

Getting Repairs done in Council properties

Presented by

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Repairs appointments



- the team knows if a resident has a Learning Disability by the **enhanced** notes - these say if someone is enhanced or vulnerable



- these notes are added at the time the order is made



- appointment times are either morning or afternoon (it will say in the notes if there is a school run)

Repairs appointments



- leaks are prioritised by their urgency – this is from **6** hours, to **5** days for non-urgent leaks



- the standard appointment time is **35** days



- If the repairs person thinks more work needs to be done, they will make a follow up the appointment before leaving they leave resident's home



- If this doesn't happen the supervisor will investigate why not

If the repairs person does not turn up



- if a resident says the repair person has not turned up, the first step is for the resident to call our contact centre



- we look at the diary to see what notes are on the order and check the process above has been followed



- if the process has been followed a new appointment is arranged



- if the process has not been followed, the supervisors are contacted to make sure the repairs person goes back - there is then a **1 to 1** meeting with the repairs person to find out why the process has not been followed

No access



- the repairs person will call the resident before their last job to let them know they are on their way



- If the repairs person turns up but no one answers the door, they will try using other contact details



- If the repairs person still doesn't get a response, it will be recorded, and a **No Access** card will be posted through the door



- we can think about introducing **password verification** at the doorstep for residents who can't view an ID, or elderly residents who feel uneasy answering the door

Support available



- there are some repairs which are the resident's responsibility – sometimes we are able to do the repairs for a fee
- sometimes we might do the repair and then charge the resident – this is for repairs where there has been damage or misuse within a resident's home
- please ask for a price list if you would like one

Support available



Camden Handyperson Service is available to all residents who are elderly, vulnerable or have a disability - this service provides affordable minor repairs



Age UK Camden Handyperson and Gardening is a directory of services available in the Camden area



WISH+ is a referral hub for Camden residents to gain access to a range of warmth, income, safety and health services

Repairs residents need to do



- ✓ Repairing, adjusting, or replacing inside doors, locks, handles, hinges and locks
- ✓ Repairs, adjusting, or replacing letterboxes, door numbers, security chains, additional locks, window catches, lost or damaged keys
- ✓ Repairing and renewing floor coverings (excluding bathrooms)+ Kitchen
- ✓ Replacing light bulbs, fluorescent light tubes and fuses
- ✓ Replacing plugs and chains on baths, basins and sinks
- ✓ Replacing fixtures and fittings such as curtain rails, hooks and shelves
- ✓ Surface cracks to wall surfaces and plasterwork
- ✓ Ceramic tiles and sealant around splashback , worktops, baths
- ✓ Floor coverings, such as carpet
- ✓ Repairs and replacement worktops and cupboards to kitchens including handles, shelves, draws
- ✓ Minor drainage blockages and prevention of minor drainage blockages
- ✓ Internal decorations
- ✓ Private gardens

Keeping your home in good condition

- We all play a key part in making sure our estates and homes are kept in a good condition. We are asking that all residents do the following:



- ✓ Keeping your property clean, tidy and in good condition
- ✓ Cleaning windows (except in shared areas)
- ✓ Maintaining your private garden (not shared gardens) including grass, shrubs, trees
- ✓ Keeping communal walkways and hallways clear of your personal belongings, such as bikes, pushchairs and plant pots
- ✓ Regularly ventilating your home to prevent mould from condensation, especially after using hot water to wash or cook, and avoiding drying clothes on radiators
- ✓ Making sure your pipe work and plumbing is well maintained, such as not disposing of oil or food in the kitchen sink after cooking and not flushing wipes down the toilet after use
- ✓ Only using your bin chutes for suitably sized items