



Please contact us if you have any general queries.

Write to: Chelmer Housing Partnership, Prospect House,  
West Hanningfield Road, Great Baddow, CM2 8HN

Phone: 01245 613000

Fax: 01245 613001

Minicom: 01245 613188

Visit: Atholl House, 65a Duke Street, Chelmsford, CM1 1LW

Email: [enquiries@chelmerhp.org.uk](mailto:enquiries@chelmerhp.org.uk)

[www.chelmerhp.org.uk](http://www.chelmerhp.org.uk)

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to Essex neighbourhoods*



If you would like this leaflet in large print,  
Braille, on CD or in other languages  
please use the contact details above.

January 2005

CHP's Guide to  
repairs,  
maintenance &  
improvements

[www.chelmerhp.org.uk](http://www.chelmerhp.org.uk)



Our repairs and maintenance policy puts the emphasis on quality, value for money, and a well-organised response to repair requests and programmes for planned maintenance and improvements.

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## Reporting a repair

- **Telephone:** 0800 953 1447 (8.00am – 8.00pm Mon – Fri)  
(9.00am – 1.00pm Saturday)

All calls outside these hours should be emergencies only (please see Emergencies on page 4 for more information)

- **Fax:** 01245 613001
- **Minicom:** 01245 613188
- **E-mail:** [repairs@chelmerhp.org.uk](mailto:repairs@chelmerhp.org.uk)
- **Visit:** Atholl House, 65a Duke Street, Chelmsford, CM1 1LW
- **Write to:** CHP, Prospect House, West Hanningfield Road, Chelmsford, Essex, CM2 8HN
- **Tell a member of staff**

If you live in a retirement scheme and are not able to make contact by other means tell your Community Housing Officer.

When reporting a repair it will help us deal with it quicker if you provide us with a clear description of the problem. This will help us direct your call to the right person and organise suitable materials.

Our own workforce or external contractors will carry out repair work. The external contractors work to the same standards as our own workforce and **all** tradespeople carry identification cards.



## Emergencies

The out-of-hours service is for emergency repairs only. We define these as faults which could not have been foreseen but which could cause serious damage to the fabric of the property or danger to health or life.

**IMPORTANT:** we will recharge you for the cost of the work, plus an administrative fee, if you misuse the out-of-hours service for repairs that are not urgent.

## Our responsibilities:

We are responsible for making sure the properties' structure, exterior and fixtures and fittings are safe, weatherproof and fit for human habitation. This includes maintenance of the following:

- Drains, gutters and pipework.
- Electric fittings and wiring (but not fuses or appliances).
- Fitted water and central heating systems.
- Installations for the supply of services.
- Basins, sinks, baths and WCs.
- Roof, external walls, doors and windows.
- Internal walls, floors and ceilings (but not minor plasterwork).
- Chimneys, chimney stacks and flues (but not sweeping).
- Main pathways, steps and other means of access.
- Communal areas of flats and retirement schemes.

We will also keep in good repair and proper working order:

- community alarm services in retirement schemes
- communal TV and satellite systems
- garages and external stores
- boundary walls, gates and fences.

## Right to Repair

We aim to complete all repairs to a satisfactory standard and within target times (see Responsive Repairs on page 8). However, some repairs are more difficult and may take longer. Please tell us if we do not complete the job to your satisfaction or within the intended time.

If we do not complete your repair within the target time, you may have the right to employ your own contractor to complete the work and recover the cost from us. This is called 'Right to Repair'. You can find more information on this in your Repairs Handbook.



## How we classify repairs:

We have five main classifications for repairs, maintenance and improvements:

- 1 **PLANNED** – Work that is not urgent that we can carry out over time, for example roof renewals.
- 2 **CYCLICAL** – Work that is not urgent but needs to be carried out repeatedly for health and safety reasons, for example electrical tests and gas servicing.
- 3 **RESPONSIVE** – Day-to-day repairs in your home that affect your health, safety and comfort, for example water leaks.
- 4 **PACKAGED** – Day-to-day repairs that we do not consider urgent and that we can carry out with other non-urgent work in the same area, for example guttering and fencing
- 5 **MODERNISATION** – Planned replacements to bring all homes up to a modern day standard.

## Planned & Cyclical Maintenance

We carry out large-scale, planned programmes of repairs. Planned maintenance allows us to bring building basics such as heating, roof coverings, water mains, windows, and footpaths up to standard over time.

We also have cyclical programmes for work such as external painting and testing electrical systems. We normally carry these works out every five to six years.

## Packaged Repairs

If you report a repair that:

- does not affect health and safety
- will not lead to further worsening to the structure of the property or adjoining property
- does not cause residents unnecessary inconvenience

We will programme this work to take place by estate and area. For example we can complete all joinery work (fencing and gates) in one area together over several days by a dedicated team. The benefits of packaging repairs like this are that we can:

- plan work more easily
- lessen transport costs
- benefit from bulk buy savings
- carry out preventive work if needed
- respond to and deal with urgent and other non-urgent responsive repairs more successfully.

Examples of packaged repairs include:

- |                           |                                    |
|---------------------------|------------------------------------|
| ■ Gates                   | ■ Fencing                          |
| ■ Paving                  | ■ Internal and external doors      |
| ■ Gutters                 | ■ Pointing (to external brickwork) |
| ■ Plastering              | ■ Rainwater pipes                  |
| ■ External window repairs | ■ Rendering                        |



We will complete packaged repairs within three months of you telling us that your home needs work. We have split homes into three areas and a schedule for these repairs can be found on page 11.

## Responsive Repairs

We will give each request for a repair a priority based on its urgency. It is important you contact us as soon as you discover something that needs repairing, especially if it is a water leak or electrical fault. Our response times are:

- **Emergency: within 24 hours**
- **Urgent: within 5 working days**
- **Standard or non-urgent: within 20 working days**

We will explain how quickly we will deal with your repair when you phone to report it and will offer you an appointment while you are on the phone.

If you are out when an operative calls, a card will be left asking you to contact us or the contractor to arrange access. We will cancel the order if you do not contact us to make a new appointment within one week or fail to keep a second appointment.

We may need to inspect the problem before we can issue an order for the work. If this is the case, one of our staff will visit to check the work within ten working days from the date you contact us.

## Modernisation Programme

At the time of stock transfer in March 2002 we promised to invest £58 million to bring all our homes up to a modern day standard. This 5-year programme of improvement work includes modernising half the kitchens and one third of bathrooms, and installing double-glazed windows, insulating cavity walls and lofts, and installing central heating where necessary. We have completed many of these ahead of target and achieved high levels of customer satisfaction.

## Meeting the standard

We inspect a proportion of all repairs to ensure they are of a satisfactory standard.

We carry out regular telephone customer satisfaction surveys on recent Responsive repairs. The surveys give you an opportunity to give your views on the standard of work and speed of repair. Your views are important to us as it helps us record how our contractors perform. We expect all our contractors to follow our customer care and equal opportunities policies, so please let us know if you feel that you have not been treated in a fair and polite manner.

We will give you the opportunity to comment on the quality of work carried out by completing a customer satisfaction form. We will either post this to you or the contractor will leave it with you when they have completed the work. In both cases you will receive a prepaid self-addressed envelope.

We often meet with the repair contractors to discuss performance issues and address any complaints received.



## Servicing Contracts

We have several service contracts in place for items such as heating and lifts. We ensure there is a programme of regular checks and maintenance to ensure safety and efficiency.

## What to do if you smell gas

Turn off the gas supply at the meter immediately. Open all windows and doors to spread the gas. Do not smoke, use naked flames, or turn electrical switches on or off.

Once you have turned off the gas supply and opened the windows and doors, telephone Transco free on 0800 111 999.

Make sure that you know where to turn your gas supply off – it will normally be a gas tap beside your meter.

## Packaged Repairs Timetable

AREA A – January, April, July & October	AREA B – February, May, August & November	AREA C – March, June, September & December
Town Area North	Vineyards	Chignal Estate
Little Waltham	Readers Estate	Boarded Barns
Great Leighs	Galleywood	Good Easter
Springfield Allied	Sawkins Estate	Melbourne Park
Old Springfield	Stock	Melbourne Farm
North Springfield	Margaretting	North Melbourne
Boreham	Widford Estate	Chignal Smealy
Chelmer Village	Town Area Sth	Chignal St James
Little Baddow	Rainsford	Pleshey
Sandon	Writtle	Woodhall
Danbury	Westlands	Ford End
Bicknacre	Roxwell	Great Waltham
East Hanningfield	Highwood	Broomfield
Sth Woodham Ferrers		
Rettendon		
Meadgate		
Maltings		
Ramsden Heath		
Runwell		
West Hanningfield		
South Hanningfield		
Little Leighs		