



# YOUR REPAIRS HANDBOOK

## About your handbook.

This handbook tells you everything you need to know about your repairs service from how to let us know if something needs fixing, to who is responsible for repairing what.

There's also lots of useful information on how to stay safe in your home, so please take some time to read through this guide.

If you require this handbook in another language please call us on **0300 555 0600**.




If need you help communicating with us, please get in touch – 0300 555 0600	
Jeśli potrzebujesz pomocy w komunikowaniu się z nami, daj znać – 0300 555 0600	
Si vous avez besoin d'aide pour communiquer avec nous, contactez-nous au 0300 555 0600	
Ha beszélni szeretne velünk, kérjük hívja a 0300 555 0600-as telefonszámot	
与我们沟通方面如需帮助，请致电：0300 555 0600	
اگر برای ارتباط با ما به کمک نیاز دارید، لطفاً با شماره 0300 555 0600 تماس بگیرید	
لو حایي تتواصل معنا اتصل علی - 03005550600	
إذا احتجت إلى المساعدة والتواصل معنا، يرجى الاتصال على - 0300 555 0600	
Ikiwa unahitaji msaada wa kuwasiliana nasi, tafadhali wasiliana nasi kupitia nambari ya simu – 0300 555 0600	
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আমাদের সাথে বার্তা বিনিময় করার জন্য সাহায্য লাগলে, অনুগ্রহ করে এই নম্বরে যোগাযোগ করুন – 0300 555 0600	
ਜੇਕਰ ਸਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ - 0300 555 0600	
اگر آپ کو ہم سے مواصلت کرنے میں مدد درکار ہے تو، براہ کرم رابطہ کریں – 0300 555 0600	

## Contents:

How to report a repair	3
Your repairs service	4
Types of repairs	5
Carrying out repairs	7
Repairs responsibilities	9
Contact us	12

## How to report a repair.

If you need something fixed in your home, you can report this to us by:

-  Visiting the My Onward Portal. To do this, you will need to register and can do this by visiting our website.
-  Calling our Customer Service Centre on **0300 555 0600** between 8am – 7pm Monday to Friday and 10am – 7pm on Wednesdays if you don't have access to email or the internet.
-  Emailing [\*\*customerservices@onward.co.uk\*\*](mailto:customerservices@onward.co.uk)

When you report a repair we'll need you to tell us:

- ☒ Your tenancy number
- ☒ Details of what needs repairing and as much detail as possible regarding what the issue is and the location of the repair
- ☒ Times when you will be available to let us into your home
- ☒ Details of any support you might need from us, for example special requirements
- ☒ Your up to date telephone and email address

*If you can, it also helps if you can take a photo of what needs fixed. Photos should be well lit and taken from different angles.*



### EMERGENCY?

If you need to report an emergency to us please call us as soon as you can on **0300 555 0600**. You can do this 24 hours a day, 7 days a week.

An emergency includes things like a complete loss of power, no heating or hot water during the winter, faulty boilers, or a flood or leak that can't be controlled.

We need to gain access to your home for emergency repairs to be carried out. If we are not able to get into your home, we have right to force entry to make sure there is no danger to those living there or risk of damage to the property.

### SMELL GAS?

Call Cadent immediately on **0800 111 999**.

Open all doors and windows and shut off the gas supply at the control valve.

Don't use naked flames or electrical switches.

### NO ELECTRIC?

If you're having problems with your electricity, call Electricity North West on **0800 195 4141**

You can find out more about safety around your home by visiting the [Home Safety](#) section of our website.



## Your repairs service.

We work with different contractors across our regions to carry out work on our behalf. These are:

### Lancashire

Repairs and gas repairs in Lancashire and Greater Manchester are carried out by our in-house contractor, Onward Repairs.

### Greater Manchester

**Repairs:** Onward Repairs

**Gas repairs:** Liberty Group ([www.liberty-group.co.uk](http://www.liberty-group.co.uk))

### Merseyside

**Repairs:** Axis ([www.axiseurope.com](http://www.axiseurope.com))

**Gas repairs:** PH Jones ([www.phjones.co.uk](http://www.phjones.co.uk))

Sometimes, for specialist jobs, we might need to use other contractors to carry out the work. In those cases we'll always let you know who this will be.

## Types of repairs.

There are different types of repairs and how quickly we will respond to these depends on whether it is an emergency and how complicated the job is.

If your repair is an emergency, we will attend on the same day. If you have extra needs, we will do this in four hours, and if you live in a Supported Living scheme, we will attend within two hours.

For repairs that can be completed in one day we will offer you a choice of appointments and aim to carry the repair out within 20 days and in the first visit.

Most repairs can be completed in one visit, but some more complicated repairs may take longer, reflecting the extra skills and materials that might be needed. In those cases, we will let you know and agree a date for the work to be completed. We might need to carry out an inspection first. We will aim to complete these complex repairs within 90 days.

## What happens if I have damp and mould?

Damp and mould can happen in any home, but it is more likely to happen in some homes than others. Looking out for signs of it happening and reporting it to us quickly where it is found is really important.

If you notice any damp or mould in your home, please get in touch with us straightaway. For some people, mould can cause or worsen some health issues – so don't delay, contact us immediately.

There are different kinds of damp and mould and they can look quite different, so take a look [here](#) at a guide to help spot what it looks like.

**You can report damp and mould to us by:**



Visiting the My Onward Portal or by using our Live Chat or WhatsApp services.



Sending an email to [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk). To help us assess the problem, please take clear photos from different angles if you can and remember to include your name, address and contact details.



If you don't have access to email or the internet, please call us on **0300 555 0600** to speak to a member of the team. Our Customer Service team is available Monday, Tuesday, Thursday, Friday between 8:00am to 8:00pm and on Wednesday's between 10:00am to 8:00pm.

## What happens if I have pests?

We will treat common areas and homes for common pests like the below and will also treat the surrounding properties if we need to:

- Rats
- Mice
- Pigeons
- Cockroaches
- Bed bugs
- Pharaoh ants

### Pest treatment.

If you are experiencing issues with pests, please get in touch and tell us as much as you can about the problem. You will then be contacted by the pest control contractor, who will arrange an appointment. They will visit your home and carry out work to treat the affected area, blocking holes and access points as required. The contractor will report back to Onward to carry out any further necessary repairs to the area. We will:

#### We will:

- Respond by providing a morning or afternoon appointment
- Investigate the cause of the pest infestation

#### You should:

- Contact us as soon as possible if you cannot keep an appointment
- Report the issue of pests as soon as you can, as it may reduce the time needed to eradicate the issue
- If the issue of pests reoccurs after the treatment, let us know as soon as you can
- Please follow the advice or instructions

Investigating and treatment can take time, but we will keep in contact with you and work with you until the issue has been resolved.





## Gas safety checks.

Faulty gas appliances such as boilers and gas fires can kill, so making sure they are in safe working order is extremely important. By law we must check all Onward-installed gas appliances in your home once a year to make sure they meet gas safety regulations. These checks will also ensure appliances are working efficiently, which will help keep your heating bills down.

We'll let you know in advance when we plan to come and carry out your annual gas safety check. If you know you won't be home that day, please call us on 0300 555 0600 to arrange a different appointment.

If we can't gain access to your home to carry out the annual gas service we will take steps to obtain an injunction or warrant in order to meet our legal obligations. The cost of any legal action and administering that action will be passed on to you.

We may also need to carry out other compliance checks such as electrical testing and tests relating to fire safety. If we need access to your home to carry out these checks we'll always let you know well in advance. Your cooperation is appreciated as we work to keep you and your home safe.

## What happens when I report a repair?

When you report a repair to us, you will be offered a time to carry out the work that suits you. For non-emergency repairs, you will get a text or a call to confirm your appointment. You'll also get a reminder the day before.

On the day, you'll get a call when we're on our way. Please make sure that someone over the age of 18 is at home whilst the work is being carried out.

If we need to change the time for any reason, we'll let you know at least 24 hours in advance and agree a new time that works for you.

If for any reason you can't make an appointment, please let us know by calling us on 0300 555 0600 or through the My Onward Portal.

If you're not at home when the contractor arrives they will try to contact you by phone. If they are unable to reach you, we will leave a card and ask that you call us so that you can rebook. If there is a health and safety risk, i.e., damp and mould, we will continue to contact you until the appointment is rebooked.

## What happens on the day?

Anyone carrying out a repair to your home will have an Onward branded ID badge which should be shown to you before going into your home. Before starting a job, they will:

- ✓ Tell you what they are going to do
- ✓ Tell you roughly how long it will take
- ✓ Let you know about any disruption there will be

We expect all repairs contractors to show respect to you and your home, which is why we ask them to:

- ✓ Refrain from making excessive noise, smoking, swearing and playing radios or otherwise unnecessarily disturbing or offending you while working in your home
- ✓ Where reasonable, remove and put back furniture and floor coverings to your satisfaction
- ✓ Use dust sheets
- ✓ Protect your home from weather damage and keep it secure during the works  
Protect plants, trees or shrubs
- ✓ Leave your home clean and tidy when the work is completed

Before leaving your home, the operative will confirm that the repair has been completed. If the work cannot be carried out or completed, they will explain to you the reason why and agree and book a follow-on appointment.

## What happens next?

When we have completed a repair, we will check that you are happy with the outcome before we close down the job. We might need to get into your home to carry out these checks and will let you know if this is the case.



### ALWAYS ASK TO SEE ID

Anyone carrying out a repair to your home will have Onward branded ID badges. Be sure to check this before you allow them into your home.

## Repairs responsibilities.

There are some things that we're responsible for to maintain your home. However, there are some things that you will be responsible for. It's important you understand what these are so that you can contact us when you need to.

### What we're responsible for.

As a basic guide, we're responsible for the repairs to the structure and exterior of your home. This includes things like:



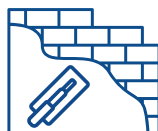
Roofs, walls, chimneys and chimney stacks (not sweeping unless you use solid fuel such as coal)



Doors, window frames and catches, glazing and windowsills



Gutters, external pipes and drains



Making good any plastering inside your home



External painting and decorating



Pathway steps and other means of access

We're also responsible for some repairs inside your home, such as:



Internal walls, floors, ceilings, doors, door frames and skirting boards



Baths, wash basins, toilets, sinks and kitchen units (but not toilet seats, tap washers, plugs and chains)



Electrical wiring, sockets and switches



Gas pipes, water pipes



Fitted heaters and fires, fireplaces and central heating installations



Communal areas and their electrical supplies



Replacing suited locks in our older persons schemes

We also carry out planned improvements programmes to kitchens and bathrooms and we will be in touch with customers when we plan to do this.

## What you're responsible for.

We expect you to keep your home in a safe and clean condition, and make sure that gardens are kept neat and tidy. You are also responsible for fixing any damage that has not been caused by fair wear and tear.

Here is a broad guide of the repairs that you are responsible for:



Replacing fuses, light bulbs and fluorescent tubes



Replacing toilet seats, tap washers, chains and plugs



Decorating the inside of your home



Replacing television aerials or satellite dishes, unless you live in communal areas



Fixing appliances installed by you



Fixing damage caused by a visitor or a member of your household



Replacing keys or locks (unless caused by fair wear and tear)

We will charge you for any repairs that are needed due to neglect, wilful damage or accidental damage by you, a member of the household or a visitor. However, we won't charge you if the damage is the result of being the victim of a criminal act, as long as you can provide us with a valid police crime reference number.



## We will also charge for:

- Repairs caused by wilful or accidental damage either by you, your family or visitors during your tenancy or as you move out.
- If you abandon your home and it needs repairs that are not fair wear and tear through the duration of your tenancy.

If any damage is a result of you being the victim of a criminal act and you supply a police crime reference number that can be verified then the charge can be waived.

## How do I report a repair in a communal area?

If you live in a communal scheme and notice something needs fixed in a communal area, for example issues with lighting or Flytipping, please let us know in the same way as you would report a repair in your home.

## What if I want to change my home?

You must always get written permission from us before carrying out any alterations or improvement work to your home. This is so we can make sure the work is carried out safely and to a high standard. Please give us a call if you want to discuss any alterations you wish to make to your home. More information can be found in the [repairs](#) section of our website.



### Tips for common emergency repairs.

We've pulled together some videos that give some tips on essential home maintenance.

Head over to the [Repairs](#) section of our website to find out more.



## Tell us how we're doing.

We're always looking to improve our repairs service with the help of satisfaction surveys, resident feedback, inspections and learning from complaints.

If you have any feedback about your experience of our repairs service, or suggestions for improvement, we'd love to hear from you. Email us at [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) or call us on **0300 555 0600**

If you would like to work with us to improve our services, why not join our Customer Engagement community?  
Email us at [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk)

### **Making a complaint**

We don't always get things right first time. If you do have any problems with a repair, report it to us straight away and we'll do our best to rectify the problem quickly.

If you believe our service really hasn't been up to standard and you wish to make a formal complaint, you can contact us in one of the following ways:

Online	via the 'My Onward' portal
Over the phone	0300 555 0600
Email	<a href="mailto:customerservices@onward.co.uk">customerservices@onward.co.uk</a>
In writing	Onward Homes, 2 Christie Way, Renaissance Court, Manchester M21 7QY

We will respond to your complaint in line with our Complaints Policy.

**Onward**

[www.onward.co.uk](http://www.onward.co.uk)