

Onward



YOUR REPAIRS HANDBOOK

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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 or in large print format, please call us on **0300 555 0600**.






ALWAYS ASK TO SEE ID

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

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 – 6pm Monday to Friday and 10am – 6pm on Wednesdays if you don't have access to email or the internet.
-  Emailing 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
- Any days and times when you will definitely not 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 number and email address

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



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**

NO WATER? If you're having an issue with your water supply, contact us on **0300 555 0600**.

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






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, or a musty and damp smell, please get in touch with us straight away. 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 at this guide to help spot what it looks like.

If you're worried about damp and mould, don't delay - report it to us immediately by:

-  calling **0300 555 0600** or messaging **07418 344 603** on WhatsApp between 8am-6pm Monday to Friday and 10am-6pm on Wednesdays
-  visiting the My Onward Portal (my.onward.co.uk) Remember you can upload photos to the portal to help us diagnose the issue.
-  emailing customerservices@onward.co.uk

If damp and mould in your home is found to be causing an immediate risk to health, we will visit within 24 hours to make sure your home is safe. If necessary, we will find alternative accommodation for you until any risk has been removed.

Where a significant risk has been identified we will investigate within 10 working days. Following the investigation, we will write to you to explain our findings and next steps within 3 working days.

From the date your home is made safe we will start any repairs within 5 working days. If this is not possible, all work will be started in no more than 12 weeks.

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)



Gutters, external pipes and drains



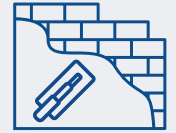
External painting and decorating



Pathway steps and other means of access



Doors, window frames and catches, glazing and windowsills



Making good any plastering inside your home

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



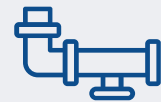
Internal walls, floors, ceilings, doors, door frames and skirting boards



Baths, wash basins, toilets, shower heads and pipes, 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 over-55s and extra care 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. Find out more at onward.co.uk/planned-maintenance

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 over a long period of time.

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



Replacing plug 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 attached to 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 over a long period)

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.



Your legal responsibilities.

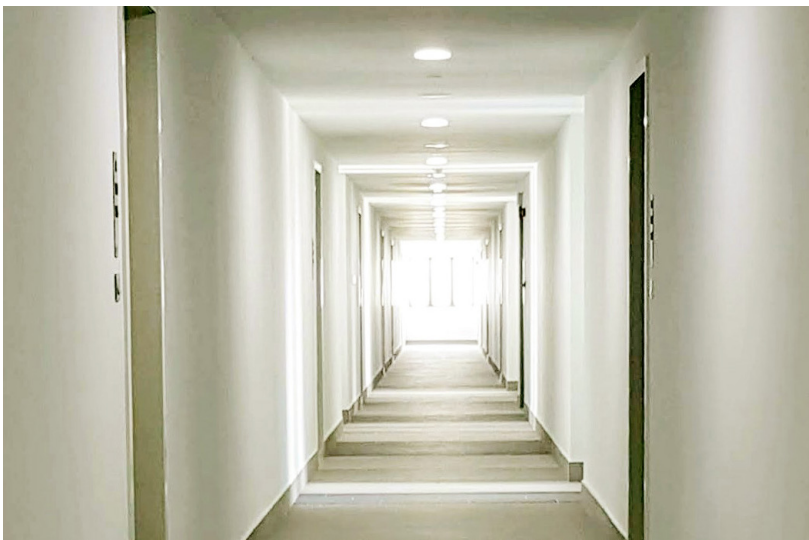
As part of the tenancy agreement that you signed with Onward, it is also your legal responsibility to let us into your home when we need to carry out home safety checks.

The most common reasons will be to check gas safety (every year), electrical safety (at least every five years) or fire safety (whenever a potential issue is identified).

We will always send a qualified, registered engineer to install, service, or repair any electrical, gas or fixed heating appliances.

We'll let you know in advance when we plan to carry out a safety check. If you know you won't be home that day, please call us on **0300 555 0600** to rearrange an appointment.

If we can't gain access to your home to carry out an essential safety check, 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.



Repairs in communal areas.

If you live in a communal building and notice something that needs fixed in a common area, for example issues with lighting or Flytipping, please let us know in the same way as you would report a repair inside your home. Please be specific about what has happened and where exactly the issue has occurred.

Making changes within your 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.



Dealing with pests.

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

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

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 our 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:

- 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
- Keep floors, surfaces and outside areas clear of food and waste.

Let us know as soon as you can if the issue of pests reoccurs after the treatment
Follow any advice or instructions from the contractor

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

Your repairs service.

We have traditionally worked with a range of specialist contractors across all our regions to carry out work on our behalf. Our in-house repairs contractor, Onward Repairs, is currently expanding to serve more of our customers across the north west.



Lancashire

Repairs, gas repairs, and damp & mould treatments in Lancashire are carried out by Onward Repairs.



Greater Manchester and Cheshire East

Repairs, gas repairs, and damp & mould treatments in Greater Manchester and Cheshire East are carried out by Onward Repairs.



Merseyside and Cheshire West

- Repairs: Axis (www.axiseurope.com)
- Gas repairs and damp & mould treatments: Onward Repairs

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.

Reporting 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 we visit.

On the day, you'll get a call or text message 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 get in touch through the My Onward Portal. If you need to cancel an appointment on the same day, this must be done over the phone.

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., from 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 or vaping, 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

Repairs timescales.


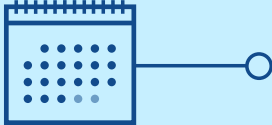


How quickly we will respond to a job depends on whether it is an emergency and how complicated the job is.

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 within one day we will offer you a choice of appointments and aim to carry the repair out within 20 days and on the first visit.

Most repairs can be completed in one visit, but some more complicated repairs may take longer, because of 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 aim to complete these complex repairs within 90 days.

TARGET REPAIR TIMESCALES

 <p>EMERGENCY 1 day (8hrs)</p> <p>If your repair is an emergency, we will attend the same day.</p> <p>EXTRA NEEDS, GAS/COMPLIANCE EMERGENCY 4 hrs</p> <p>If you have extra needs, we will attend within four hours.</p> <p>VULNERABLE CUSTOMER GAS REPAIRS 2 hrs</p> <p>If you live in a Supported Living scheme, we will attend within two hours.</p>	 <p>ROUTINE 5-20 days</p> <p>All repairs that are not emergency or of a planned/complex nature (see below).</p> <p>We aim to carry out the repair within 20 days, in the first visit.</p>
 <p>EXTRA NEEDS, GAS/COMPLIANCE EMERGENCY 4 hrs</p> <p>If you have extra needs, we will attend within four hours.</p>	 <p>COMPLEX (planned and surveyed) Up to 90 days</p> <p>Tasks that are more complex, may require multiple visits or will be programmed with similar local repairs, e.g.:</p> <ul style="list-style-type: none">PlasteringGutteringGroundworksFencingBricklaying

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 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

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	customerservices@onward.co.uk
In writing	Onward Homes, 2 Christie Way, Renaissance Court, Manchester M21 7QY

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

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to customerservices@onward.co.uk.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07418 344603 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07418 344603 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07418 344603 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07418 344603，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, fariin noogu soo dir lambarkan WhatsApp-ta 07418 344603, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07418 344603 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07418 344603, ou envoyez un e-mail à customerservices@onward.co.uk.

نہگہر پڻوڀسنت به ڀارممتي ههيه ٻو ٽيگه پڻسنتن لهم بهلگه ناميه، تڪاڀه پهيو هنديمان پڻوه بکه به ژماره تلهفوني 03005550600، له واتسنهپ پهيامنکمان ٻو بنيره به ژماره تلهفوني 07418 344603 يان نيمهيليکمان ٻو بنيره ٻو customerservices@onward.co.uk.

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07418 344603, ou envie um email para customerservices@onward.co.uk.