. Any cooker installed by Thirteen must be in good working order with manufacturer's instructions available.
Window glass and window frames		Yes	Painting work is not carried out as a repair. Following individual assessment, where there is a need, work will be scheduled.
Window blinds and curtains	Yes		

Contact us

If you have any questions about repairs in your home, please contact our customer service team.

✉ customerservices@thirteengroup.co.uk

☎ 0300 111 1000

🌐 www.thirteengroup.co.uk/repairs

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