

## Appendix B



# Repairs & Maintenance 'Easy Read' Version

## Who is this policy for?

This policy is for all tenants of Fareham Housing, including sheltered accommodation and those living in temporary accommodation that is owned by the Council.

It tells tenants how they can report a repair, including what to do in an emergency. It says what the Council is responsible for repairing, and what sort of service you should expect from us. It explains how we will monitor this, and how you can complain if you are unhappy.

## 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](mailto:responsiverepairs@fareham.gov.uk)



You can call us on 01329 924 771



You can write to us, or visit us at:

Civic Offices, Civic Way  
Fareham, Hampshire  
PO16 7AZ

## What if it is an emergency?

If you have an emergency and **if the office is closed** text **EMERGENCY** to **07860 098 627**. You can also leave a message on our **Emergency out of hours voicemail** system, by calling **01329 824 627**.

The on-call Officer will call you back to get some more details. These numbers are not monitored during normal office hours (08:45-17:15).

For an **emergency repair during the day**, call our repair team on **0800 141 2194**.

## I can smell gas. What do I do?

If you think that you have a gas leak or carbon monoxide present in your home, you must:

- Turn off your Gas meter.
- Open all doors and windows.
- **DO NOT** smoke, touch light switches, or turn any electrical equipment on or off.
- Call [National Grid Emergencies](#) on **0800 111 999**
- More information is available if you need [full details of what to do](#).

## 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.



Tenants may also be responsible for putting right or removing any alterations or improvements they have made when they move home, and for ensuring that the house and garden are clear of any belongings or rubbish when they leave.

## Will I be charged for repairs?

You will not be charged for any eligible repairs. However, there are some situations where you might be charged for certain repairs.

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.

## What if my kitchen or bathroom need replacing?

Fareham Housing will refurbish properties periodically to ensure it meets the Decent Homes Standard<sup>1</sup>, 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/repairs\\_and\\_improvements/plannedmaintenance.aspx](https://www.fareham.gov.uk/housing/repairs_and_improvements/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. Further information on DIY alterations can be found on our website, along with a request form:

[https://www.fareham.gov.uk/housing/repairs\\_and\\_improvements/tenantalterations.aspx](https://www.fareham.gov.uk/housing/repairs_and_improvements/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](mailto:adult.servicess@hants.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.



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

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/help\\_with\\_housing\\_homelessness/housing\\_support\\_older\\_people/gardenmaint.aspx](https://www.fareham.gov.uk/housing/help_with_housing_homelessness/housing_support_older_people/gardenmaint.aspx)

## What service can I expect?

All Fareham Housing staff and contractors are, when visiting or carrying out repairs to your home, expected to adhere to the [Code of Conduct](#)<sup>2</sup>, which sets out the minimum standards expected.

## How will the policy be monitored?

Reviews will be undertaken by the Housing Strategy and Systems Team, together with the Repairs team, to ensure that the policy is effectively delivering on its aims and objectives, and performance will be measured against the key objectives within the Consumer Standards, set by the Regulator of Social Housing.

## What if I want to complain?

Fareham Borough Council's Complaints policy can be found on our [website](#)<sup>3</sup>. Complaints may be made online, by email, or in writing.

### **Complaints Administration**

Fareham Borough Council  
Civic Offices  
Civic Way  
Fareham  
PO16 7AZ

[complaints@fareham.gov.uk](mailto:complaints@fareham.gov.uk)

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<sup>2</sup> [https://www.fareham.gov.uk/housing/repairs\\_and\\_improvements/codeofconduct.aspx](https://www.fareham.gov.uk/housing/repairs_and_improvements/codeofconduct.aspx)

<sup>3</sup> See [Complaints \(fareham.gov.uk\)](#)