

Repairs

Common repairs and queries:

Stop taps

Do you know where your stop tap is? If not, double check your New Home sign up pack or contact your local shop, as this information is on file.

Can you test the stop tap to ensure it turns your water supply on and off? If it's stuck, please contact the repairs line on **01952 217217**.

Dripping taps

Please contact the repairs line. Please be aware that the longer the tap is left dripping, the bigger the job.

Changing fluorescent strip lights

We fit them for tenants who are older, if they do not have a family member who can do it for them. We will also change lights for tenants who are registered disabled or have a recognised vulnerability. All able bodied persons should replace their own fluorescent tube and starter motor. Both the fluorescent strip light and starter motor will need to be supplied by the tenant. If you are unsure how to fit the starter motor and tube, please click on the following link:

https://www.youtube.com/watch?v=KLaI_GtZEc

Criminal damage

If criminal damage has been caused to your property, you will be asked for a crime number. If you do not report the crime to the police or you have been given an incident number, you will be recharged for the repair work (£50 per repair item). If you do give a crime number you will not be charged for the repair.

Please note that if there is a reoccurrence of such criminal damage then there will be further investigation.

Blocked drains

If you have a blocked drain please contact the repairs line who will instruct UK Drainage Network to attend your property or provide you with the number for Severn Trent.

Alterations to kitchen to fit appliances

It is your responsibility to ensure that you obtain appliances that will fit your kitchen; the Trust will not make alterations to make them fit. If you require alterations to your kitchen you will need to complete a Landlords Permission Form (further information under lettings).

I have a gas oven but do not have a connection for it

It is your responsibility to ensure that you obtain an oven that suits your property; the Trust will not install a connection to suit an oven. If you require alterations to your kitchen you will need to complete a Landlords Permission Form (further information under lettings).

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I'm locked out of my property; does the Trust have spare keys?

We don't hold spare keys for our properties. If you require a lock change please contact **01952 217217**, however if we carry out the work, this will be chargeable of £50 per lock. If you wish to ask someone else to change the lock, you have the right to do so.

Will the Trust replace the letterbox or fit a number to my door?

If you have had PVC-U or GRP external doors fitted to your property, the front door should have been fitted with a door number. Due to the material the door is made of, it is important that you do not drill or make any alterations to the door.

You must not fit your own additional:

- Locks
- Padlocks
- Eye screws
- Letterbox attachments
- Spy holes
- Handles or
- Any fixtures of a similar nature to the above.

If there is a problem with your door's fixtures, please contact the repairs line on **01952 217217**.

If you live in a flat and have a timber door, this will be a fire rated front door. It is important that you do not drill or tamper with the door/frame in any way.

You must not fit your own additional:

- Locks
- Padlocks
- Eye screws
- Letterbox attachments
- Spy holes
- Handles or
- Any fixtures of a similar nature to the above.

These fire doors have been supplied to help to ensure your safety and the safety of others residing in the same building.

If you don't live in a flat and have a timber style door, you are able to fit the additional:

- Locks
- Padlocks
- Eye screws
- Letterbox attachments
- Spy holes
- Handles.

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However, any damage caused to the door will be a chargeable repair. It is the responsibility of the Trust to maintain the door, however alterations such as changing the letterbox is the responsibility of the tenant.