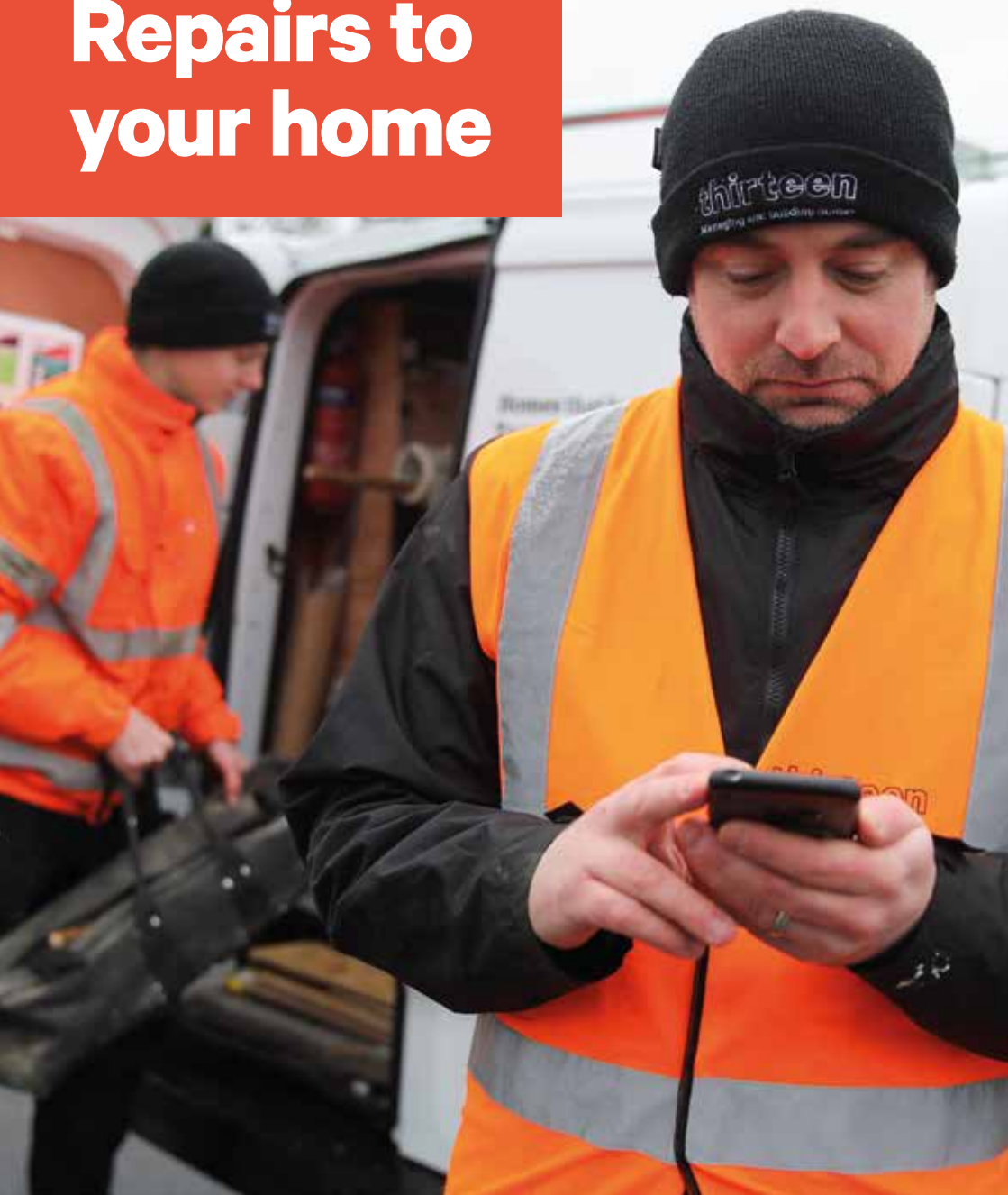


# thirteen

Managing and building homes

## 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
- Dampness problems where there is no obvious sign of rain penetration
- Fencing repairs.

### How to report a repair

You can report a repair by:

- Reporting through [www.mythirteen.co.uk](http://www.mythirteen.co.uk)
- Contacting our customer service centre on **0300 111 1000**
- Emailing us at: [customerservices@thirteengroup.co.uk](mailto: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
	<b>Customer</b>	<b>Thirteen</b>	
Alterations or improvements done by the customer	<b>Yes</b>		Any alterations or improvements need to have prior approval of Thirteen.
Artexing	<b>Yes</b>		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		<b>Yes</b>	
Basins: sink plug and chain	<b>Yes</b>		
Baths		<b>Yes</b>	
Bath panels		<b>Yes</b>	
Blinds	<b>Yes</b>		
Bolts to front and back doors	<b>Yes</b>		
Boxing		<b>Yes</b>	Thirteen will only repair or renew existing boxing.
Cat flap	<b>Yes</b>		
Chimney and flue sweeping (solid fuel)		<b>Yes</b>	This is usually done as part of the annual service. Thirteen is responsible for any flue which serves any relevant gas fitting.
Coat hooks	<b>Yes</b>		
Communal areas		<b>Yes</b>	For example communal lighting, flooring and decoration.

<b>Work needed</b>	<b>Who is responsible?</b>		<b>Please note</b>
	<b>Customer</b>	<b>Thirteen</b>	
Condensation	<b>Yes</b>		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		<b>Yes</b>	Any cooker installed by Thirteen must be in good working order with manufacturer's instructions available.
Coving	<b>Yes</b>		
Clothesline or post	<b>Yes</b>		
Cupboards – catches	<b>Yes</b>		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	<b>Yes</b>		
Damp and mould		<b>Yes</b>	
Dishwasher installations	<b>Yes</b>		
Doorbells	<b>Yes</b>		Unless hardwired and installed by Thirteen.
Door entry systems		<b>Yes</b>	
Doors – all external / outside doors		<b>Yes</b>	
Doors – front and back door weather seals		<b>Yes</b>	
Doors – internal door repairs		<b>Yes</b>	

<b>Work needed</b>	<b>Who is responsible?</b>		<b>Please note</b>
	<b>Customer</b>	<b>Thirteen</b>	
Doors – shaving/ trimming	<b>Yes</b>		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		<b>Yes</b>	
Electrical socket movement	<b>Yes</b>		Approval required and registered electrical trades required to carry out this work and evidenced on completion.
External lighting – broken fittings		<b>Yes</b>	This does not include light bulbs, which are the customer's responsibility.
External pipes		<b>Yes</b>	
External TV aerial		<b>Yes</b>	Communal aerials only i.e. high rise blocks.
Extractor fan (kitchen and bathroom only)		<b>Yes</b>	
Fencing		<b>Yes</b>	If a customer has erected their own fence, this becomes the customer's responsibility.
Fireplace and surrounds, repair or removal		<b>Yes</b>	
Flooded homes		<b>Yes</b>	
Flood repairs to timber or concrete floors		<b>Yes</b>	
Flooring including carpets, laminate, tiling and lino	<b>Yes</b>		If a customer would like to install permanent fixed flooring, please contact Thirteen for approval first.
Foundation repairs		<b>Yes</b>	

<b>Work needed</b>	<b>Who is responsible?</b>		<b>Please note</b>
	<b>Customer</b>	<b>Thirteen</b>	
Garages and outhouses attached to properties or let under a separate agreement with Thirteen		<b>Yes</b>	
Garden maintenance (all)	<b>Yes</b>		This includes trees and hedges, and the customer is responsible for all garden maintenance.
Garden tap	<b>Yes – please see notes</b>		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		<b>Yes</b>	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	<b>Yes</b>		This is the customer's responsibility unless it's causing damage to the property. A surveyor from Thirteen would assess this.
Gutters and fascias		<b>Yes</b>	
Hat/coat rails	<b>Yes</b>		
Internal locks	<b>Yes</b>		
Internal meter boxing-in		<b>Yes</b>	
Kitchen units, worktops and tiles		<b>Yes</b>	Any items installed by the customer and not Thirteen will be the customer's responsibility to repair.
Letterbox		<b>Yes</b>	



Work needed	Who is responsible?		Please note
	<b>Customer</b>	<b>Thirteen</b>	
Lifts and stairlifts		<b>Yes, if installed by Thirteen</b>	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	<b>Yes</b>		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	<b>Yes</b>		
Light fittings	<b>Yes</b>		Thirteen will repair faulty or dangerous batten lamp holder ceiling roses.
Light switch / power faults		<b>Yes</b>	
Loft insulation		<b>Yes</b>	Topping up or replacement.
Meters inside high-rise blocks		<b>Yes</b>	
Minor plastering of cracks and holes	<b>Yes</b>		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		<b>Yes</b>	
Pest control	<b>Yes – please see notes</b>	<b>Yes – please see notes</b>	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.


Work needed	Who is responsible?		Please note
	<b>Customer</b>	<b>Thirteen</b>	
Roof repairs		<b>Yes</b>	
Security alarms	<b>Yes, in some cases – please see notes</b>	<b>Yes, in some cases – please see notes</b>	If a customer installs their own security alarm (with approval from Thirteen) the customer is responsible for its ongoing maintenance. If a customer moves into a home where an alarm was already installed by Thirteen, it will be maintained by Thirteen, otherwise it's the customer's responsibility.
Sheds	<b>Yes</b>		Any sheds are gifted to the customer at the point of moving in and are the customer's responsibility.
Shower repairs		<b>Yes</b>	
Sinks		<b>Yes</b>	
Smoke alarms		<b>Yes</b>	
Solar panels and green energy units		<b>Yes</b>	
Stairways		<b>Yes</b>	
Tumble dryer outlets	<b>Yes</b>		
Toilets		<b>Yes</b>	
Toilet seats	<b>Yes</b>		
Wall repairs		<b>Yes</b>	
Washing machine taps and waste pipes		<b>Yes</b>	
Water services to, and inside, your home		<b>Yes</b>	

Work needed	Who is responsible?		Please note
	<b>Customer</b>	<b>Thirteen</b>	
White goods such as fridges or washing machines	<b>Yes</b>		<p>All white goods are the customer's responsibility, including gifted by Thirteen on sign up and documentation will be required.</p> <p>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.</p>
Window glass and window frames		<b>Yes</b>	<p>Painting work is not carried out as a repair. Following individual assessment, where there is a need, work will be scheduled.</p>
Window blinds and curtains	<b>Yes</b>		

## Contact us

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

 [customerservices@thirteengroup.co.uk](mailto:customerservices@thirteengroup.co.uk)

 0300 111 1000

 [www.thirteengroup.co.uk/repairs](http://www.thirteengroup.co.uk/repairs)

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