



A guide to repairs & maintenance

REPAIRS & MAINTENANCE

The repairs service is one of the most important services **bdht** provides. This leaflet explains:

- How to report repairs
- The repairs **bdht** is responsible for
- The repairs you are responsible for
- How long it should take to do a repair

How do I report a repair?

- **Phone:** Freephone 0800 0850 160 or 01527 557557
- **Website:** www.bdht.co.uk or via the mybdht online customer portal
- **Text:** 83080 start your message with the word **bdht**
- **Email:** contactus@bdht.co.uk
- **In person:** **bdht** offices, Buntsford Court

What to do if you smell gas

If you smell gas, **DO NOT:**

- Smoke
- Use matches or naked flames
- Use a mobile phone or electrical sockets

DO:

- Open all windows and doors
- Turn the gas off at the meter
- Phone Cadent on 0800 111 999 to report the gas leak
- Contact **bdht** on 0800 0850 160 to notify the team



Our opening times are:

Monday - Thursday 8.30am until 5.00pm and
Friday 8.30am to 4.00pm.

If you have an **EMERGENCY** repair during the evening or weekend, please call the out of hours service on 0800 0850 160.

What repairs are the responsibility of bdht?

bdht is responsible for the structure of the property and the major elements within them. This includes:

- The roof
- Outside walls, doors and windows
- Drains, gutters and pipes
- Internal walls, skirting boards and doors
- Major internal plastering
- Access pathways, steps and ramps
- Garage and brick built sheds
- Boundary walls and fences which are next to communal land
- Heating and hot water

What repairs are you responsible for?

- Repairs to your own belongings
- Replacing locks if you have lost the keys or the cost if we replace them
- Your own appliances including cookers, washing machines, etc
- Any repairs to improvements you have made
- Damage caused by you or your visitors
- Any alteration or upgrade to fixtures and fittings completed by you
- Any items gifted to you
- Any items that are included in the A-Z guide within this leaflet as your responsibility

bdht recommends that all customers take out contents insurance, to protect personal items and belongings should they become damaged through an accident or incident.

Pests

If you are in receipt of Employment & Support Allowance (ESA), Full Housing Benefit, Council Tax Support or Universal Credit, you are entitled to free treatment through www.worcsregservices.gov.uk for:

- Rats
- Mice
- Fleas
- Bedbugs
- Cockroaches
- Wasps nests

Visit www.worcsregservices.gov.uk/pest-control for up to date information and contact details.

If you are not in receipt of benefit, **bdht** will arrange free treatment for pests that are inside your home. We will not treat for pests located externally.

Squirrels are not classed as a pest. If you have squirrels in your loft, **bdht** will only arrange for any access holes to be filled.



Decorating

Decorating of properties is the tenant's responsibility. When you move in, **bdht** will make sure that the property meets the lettable standard or that you are issued with a decoration box.

If your decoration has been affected as part of the works **bdht** has completed, you may be entitled to a contribution of materials or a voucher. Examples are given below:

Description	Allowance
Staining to ceilings - no plastering required	bdht to stain block the area and supply 5L tin of paint for customer to repaint
Staining to single painted wall - no plastering required	bdht to stain block the area and supply 5L tin of paint for customer to repaint
Large structural works	Assessment to be completed at the start of the works in relation to decoration and an agreement made for either: <ul style="list-style-type: none">• bdht to decorate• Supply of a decorating voucher• Supply of materials• The plan of action will depend upon the tenants needs and choice
Damp works - structural works required	Assessment to be completed at the start of the works in relation to decoration and an agreement made for either: <ul style="list-style-type: none">• bdht to decorate• Supply of a decorating voucher• Supply of materials• The plan of action will depend upon the tenants needs and choice

Description	Allowance
Mould treatment due to condensation	bdht to treat the area with three part treatment, once the tenant has removed the wallpaper. Redecoration is then tenant's responsibility
Replaster of complete ceiling	A decoration voucher or materials will be supplied to the customer based upon the size of the affected area
Damage has been caused by trades either failing to complete a repair correctly or accidental damage during works	An agreement will be reached with the customer for either: <ul style="list-style-type: none"> • bdht to decorate • Supply of a decorating voucher • Supply of materials • The plan of action will depend upon the tenants needs and choice
Replaster works required, exposed as tenant is decorating	Redecoration will be the tenant's responsibility
Damage due to tenant's own fitments, accidental damage by the tenant, wilful damage or breach of tenancy	Redecoration will be the tenant's responsibility

Decoration vouchers are based on the following criteria:

Room Size	Allowance Rate Per Room
Not exceeding 5 sq m	£20.00
5 sq m to 10 sq m	£40.00
10 sq m to 15 sq m	£60.00
15 sq m to 20 sq m	£80.00



Garage repairs

These may be rented as part of your property or as a separate agreement. **bdht** cannot guarantee that garages are watertight and recommend that they are used only for vehicle storage. **bdht** would not be responsible for any damage to other items stored.

Where a garage is beyond repair, **bdht** may decide to end the garage tenancy and where possible, offer an alternative garage.

Repairs MOT

To ensure **bdht** is managing the repairs service effectively, we review the number of repairs being reported for each property. If a higher than average number of repairs are reported (the average is four per year) **bdht** will discuss the reasons for this with you to see if you would benefit from our Repairs MOT Service.

This service is where **bdht** will arrange a visit every six months for three hours. During the visit, we will carry out any non-emergency repairs that are required, which will save you time in reporting individual repairs. If you would like to be considered for repairs MOT service, please contact the **bdht** team.

Repairs we charge for

If something requires repair or replacement because it has broken due to an accident, neglect, vandalism or something that is not fair wear, you will be charged for this repair.

If the repair is an emergency, **bdht** will attend to make it safe and confirm the costs after the works have been completed. For non-essential or non-emergency repairs, **bdht** will let you know how much the repairs will cost and will ask for payment before the repair is carried out.

If your home is damaged due to a criminal offence, you will need to provide a crime reference number from the police. If you provide **bdht** with this and the police agree that the cause is a result of crime, you will not be charged for the work.

bdht recommends that you take out home contents insurance to help to cover damage to your personal belongings from accidental damage, fire and theft.



Appointments

Most repairs are carried out by **bdht's** in-house team. The appointment will be booked for the first available slot and agreed with you when you report the repair. If you have supplied us with a contact number or e-mail address, your appointment will be automatically confirmed. If you would like confirmation of your appointment via letter, please let the **bdht** team know.

If you cannot make the appointment, please contact **bdht** to rearrange your appointment.

If you fail to provide access for essential works, **bdht** may have to proceed to court to request an injunction. The costs for this would be charged to you and are an average of £1,800.

bdht may need to re-arrange your appointment due to weather conditions or due to emergencies. **bdht** will give as much notice as is possible in these situations.



How to prepare for our visit?

Please ensure the area is clear of items, free from hazards and is in a clean, sanitised state in order for the operative to carry out the repair.

For example:

- If you have a leak under a sink, please remove all items within the cupboard to provide access
- Remove floor coverings if access is needed to the floor underneath
- If you are vulnerable and require assistance/support to clear the area or to enable the repair to be completed, please let **bdht** know prior to your appointment
- The operative will ask you to locate yourself into another room whilst the works are completed. This ensures you and your family's safety and that of the operative. If you refuse, the operative may not be able to complete the works within your home
- Ensure the person that is providing access is aged 16 or over
- Ensure any animals are contained in a different area to where the operative is working
- Please refrain from smoking whilst the operative is completing the works within your home

The operative will:

- Show their ID
- Wear shoe covers if entering your home
- Use dust covers as required
- Keep equipment or materials in your home safe to avoid risk to you or your visitors
- Ask you to clear the area if you have not already done so
- Demonstrate that the repair has been completed
- If another appointment needs to be booked, they will confirm a date if possible
- If we cannot complete the repair, we will explain what will happen next
- Ensure that your home is left clean and free of rubbish arising from the work

How long should it take to do a repair?

There are four repair categories

Category	Example of repairs	Timescale
Emergency	<ul style="list-style-type: none">• Complete electrical failure• Sparking sockets or bare wires• Checking electrics after a flood• Uncontainable water bursts• Lock changes• Non-secure main doors• Complete failure of heating system with no other form of heating available	Same day – You or a representative will need to be at home for the rest of the day to provide access
Appointed general repairs	<ul style="list-style-type: none">• Dripping taps• Ease and adjust doors• Window handles• Mould treatment• No hot water	Within 21 working days
Appointed gas repairs	<ul style="list-style-type: none">• Non-emergency boiler repairs• Repairs to radiators	Within 21 working days

Category	Example of repairs	Timescale
Larger works	<ul style="list-style-type: none">• Replacement fencing to communal areas or bordering open land• Repairs to access paths• Plastering• Replacement internal doors• Replacement radiators• Upgrade gas pipework	Within 21 working days
Roofing	<ul style="list-style-type: none">• Roof repairs• Guttering• Fascias• Chimney	Within 45 working days



Shared Ownership

Please refer to the Guide to Shared Ownership.

Leaseholder repairs

Please check your lease agreement. Generally, leaseholders are responsible for any internal repairs and **bdht** is responsible for works to the block or communal areas.



What is planned maintenance?

Planned maintenance is where **bdht** will replace individual elements to your home when due, according to our stock records, such as kitchens, bathrooms, doors, windows and roofs. **bdht** will notify you in advance in writing of any works that have been planned for your property.

We also carry out the following planned works and maintenance

- Annual gas service
- Safety checks of electrical systems every five years or on change of tenancy. This would be 10 years if the property is a new build and no change of tenancy
- Safety checks of fire equipment
- Annual lift servicing and maintenance
- Annual servicing of communal equipment
- Water treating and testing

bdht will work with you to arrange access and provide support/guidance as required. If access is not provided for essential works, **bdht** will take legal action through the courts to gain access. All costs will be charged to you. This is approximately £1,800.

Damp, mould and condensation

Please refer to the Guide to Damp & Condensation. This provides an explanation and some hints and tips to reduce levels of condensation and how to treat mould.

If you have followed the advice within the leaflet and are still experiencing issues, please contact **bdht** who will arrange for a survey to be completed.

A-Z OF REPAIRS

Description	bdht responsibility	Tenant responsibility
Aerial (communal)	✓	
Aerial (domestic)		✓
Bath	✓	
Blockages to single service e.g. sink or basin		✓
Brickwork	✓	
Bushes		✓
Carbon Monoxide detectors	✓	
Carpets		✓
Child window locks (note these are not a legal requirement)		✓
Chimney pots	✓	
Clothes lines / rotary dryers (communal)	✓	
Clothes line (domestic)		✓
Cistern/ball valve	✓	
Communal aerial		✓
Cooker point electric or gas (a property may only have one type of supply)	✓	
Condensation		✓

Description	bdht responsibility	Tenant responsibility
Cupboard doors	✓	
Damp from water leak	✓	
Door bell		✓
Door (external)	✓	
Door (external glass)	✓	
Door fobs (faulty)	✓	
Door fobs (lost or additional)		✓
Door (internal)	✓	
Door lock	✓	
Drain and sewers (blockage between soil stack and gully)	✓	
Drain and sewers (blocked outside boundary)		Utility company
Draught excluders		✓
Drive		✓
Dustbins		✓
Electric (heating)	✓	
Electric (no power)	✓	
Fascia boards	✓	
Fences (which border open land, alleyways or garage sites)	✓	

Description	bdht responsibility	Tenant responsibility
Fences (between gardens)		✓
Fires (fitted by bdht)	✓	
Fireplace	✓	
Floor tiles	✓	
Fuses (main)		Utility company
Fuses (plugs)		✓
Garage	✓	
Garden patio		✓
Garden walls (retaining walls)	✓	
Garden walls (bordering open land or a garage site)	✓	
Garden walls (other)		✓
Gas (fire fitted by bdht)	✓	
Gas (water heater)	✓	
Gate and gatepost (to the main access path)	✓	
Gate and gatepost (to the driveway)		✓
Glass (broken, crime reference number provided)	✓	
Glass (broken, crime reference number not provided)		✓
Glass (misted between panes)	✓	

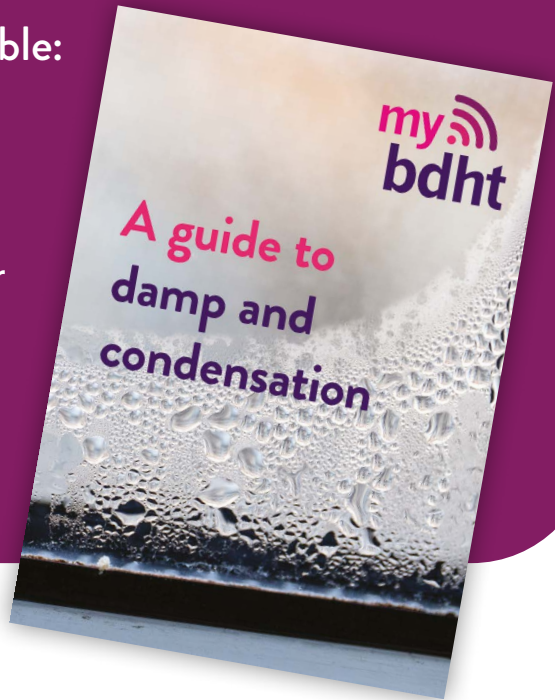
Description	bdht responsibility	Tenant responsibility
Gritting		✓
Guttering	✓	
Handrails	✓	
Heating	✓	
Immersion heating	✓	
Insulation (loft missing)	✓	
Leaves (on pathways)		✓
Lightbulbs (including bathroom)		✓
Letterboxes	✓	
Light fittings	✓	
Meter box	✓	
Outbuilding (brick)	✓	
Overflows	✓	
Paths (access path from the front boundary to the front door and rear gate to the rear door)	✓	
Paths (communal)	✓	
Pests (inside the property and including rats, mice, wasps and cockroaches, but excluding flies, ants and squirrels)	✓	
Plastering	✓	

Description	bdht responsibility	Tenant responsibility
Porch (integral)	✓	
Roof and coverings	✓	
Satellite dishes		✓
Security light		✓
Sheds (brick built)	✓	
Sheds (wooden)		✓
Shower (over bath and fitted by an Occupational Therapist)	✓	
Shower (wet room)	✓	
Shower curtain (wet room)	✓	
Shower curtain (over bath)		✓
Shower rail (wet room)	✓	
Shower rail (over bath)		✓
Sink	✓	
Skirting boards	✓	
Smoke alarms	✓	
Sockets	✓	
Stairs	✓	
Switches	✓	
Stop taps	✓	
Tap (internal)	✓	
Tap (external)		✓

Description	bdht responsibility	Tenant responsibility
Tap (washer)	✓	
Tile (wall)	✓	
Toilet (not flushing)	✓	
Toilet (leaking)	✓	
Toilet (cracked, not fair wear and tear)		✓
Toilet seat		✓
Towel rails		✓
Trees		✓
Wash hand basin	✓	
Washing machine connections		✓
Waste pipe	✓	
Water butt (communal areas)	✓	
Wet room	✓	
Window beading (loose)	✓	
Window beading (missing)		✓
Window catches	✓	
Window frame	✓	
Window restrictors		✓

Other leaflets available:

- Customer Care
- Confidentiality
- Complaints
- Gas Servicing & Repair
- Damp & Condensation
- Shared Ownership



Equality statement

bdht is committed to Equality and Diversity, ensuring everyone has equal access to services and information. **bdht** is committed to always treating people with respect.

Confidentiality statement

bdht takes the confidentiality of its customers' information seriously.

This means that any information written or verbal about customers will be held in confidence, treated with the utmost care and will comply with GDPR regulations.

Customer feedback

Your views are important as they help to improve services. **bdht** strives towards customer excellence and welcomes your comments, compliments and complaints.

bdht has a formal complaints procedure and treats all complaints as an opportunity to improve its policies, processes and procedures.

This document is available in large print, audio and a number of languages.



building vibrant
communities together

Ways to contact us



Customer portal
www.mybdht.co.uk



Freephone 0800 0850 160

Email contactus@bdht.co.uk

Website www.bdht.co.uk

Freepost bdht

Text 83080 starting your message with **bdht**

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 facebook.com/bromsgrovehousing

 twitter.com/bdht

 [linkedin.com/company/
bromsgrove-district-housing-trust/](https://linkedin.com/company/bromsgrove-district-housing-trust/)



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