

# thirteen



## 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, you need to carry out jobs like:

- renewing carpets and other flooring
- repairing blinds, curtains and rails
- fixing door bells
- repairing minor cracks in plaster
- reducing condensation in your home.

You can also call us to report a repair in your home. We categorise repairs depending on how important they are:

### • **Emergency repairs**

For emergency repairs such as leaks from water pipes or tanks,

or insecure doors and windows, we aim to complete the repair 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).

- **Urgent repairs** such as a leaking roof or partial loss of electricity or water will be completed within three working days of being reported to us
- **Routine repairs** such as minor plumbing, joinery or electrical repairs will be completed within 28 working days of being reported to us.

For a full list of repairs that you're responsible for, please visit [www.thirteengroup.co.uk/repairs](http://www.thirteengroup.co.uk/repairs). Alternatively, call us on tel: **0300 111 1000**.

# Help us keep you gas safe

Every year, we visit our customers' homes to check and service gas appliances such as boilers and gas fires.

We send you a letter with an appointment time for our fully qualified and registered gas engineers to carry out the checks.

The checks are free and are for your safety, but we need your help to make sure they're carried out effectively.

Allowing us to check your gas appliances is a **legal requirement** and a vital part of your tenancy agreement. If we can't access your home to service your appliances, we can take legal action to enter your property and recover the costs from you.

When you receive your appointment letter:

- please check the date to make sure it's convenient
- if the appointment isn't convenient, please call us to re-arrange
- make sure that someone is at home on your appointment date to let our engineer in.

## Contact us

For more details about gas safety inspections or repairs on your home:

- visit: **[www.thirteengroup.co.uk/repairs](http://www.thirteengroup.co.uk/repairs)**
- email: **[customerservices@thirteengroup.co.uk](mailto:customerservices@thirteengroup.co.uk)**
- tel: **0300 111 1000**

 ThirteenGroup     @Thirteen\_Group

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