



repairs for tenants

We want to make sure your home is well maintained. As a landlord we are responsible for carrying out certain repairs.

we're here to help with repairs

You are also responsible for making sure your home is well maintained.

Please help us by reporting any repairs that we are responsible for as quickly as possible.

All non-emergency repairs will be done within 60 days.

For emergency repairs we provide a same-day service and complete all emergency repairs within 24 hours. Making your home safe and helping to get it back in good working order as quickly as possible.

who is responsible for what

We know that it can be confusing knowing who is responsible for what, so here's a reminder about what we can help with, and what is your responsibility. This information is also in the tenancy agreement that you signed when you moved in.

Are you a leaseholder?

You may be responsible for different things, scan here to find out more or contact us for the leaseholder leaflet.



scan me

Who's responsible for what?	Us	You
Repairing electrical wiring, sockets and switches	✓	
Replacing fuses and light bulbs		✓
Repairing external walls, doors and windows	✓	
Repairing and replacing window locks		✓
Repairing doors, door frames, door hinges and skirting boards	✓	
Repairing and replacing locks, latches, chains, letter boxes and door numbers		✓
Replacing door and window keys		✓
Repairing your roof, drains, gutters and down pipes	✓	
Repairing communal entrances, halls, stairways, lifts, passageways, rubbish chutes and lighting	✓	
Repairing heating and sanitation including baths, showers, basins, sinks, toilets, flushing systems and waste pipes	✓	
Replacing sink plugs		✓
Ordering a new bin		✓
Garden Maintenance (<i>strimming, cutting grass</i>) unless communal area		✓
Repairing and replacing the insulation around your boiler		✓



Who's responsible for what?	Us	You
Fixing blockages to toilets and waste pipes that could have been avoided		✓
Repairing and replacing toilet seats		✓
Repairing internal wall, sub flooring and ceilings.	✓	
Repairing and replacing vents inside your home		✓
Repairing small cracks in plaster		✓
Repairing and replacing non communal TV aerials		✓
Repairing communal television aerials, gas pipes and water pipes	✓	
Internal painting and decoration		✓
External painting and decorating to communal areas only	✓	
Fixing frozen pipes		✓
Repairing water heaters and central heating	✓	
Repairing pathways and steps to main walkways areas	✓	
Repairing external walls and fences separating our land	✓	
Installing appliances such as cookers/ washer		✓
Repairing a faulty house alarm		✓
Replacing fencing		✓

here in an emergency

When you have a problem - sometimes you need a swift response. We carry out emergency repairs when there is a risk to your health or safety.

This includes the following:

- Burst pipes or leaks that cannot be contained or isolated.
- Blocked and overflowing external drains.
- External doors or windows that cannot be locked.
- Total loss of power.
- Unsafe electrics. Live or exposed electrical wiring and electrical fittings in contact with water.
- Serious roof repairs and falling gutters, slates or tiles.
- A bath or shower out of use, where this is the only form of bathing available.
- No water from any taps.
- A house alarm continually sounding.
- Complete loss of heating and hot water, with no alternative means available.
- Gas leak or smell of gas within the property. You must also notify the National Grid (Emergency Gas Service Provider) on Freephone **0800 111 999**.

here for you 24/7

Emergency repairs can be reported to us 24 hours a day, 365 days a year by calling **0300 561 1111**.

For emergency repairs we provide a same-day service and complete all emergency repairs within 24 hours. Making your home safe and helping to get it back in good working order as quickly as possible.





repairs for tenants

what you can expect from us

As your landlord we are responsible for carrying out certain repairs, here is what you can expect from us:

- For emergency repairs we will attend within 24 hours to make your home safe.
- We will book an appointment with you at a time that is convenient for you where possible.
- We can offer appointment times between 4:30pm to 6:30pm for those of you who struggle to take time off work.
- Sometimes we will need to send a property inspector to you before we book in any work, so they can measure for the right materials. Once they have finished their inspection, we will book a new appointment to complete the work.
- Roofing jobs take a bit longer, and require more than one visit. We will need to send an inspector first and sometimes we will need to order scaffolding and have this erected before we can complete the work.

keeping you informed

We know how important it is that you know when we are coming to visit you, so we will:

- Confirm any appointments we make with you (other than emergency repairs) by sending you a text.
- Send you a reminder text the day before we visit you.
- Send you a text when one of our trades is on the way to your home.

how to report a repair

We offer lots of ways for you to report a repair to us, just choose the option that works best for you.

- Via the Irwell Valley Homes app, available on Apple and Android
- Telephone the Repairs Service Team on **0300 561 1111**.
- Chat to us using live chat on our website www.irwellvalley.co.uk.
- Use the on-line form on our website.
- Email contact@irwellvalley.co.uk.
- Text us on **0776 962 0175** (please include your name, address and details of the repair).

All of the ways above can be used to report repairs 8am - 6pm Monday - Thursday and 8am - 5pm Friday.

Please note that emergency repairs outside these hours can only be reported by calling us.

let us know how we did

We would really love to hear your feedback so once your repair has been completed we will send you a short survey via email or text so you can let us know how we did. If you tell us that you are unhappy with the service, we will reach out to you to resolve this. Listening and learning from you will help us to improve our services.

