



Repairs & Maintenance Frequently Asked Questions

How do I report a repair?

There are several ways that you can report a repair.



You can apply online:

<https://www.fareham.gov.uk/onlineforms/displayform.aspx?formid=HousingRepairRequest>

Or through the Tenant Portal, (after signing up through the Council's MyAccount page:

<https://www.fareham.gov.uk/myaccount/intro.aspx>



You can email us at: responsiverepairs@fareham.gov.uk



You can call us on 01329 924 771 or free phone 0800 141 2194



You can write to us, or visit us at:

Civic Offices, Civic Way
Fareham, Hampshire
PO16 7AZ

What if it is an emergency and the office is closed?

If you have an emergency, you can call our emergency out of hours number: 0800 374 485.

I can smell gas. What do I do?

If you smell gas or think you have a carbon monoxide leak, then you should:

- Turn off the gas supply at the meter.
- Open windows and doors to ventilate the rooms.
- Turn off all sources of ignition, put out any naked flames and do not touch light switches.
- Leave the property if you do not feel safe and call the **National Gas Emergency Number (0800 111 999)**.
- Contact us on the numbers above so that we can make your landlord aware and ensure you are safe.

You can also call **Gas Repairs (0800 970 2512)** at any time.

How long will my repair take?

How long a repair will take to complete will depend on several factors. It will depend on what sort of repair it is and how urgent it is, or how complex.

We may also prioritise repairs for older, disabled or otherwise vulnerable tenants, or those with young children, if appropriate.

When you first contact us, we will prioritise your repair into one of four categories, and the target times for completion are as follows:

| | |
|------------------|----------------|
| Emergency | 24 Hours |
| Priority | 7 days |
| Routine | 28 days |
| Planned Routine. | 6 months |
| Complex repairs | Upon diagnosis |

How do I book an appointment?

When you report a repair, you will be offered a choice of appointment slots:

- Monday to Friday (all day): 0800 – 16:00
- Morning appointment: 08:00 – 13:00
- Afternoon appointment: 12:00 – 16:00
- Outside school run appointment: 09:30 – 14:45

We are unable to offer specific appointments for some repairs, such as those that need good weather (roofing repairs, for example), external repairs or those carried out by a specialist contractor.

What repairs are Fareham Housing responsible for?

Fareham Housing will look after the structure and exterior of the property, including floors, walls, windows, drains and gutters. We are responsible for installations for supplying electricity, gas and sanitation, including the toilet, bath and sink.

We are also responsible for the external decoration, room heating and hot water. This includes an annual service of any gas appliance installed by us and an electrical inspection every five years.



What repairs am I responsible for?



Tenants are responsible for the decorations inside their homes, and any minor repairs such as the replacement of plugs, chains, toilet seats and replacement smoke detector batteries.

Tenants are also responsible for any replacement keys needed, and the repair of windows or doors that have been damaged by you, a member of your household or someone visiting your property.



Will I be charged for repairs?

You will not be charged for any eligible repairs.

However, if we determine that the damage is caused by neglect, carelessness or misuse by you, a member of your household or any visitors to the property, we may charge for certain repairs.

We will also charge you for the additional cost of carrying out a repair after normal office hours if you report something as an emergency and it is later found not to be an emergency.

Full details of what repairs are the responsibility of Fareham Housing, which are the responsibility of the tenant and what charges can be made can be found in the secure tenancy agreement, a blank copy of which can be found here: <https://www.fareham.gov.uk/PDF/housing/New-Secure-Tenancy-Agreement.pdf>

What if my kitchen or bathroom need replacing?

Fareham Housing will refurbish properties periodically to ensure it meets the Decent Homes Standard¹, and this work is undertaken as part of our planned and cyclical maintenance programmes.

Full details of upcoming programmes and what will happen if you are impacted can be found on our website which is regularly updated: https://www.fareham.gov.uk/housing/existing_tenants/plannedmaintenance.aspx.

Can I make any alterations myself?

If you are a Council tenant or leaseholder and want to make alterations to your property, you must have our written agreement first. This is a condition of your tenancy agreement.

There are a few instances where you do not require our permission, these include minor work such as putting up shelving or replacing carpets, and must not involve any gas or electric works.

Any changes to the structure of the property, including the putting up of satellite dishes, laminate/wood-block flooring, will require written permission from Fareham Housing. You can find further information on DIY alterations on our website page: <https://www.fareham.gov.uk/housing/tenantalterations.aspx>.

If there is any doubt, you should always get permission first as you may be charged for the cost of returning the property to its' original condition. You will be responsible for the repair and maintenance of any alterations you make.

What if I need improvements for health reasons?

If you need improvements or adaptations for health reasons, you will need to get an assessment from Hampshire County Council's Occupational Health Team. They can be reached at adult.servicess@hants.gov.uk.

¹ See [A decent home: definition and guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Can you help with general maintenance?

Fareham Housing runs two schemes for tenants who are elderly or have a disability that prevents them carrying out garden maintenance or decorating their home.



You will need evidence that you cannot carry out the work yourself, and that you have no one able to do the work for you. You can find more information on decoration assistance on our website:
https://www.fareham.gov.uk/housing/existing_tenants/gardenmaint.aspx