



repairs for homeowners



we're here to help with repairs

Please help us to keep your home well maintained 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 as a homeowner.

Please note: All repairs costing over £250 per leaseholder will need to wait for a Section 20 consultation to be completed before ordering the works.

Who's responsible for what?	Us	You
Fixing frozen pipes		✓
Sinks, kitchen units, baths, showers, toilets		✓
Blocked toilets, sinks and waste pipes due to items being flushed that should go in the bin		✓
Replacing sink plugs, toilet seats, shower curtains and poles		✓
Vents inside your home		✓
Treating damp in your property		✓
Treating damp in communal areas	✓	
Connecting your appliances		✓
Communal heating	✓	
Heating system in your property		✓
Repairing and servicing your own gas appliances		✓
Replacing cylinder jackets		✓
Communal electrics	✓	
Electrics in your property		✓
Repairing electrical accessories		✓
Replacing fuses and lightbulbs, in communal areas	✓	
Electrical wiring, sockets and switches and fittings in your property		✓





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Who's responsible for what?	Us	You
Repairing internal walls, skirting boards, floors and ceilings		✓
Communal doors	✓	
Internal doors in your property		✓
Front doors and door furniture		✓
Replacing door and window keys		✓
Window locks and privacy locks on bathroom doors		✓
Letterboxes and locks in communal areas	✓	
External window frames	✓	
Internal window frames and panes		✓
Communal window panes and frames	✓	
Lifts, door entry systems, lighting, halls, stairways and walkways in communal areas	✓	
Communal gardens, gates, paths, fences and walls	✓	
Decorating communal areas	✓	
Communal TV aerials/supply	✓	
TV system in property		✓
Pest control in communal areas	✓	
Roofs, gutters, downspouts and drains in an apartment block	✓	
Roofs, gutters, downspouts and drains in an individual house		✓
Communal drains and water pipes	✓	
The structure of the building	✓	

If you have a 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 12 hours. Making your home safe and helping to get it back in good working order as quickly as possible.

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.





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- 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.

- 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.

