Maintaining a supply of hot and cold water to your home

Wipe down any condensation on windows and

Keys and light bulbs

Carrying out an annual gas safety check

Internal decoration

Toilet seats, toilet roll holder, towel rail or ring

Use extractor fans (where these are fitted)

Condensation occurs when warm, moist air meets a cold surface such as a window, mirror or cool. This causes moisture to condense back into water droplets.

We cannot prevent moisture in the air – we add to it every time we breathe out, and too little moisture in the air can inhibit our ability to keep cool in hot conditions.

Too much moisture in the air can inhibit our ability to keep cool in hot conditions. The moisture you produce will increase the risk of mould growth can damage clothing, furniture and

too little moisture in the air can

cause throat problems.

Tenants’ and residents’ associations

We encourage you to participate in your local community. Tenants’ and residents’ associations provide advice, support and social opportunities to our customers and we welcome

the comments and feedback from members on a wide range of issues.

For details of your nearest tenants’ and residents’ association, or advice on how to form one, please contact

Carbon monoxide (CO) poisoning

Carbon monoxide (CO) is a colourless, odourless, poisonous gas that can kill without warning. It cannot be seen and it has no smell.

The initial symptoms of carbon monoxide poisoning are similar to influenza, but without a fever. They include headache, fatigue, shortness of breath, nausea and dizziness.

If you suspect carbon monoxide poisoning, stop using any gas or coal appliances immediately. Turn off the gas at the mains and allow the property to be ventilated. Do not use the appliance again until you have contacted us.

The risk of carbon monoxide poisoning is not unique to gas appliances!

Precautions to prevent the risk to your health include:

(Repaired)
You may be charged for the cost of the risk if you feel that the problem is:
• Not an emergency
• Caused by something which you may have done
• A faulty electrical appliance
• Required a police crime number

How quickly can you expect repairs to be done?
We set targets for the minimum time you should have to wait for a repair.
• Emergency – where there is a risk of personal injury or serious property damage. These repairs will normally be dealt with within 24 hours.
• Urgent – where there is no danger but inaccuracy is likely to be caused. These repairs will normally be arranged within 7 calendar days.
• Normal – where there is no serious inconvenience. These repairs will normally be dealt with within 4 weeks.

Planned and cyclical maintenance
Major items of non-urgent repairs, total replacements or major works are done on a realistic basis rather than an individual property basis. This work is placed into a relevant programme and allows us to complete as many as possible. Examples of planned maintenance projects include:
• Gas over weld
• Major roof leak
• Total loss of electrical power or lighting circuits (caused by either a fuse or a power cut)
• An extension lead to a main water supply pipe or a burst tank
• Total loss of heating or hot water in winter months (15th Oct. to 15th March)
• Insure windows, doors or door locks
• Lock changes following stolen keys (reported to the police)

You should not use this service unless you are sure the repair cannot wait until the next working day.

Appointments
If you require access to your home to complete repairs, you will be offered a morning or an afternoon appointment for your convenience.
Morning appointments cover the period 9 a.m. to 12 noon. Afternoon appointments cover the period 12.30 p.m. to 5 p.m.
We unfortunately cannot give you a specific time when we will be visiting your home, but please let us know if you are available in a school run.
It will be helpful if you tell us if your household includes elderly, vulnerable or disabled people or infants under the age of three years old.

Preparation for the appointment
We will advise you at least one day before. The description of the required repair was correct!
• No preparation was carried out prior to your arrival at the property.
• No one was at home to provide access.
If an appointment is arranged, you must make the necessary steps to protect your belongings and to help us to proceed with the repair without unnecessary delay. Such preparations will depend on the repair to be undertaken and the location within the property.
• Emptying of cupboards and base units where if they are likely to be replaced.
• Removal of curtains and ornaments in window sills
• Relocation of valuable items from access routes
• Removal of sanitary items around toilets and bathroom suites
• Removal of all valuable items from access routes
• Lifting of carpets
• Lifts of furniture
The repairs desk will advise you on the preparations necessary.

Keeping appointments
We will send you an acknowledgement of each repair reported, so you know what priority the repair has been given and when we intend to do the repair if an appointment is required.
When an appointment has been made it is important that you are available when our operative calls. If you are not in, a visiting card will be left indicating that we were unable to complete the necessary repairs. You should respond quickly and contact the number on the visiting card to avoid the repair being cancelled.
If you require the repair to be completed, you should contact the Repairs Desk on: 01530 454685.

Allowing access to your home
Our officers, engineers and any other person authorised by NWLDC, may at some time be required to access your home to complete essential repairs and maintenance. You must allow us access to undertake essential repairs and surveys.

Keeping your home secure
We will carry out repairs using our own operatives or an approved contractor to carry out the work on our behalf. All our staff and contractors carry an identity card. Please make sure you check this before letting anyone in your home. However, should you be in any doubt as to the identity of the caller, please contact our Repairs desk on: 01530 454685.

Right to repairs
You have the right to have certain small repairs done quickly within a set period. They total 20 in number (known as "qualifying repairs") and include urgent repairs which are likely to affect your health, safety or security. These are:
• Loss of all heating
• Loss of electrical power
• Unsafe electrical fitting
• No hot water
• No habitable living room or bedroom
• Loss of power for cooking
• Loss of water or toilet facilities
• A blocked flushing toilet
• A blocked sink, bath or basin
• Leaking or water heating, tank or cistern
• Loss or broken arrangements or handrails
• Mechanical extractor fan in kitchen or bathroom not working

If we are not satisfied or the work is not completed within the prescribed period, you have the right to ask us to cancel the contract or to appoint another. The prescribed period varies from 1 day to 7 days, depending on the repair. In certain circumstances, you are entitled to ask for compensation for the delay.

When dealing with complaints, comments and compliments will:
• Provide you with information about how to report a complaint, comment or compliment
• Record all complaints, comments and compliments and use them to help improve our services
• Acknowledge all complaints within two working days
• Respond to all complaints within ten working days
• Treat complaints confidentially and fairly
• Tell you how you can take your complaint further if you are not satisfied with our response
• Apologise when we are at fault and do our very best to put things right.

Annual gas safety checks
We will visit you at your convenience. We need to check your gas appliances are working properly and that your gas is working safely, and, in extreme cases, your life may be at risk.
We have a legal responsibility to carry out a gas safety check every 12 months and this repair requires access to your home.
Not only will this ensure your safety, it also means your heating system is likely to be more reliable and less likely to break down, and more efficient which will save you money on fuel bills.
It is very important our approved gas servicing contractor has access to carry out the safety checks. If you do not allow access we may get permission from your landlord or the court and charge you for all extra costs incurred.

Our Code of Conduct
We aim to keep your home in good repair and provide an efficient repairs service that responds to your needs.
When dealing with complaints, comments and compliments will:
• Provide you with information about how to report a complaint, comment or compliment
• Record all complaints, comments and compliments and use them to help improve our services
• Acknowledge all complaints within two working days
• Respond to all complaints within ten working days
• Treat complaints confidentially and fairly
• Tell you how you can take your complaint further if you are not satisfied with our response
• Apologise when we are at fault and do our very best to put things right.