



REPAIRS

Repairs Guide



ONLINE

[lewishamhomes.org.uk/
repairs](http://lewishamhomes.org.uk/repairs)



EMAIL

[repairs@
lewishamhomes.org.uk](mailto:repairs@lewishamhomes.org.uk)



PHONE

0800 028 2 028


Lewisham
Homes



Inside

HOW TO USE THIS BOOKLET

Please use this booklet to look up your repair problem before you contact us. By giving us the information we need to deal with your repair, you can help us fix your problem first time. We want you to be safe and secure in your home, and accept the responsibilities that come with running your household as set out in your Tenancy Agreement. If you have any questions about our service, or are not sure who is responsible for fixing a problem in your home go online to lewishamhomes.org.uk or contact 0800 028 2 028.

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Reporting repairs



Free

Easy

Quick

24/7

Log into the Resident Portal to report your repair online.

 lewishamhomes.org.uk



 lewishamhomes.org.uk

 enquiries@lewishamhomes.org.uk



Our repairs promise

WE WILL...

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- > Make sure the structure and exterior of your home are in good repair.
- > Provide you with information about how to use the fittings provided in your home and gain access to our services when you need to.
- > Carry out repairs we are responsible for, such as repairing or replacing fixtures and fittings which we own.
- > Make sure that common entrances, halls, stairways, lifts, passageways and other communal areas are repaired.
- > Make sure all fixtures and fittings for water, gas, electricity and space and water heating are kept repaired and in working order.
- > When carrying out repairs involving floor or wall tiles attempt to match colour, size and style to the existing tiles. However, repairs will be contained to the areas affected, larger areas will not be renewed if we are unable to match the tiles.
- > When carrying out repairs to the ceiling and walls of your home we will redecorate the affected area with paint, but we will not redecorate the entire room or ceiling.
- > Carry out improvement works which will include works to the inside of tenanted properties, communal or shared areas and external repairs as part of our Major Works programme. These are usually large projects which involve long term investment in homes and buildings.
- > Periodically decorate the outside of your home and any shared areas.
- > Comply with the law and guidance issued by the housing regulator.

Repairs priorities



EMERGENCY REPAIRS

An emergency repairs service is available outside normal office hours, during the weekends and bank holidays, please call 0800 028 2 028.

USEFUL NUMBERS

National Grid Gas Emergency Helpline

0800 111 999

Emergency Services

999

TYPE OF REPAIR	MAXIMUM RESPONSE TIME	WHAT IS COVERED
Emergency (E)	Within two hours	For repairs that remove immediate danger to people, avoid flooding or major damage to the property, make the property secure, or restore total loss of heating in winter. We will complete the repair at the time, if we can. If we cannot, we will make the situation safe and carry out any follow-up work as an urgent or routine repair in normal working hours.
Urgent (U)	Next working day	For work to restore full or partial failure of sanitation; water or electrical supply; or heating systems. Also for urgent work to prevent immediate damage to the property, to overcome serious inconvenience to the household or where there is a possible health, safety or security risk.
Non-urgent (N)	Within three working days	For work where the fault or failure does not cause inconvenience or danger to occupants or the public.
Other (20)	Within 20 working days	For work where the fault or failure does not cause inconvenience or danger to occupants or the public. We may extend the timescale for certain repairs, for example if materials need to be ordered.

Appointment times



**Appointments are weekdays
8am-1pm or 12 midday to 5pm.
We can also provide early morning,
evening and Saturday morning
appointments on request or
appointments between 10am-3pm
to fit around school hours.**

WHEN WE VISIT

If you give us a mobile phone number we will send an appointment confirmation text immediately, and text you before we are due to arrive. If we cannot gain access to your property at the agreed time, we will phone you. If we are unable to contact you, we will leave a card saying what time we visited. You will need to contact us to rearrange the appointment.

When we first visit we will tell you how long the repair will take. If unable to complete the repair on the first visit we will arrange another visit before leaving the property. We will keep you updated with the progress of the repair.

Once the job is completed we will contact you by text or phone and ask you to complete a survey. This helps us to monitor and improve our services.

IDENTIFICATION CARDS

All authorised operatives carry identity cards and will show this before entering your home. If you have any doubt over their identity please contact us before letting them into your home.

You can arrange a safety password to help you identify our operative if you request it, this will be agreed when your repair appointment is agreed.



Gas safety

GAS SERVICING

It is a legal requirement that we service your gas appliances every year. This is to make sure you are safe in your home.

We will get in touch with you to arrange for this work to be done. It is a condition of your tenancy that you must allow us access to your home to carry out this work. The gas appointment takes about an hour.

If we cannot gain access after more than one attempt, we will take legal action to gain access and carry out the service. This is for the safety of you and your neighbours. You will be billed for the cost of the legal action.

@ gasaccess@lewishamhomes.org.uk

☎ 0800 028 2 028

TOP TIPS

Make sure we can get to your gas meter - it should not be covered by boxing, furniture or other items.

Try to avoid using your gas appliances the day of the service or they will be too hot to service.

If you suspect a gas leak:

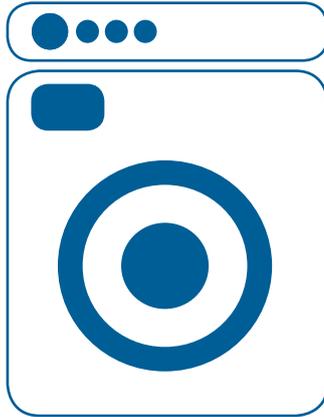
- > Call National Grid Gas Emergency Helpline 0800 111 999
- > Open all the doors and windows
- > Shut off the gas supply at the meter control valve

It is illegal for anyone to use a gas appliance if they suspect it is unsafe.

Turn the appliance off and do not touch it until it has been checked by a Gas Safe Registered engineer.



Appliances and lifts



APPLIANCES

Before you purchase a cooker please check if your property has a gas and/or electrical outlet. We are not obliged to install a gas or electrical connection if you purchase the wrong type of cooker. We are also not responsible for installing and connecting your washing machine

appliance or connections. You must use a competent person to carry out work, and qualified engineers for installing cookers. For gas cookers the engineers must be Gas Safe (formerly CORGI) registered, and for electrical cookers they must be NICEIC qualified.

LIFTS

The majority of lifts have a voice communication device fitted. If the lift breaks down, press the alarm button and it will automatically connect you to our 24 hour call centre. We will aim to arrive within 30 minutes. Many lifts break down because of misuse or vandalism. Please help us by reporting offenders. Please do not:

- > Allow children to interfere with lifts
- > Play with the winding gear
- > Block lift doors open
- > Drop litter in the lift
- > Go into the lift plant room or shaft
- > Allow animals to foul the lift



Satellite dishes and asbestos

ASBESTOS

Asbestos is found in some products used in homes and buildings, including ceilings, interior walls and panels, flooring materials and domestic appliances such as boilers.

As long as the asbestos is not damaged or located somewhere it can be easily damaged it won't be a risk to you, as it is only dangerous as an airborne fibre.

Before starting any home improvements or maintenance, contact us first so we can check our records and let you know if any asbestos is present.

@ healthandsafety@lewishamhomes.org.uk

SATELLITE DISHES

Lewisham Council has installed Integrated Reception Systems (IRS) on all blocks with 12 or more flats. This provides a single channel of Sky or Freesat reception. To receive Sky Plus or full Freesat reception you will need an additional connection. We can provide the connection at cost. This means that residents in blocks fitted with this system will not require a satellite dish to receive Sky and Freeview signals. Residents are not allowed to install satellite dishes.





Doors and locks

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1 Night latch



2 Security night latch



3 Mortice sash lock



4 Lock furniture



5 Skirting board



6 Dead lock latch



7 Cylinder lock



8 Rim lock



9 Butt hinge



Who's responsible?



REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
Replacing keys or locks when keys are lost or you are locked out (unless you live in sheltered or extra care housing).	✓	
Repairing or replacing internal doors and locks, including bedroom, living room and cupboards.	✓	
Repairing or replacing door handles, letter boxes, cupboard catches and hinges.	✓	
Adjusting doors, particularly when you fit new floor coverings.	✓	
Glazing repairs to internal doors and cupboards (but not security glass).	✓	
Replace glass in windows, unless it is caused by vandalism or a break in.	✓	
Repairing or replacing additional security locks, even if the previous tenant installed them.	✓	
Change locks to front or back entry doors with a crime reference number. (E)		✓
External door/window that cannot be secured. (E)		✓
Bathroom, toilet, kitchen or communal doors that cannot close. (U)		✓

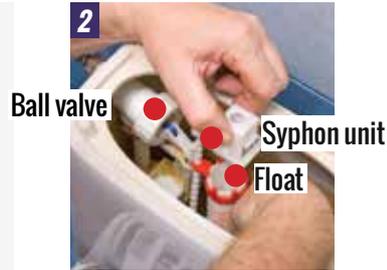
TOP TIPS

If you are locked out of your home we can force entry, but there is a charge for this service.

Leave a spare key to your property with someone you trust. Replacement fob keys (chargeable) to blocks can be collected at our housing offices.

Remember, if you report an emergency repair we will come and make the situation safe. Any follow on works that are needed will be carried out in normal working hours. See page 5 for further details of how repairs are prioritised.

Baths, toilets and basins



Crosshead tap



Lever tap



Handwheel tap



Bath mixer tap and hose



Trap and wastepipe



Who's responsible?

REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
Unblocking waste pipes to sinks, toilets, basins and baths where the blockage is in your home.	✓	
Replacing or re-affixing broken, cracked wall tiles.	✓	
Repairing or replacing toilet seats, bath panels, plugs and chains on baths, basins, or sinks.	✓	
Blocked toilets (where there is only one in the property). (E)		✓
Renew or repair toilet (where only one in property). (U)		✓
Reseal around bath/sink/basin and replacing wall tiles. (N)		✓
Water hammer, defective tap washers. (20)		✓
Renew bath, extractor fans, hand basin or toilet (where property has two).		✓

TOP TIPS

Do not apply caustic soda to blockages, as this could be harmful to yourself and others, as well as melt pipes.

See handy repair tips for unblocking sinks on page 21.



Drains and wastes



1 Sink pipes



2 Downpipe



3 Underground soil pipe



4 Gully grid



5 Combination tap



6 Bottle trap



7 Syphon



8 P trap



9 Plunger



10 Sink/basin

Combination trap



Who's responsible?

REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
Trying to clear blocked baths, basins, sinks or toilets.	✓	
Clearing blockages or repairing leaks from your washing machine or dishwasher, and upsurges.	✓	
Keeping gully grids clear of leaves and rubbish, this will help to avoid blockages and flooding.	✓	
Severe water penetration and flooding (E)		✓
Major blockages to stacks, surging drains, stacks (E)		✓
Renewing inspection chamber and/or cover (20)		✓
Repairing gully grids (20)		✓
Blocked refuse chutes (U)		✓

TOP TIPS

A blocked toilet is not an emergency unless there is only one in the property. You must try to clear these blockages yourself before you call us.

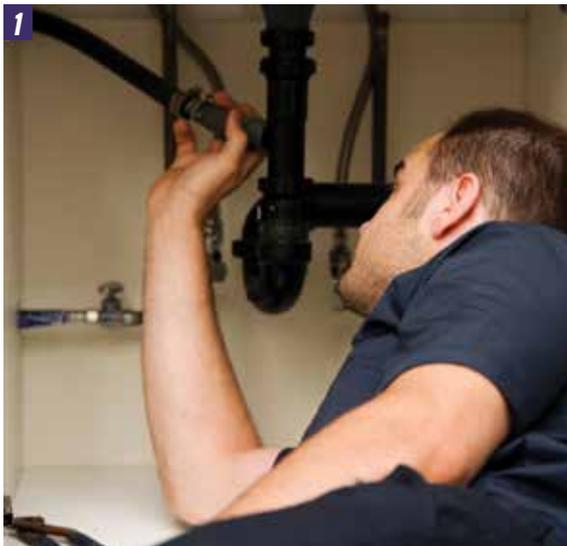
Do not pour fat, rice or any kind of oil down sinks, toilets or outside drains.

If a blockage is caused by items such as nappies, air fresheners, tampons and other objects, we will charge you for the cost of clearing it.

See page 21 for tips on how to prevent blockage and how to unblock your bath, basin, toilet or sink.

Plumbing

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Ball valve and float



Mixer tap



Lever tap



Drain tap



Isolation valve



Stopcock



Gate valve



Crosshead tap



Handwheel tap



Who's responsible?

REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
If a water pipe has burst you should turn off your water supply at the stopcock, and then turn all taps on to allow remaining water to flow out and release pressure.	✓	
Fitting pipes for a washing machine or dishwasher (if not already provided).	✓	
Taking steps to prevent water in pipes and taps freezing in cold weather, particularly if you are going on holiday.	✓	
Severe water penetration and flooding. (E)		✓
No drinking water or loss of mains water. (E)		✓
Uncontainable leaks. (E)		✓
Containable leaks. (N)		✓
Repairing duct panels. (20)		✓

TOP TIPS

Find out where your main stopcock (page 16, picture 9) is to turn the water off in an emergency situation.

If you test your taps for water, remember to turn them off again to avoid flooding when water is back on.

If water is leaking, try to collect it in a dish or bucket. If it is leaking onto electrical fittings, do not touch them. On the consumer unit turn the switch for that circuit to the 'OFF' position. This turns off the electricity to the fitting. See page 24, figure 1.

Kitchen fittings





Who's responsible?

REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
Repairing any extra kitchen units you have installed.	✓	
Repairing or replacing handles, catches and knobs on kitchen units.	✓	
Installing washing machines, dishwashers or tumble driers and clearing any blockages in them.	✓	
Repairs to kitchen cupboards and fittings installed by us. (20)		✓

TOP TIPS

If we have to replace kitchen units or parts of a unit, we will try to match the colour where possible.

If your appliances do not fit the space provided, you must arrange and pay for any alterations needed. We do not do this work.

You must use qualified engineers for installing cookers. For gas cookers the engineers must be Gas Safe registered, and for electrical cookers they must be NICEIC qualified.



Clearing a blocked waste

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1 You can clear a bath, basin or toilet blockage with a plunger.



2 Some products are unsuitable for plastic pipes, make sure you use an appropriate one.



3 You can buy aerosol plunger kits from hardware stores which are a quick and easy solution for blockages.



4 P trap - unscrew here to clean.



5 Bottle trap - unscrew here to clean.



What you should do

PREVENTION

Blockages are mainly caused by hair being washed down plugholes in bathrooms. Larger debris blocks the kitchen sink and often the blockage is due to a build up of grease or fat in the pipe.

Both these type of blockage build up gradually and the flow of water becomes slower. This is because the inside of the pipe is becoming increasingly smaller as the deposits build up over time.

Regular use of chemical drain cleaners will help keep the waste system clear and smelling fresh, but remember to follow the instructions carefully as some products are not suitable for plastic pipes.

TO UNBLOCK A BATH, BASIN OR SINK:

- > scoop out most of the water with a jug or cup
- > hold a rag tightly over the overflow opening
- > place the plunger over the plug hole and pump it up and down rapidly

TO UNBLOCK A TOILET:

- > if the pan is already full, remove some of the water into a bucket using some form of scoop, for example a jug or cup
- > push the toilet brush or plunger to the bottom of the pan
- > pump it up and down vigorously about 10 times. This creates a vacuum and pressure, which may shift the blockage
- > flush the toilet to see whether the blockage has gone.

You may need to repeat this process several times before the toilet flushes normally.

If there is no improvement, you should contact us.

Thoroughly wash your hands and all equipment after you have finished.





Electrics

22



Extractor fan



Fuse board



Smoke alarm



Sealed light



Batten holder



Pendant lampholder



Bathroom light



Single switch



Double switch



Single socket



Double socket



Immersion heater switch



Cooker control unit



Cooker control unit



Ceiling switch and pull cord



Who's responsible?

REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
Resetting trip switches and, if necessary, turning off the mains supply. See page 25 for tips on how to do this.	✓	
Replacing batteries in smoke alarms and carbon monoxide detectors, indoor fluorescent tubes and other light bulbs.	✓	
Communal door entry phones not working. (E)		✓
Lift breakdowns. (E)		✓
Total loss of electrical supply (If this is a supplier fault we will contact them to resolve the issue). (E)		✓
Partial loss of electrics i.e. one room, lights only, or sockets only. (U)		✓
Re-secure loft hatch or intake cupboard gas or electric. (U)		✓
Faulty communal TV aerials. (N)		✓
Electrical extractor fans. (N)		✓

TOP TIPS

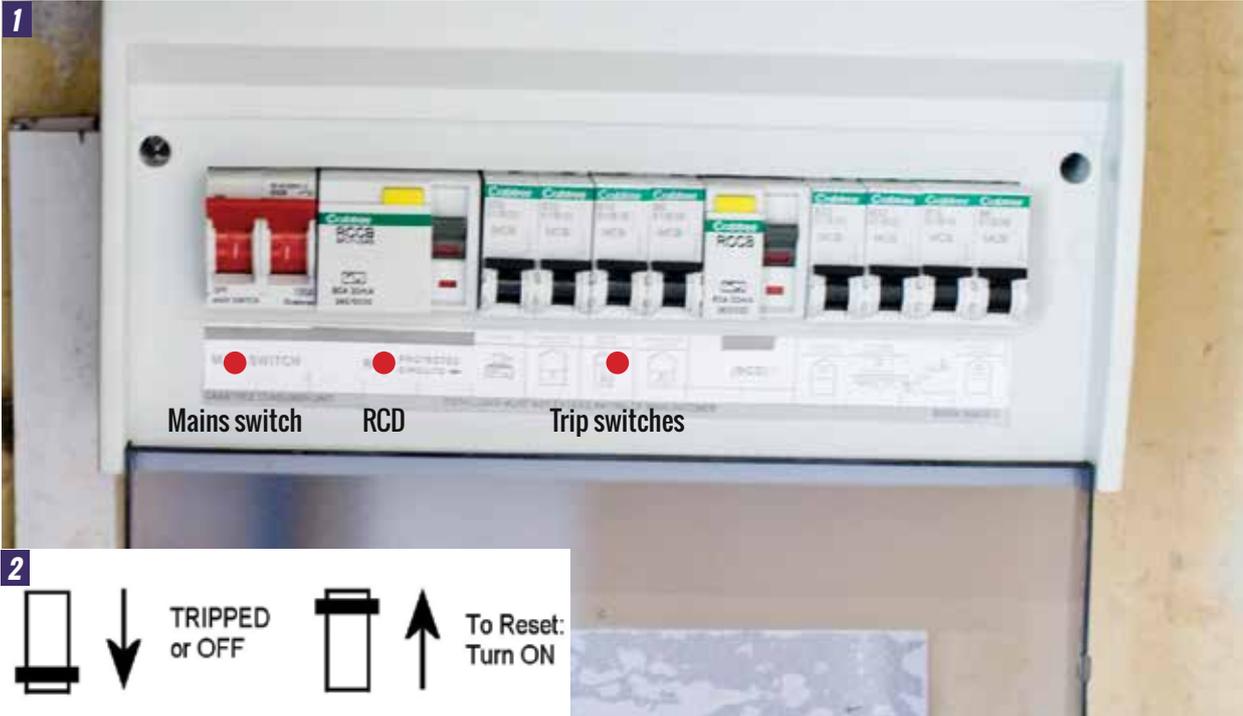
Do not touch bare wires, sockets or switches with wet hands. If water is leaking onto electrical fittings or a fitting is dangerous, do not use or touch any switches connected to it. Switch off the electricity supply at the consumer unit (mains) and contact us immediately.

Do not remove, change or add electrical fitting or wiring without our permission.

If you haven't got electricity, check your area to see if other properties are affected; check you have money in your meter; and check all appliances are unplugged before resetting your trip switch and contacting us.

Resetting a trip switch

CONSUMER UNIT (MAINS)



What you should do



CAUSE

If your lights or power go off, it means your trip switches are working properly. You can find out what caused the problem and sort it out quite easily.

This advice only applies to modern consumer units. If you have an older 'fuse board' type with rewirable fuses or cartridges, do not touch it and contact us immediately.

If an electrical appliance is faulty, leave it unplugged and get a qualified electrician or service engineer to check it.

Modern electric circuits are fitted with circuit breakers called trip switches. If a fault develops, a switch is tripped and the circuit is broken. You will find all of the trip switches (or fuses) in the consumer unit. Some consumer units have buttons rather than switches. The consumer unit may be near your front or back door, or next to the electricity meter.

A TRIP SWITCH OR BUTTON USUALLY OPERATES BECAUSE:

- > too many appliances (overloaded)
- > faulty or misused appliance, such as a kettle has been over-filled, a toaster not cleaned or an iron is broken
- > water has leaked into a circuit or spills onto a plug
- > a light bulb has blown
- > an immersion heater is faulty

WHAT TO DO:

- > make sure your hands are dry when you touch electrical fittings.
- > open the cover on the consumer unit to expose the trip switches/buttons
- > check which switches/buttons have tripped to the OFF position and which rooms have been affected
- > put these switches/buttons back to the ON position (page 24, picture 2).

If the trip goes again it is probably being caused by a faulty appliance or light.

- > check all the rooms and note which set of lights or sockets is not working
- > unplug all appliances on that circuit, and switch off the immersion heater switch the 'tripped' switch to ON
- > plug in the appliances or switch on each light one at a time until the trip goes again. Do not use adaptors when testing appliances.

Floors and stairs



Who's responsible?



REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE	<p>TOP TIPS</p> <p>We are not responsible for damage to your carpets or other floor coverings, unless it is caused by neglect by our repair workers. You may be asked to lift your floor covering, so repairs can be carried out, you will also be responsible for putting it back.</p> <p>If you lay carpets these should be held down with gripper rods. This makes it easier for you to lift them for repairs.</p> <p>You should report communal flooring defects as soon as they arise, these could be a health and safety hazard to others.</p>
Repairing any floor covering you have fitted (vinyl tiles, sheeting, carpets, laminate) or that was fitted by a previous tenant.	✓		
If you leave your property you must lift any laminate flooring, otherwise you will be charged for the cost to do this.	✓		
Defective flooring in communal areas or stair tread where there is a health and safety issue. (N)		✓	
Loose or detached banister or hand rail. (N)		✓	
Communal floor or wall tile repairs. (20)		✓	
If you are vulnerable or disabled, we will move some items of furniture to carry out repairs, however we may not be able to move large or fragile items for you.		✓	

Roofs, walls and ceilings



Who's responsible?

REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
Looking after any aerial or satellite dish you had permission to put up, or any aerial that was on the building when you moved in, unless it is a communal aerial.	✓	
Decorating walls and ceilings, including filling minor cracks and holes.	✓	
Putting up and repairing shower and curtain rails and battens, pelmets, coat hooks and shelves.	✓	
Controlling the build-up of moisture in your home to prevent damp and mould appearing on walls or ceiling. You should keep air vents clear and use extractor fans and window trickle vents (where provided) to prevent condensation. You should always try to dry clothes outside and open windows if you are drying clothes indoors.	✓	
Dangerous structures and ceilings. (E)		✓
Roof leaks (these can only be repaired externally in dry weather). (N)		✓
Major plastering defects to ceiling or wall. (20)		✓
Brickwork and concrete repairs. (20)		✓

TOP TIPS

If electrical fittings are getting wet because the roof is leaking, do not use any switches connected to them and contact us immediately.

If you have a problem with your TV signal and other residents have the same problem, contact us. If it is just you, contact your TV service provider.

You should never block an air brick/vent, but you can prevent rodents or pests by using wire netting over these.



Condensation

WHAT CAUSES CONDENSATION?

Four main factors cause condensation:

- > too much moisture being produced in your home
- > not enough ventilation
- > cold surfaces
- > the temperature of your home

As part of your tenancy agreement you are responsible for repairing, removing and preventing condensation and treating mold growth in your home. Lewisham

Homes can provide you with a device called a hygrometer that measures the moisture level in your home.

Condensation can occur in any home but you can take steps to prevent it.

IF MOULD FORMS:

Wipe the mould off immediately with water.

Do not use washing up liquid or bleach, apply a recommended product available from a hardware or DIY store. Always follow the instructions carefully.

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Very dry



Ideal



Very moist/damp



What you should do

REDUCE MOISTURE:

- > dry clothes outdoors whenever possible, otherwise use well ventilated rooms
- > cover pans when cooking
- > vent any tumble driers to the outside
- > cover fish tanks

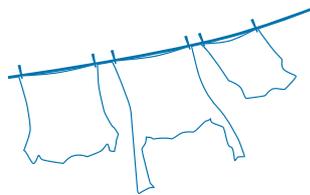
Houseplants and pets produce moisture too!

KEEP YOUR HOUSE WARM:

- > take steps to prevent heat loss
- > maintain low background heat when the weather is cold or wet. (This doesn't necessarily cost more than switching it on and off.)

CONTROL EXCESS MOISTURE:

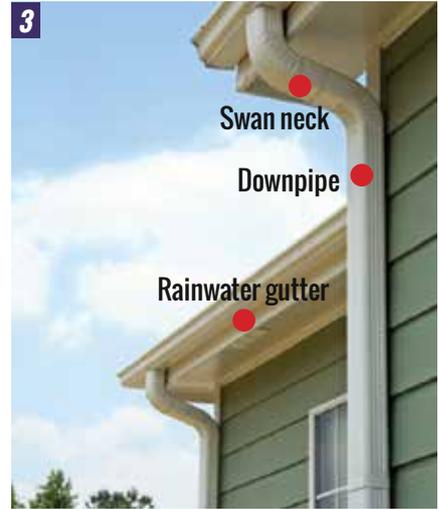
- > Close kitchen and bathroom doors to prevent steam going into other colder rooms.
- > Open kitchen and bathroom windows when cooking or washing so steam escapes, or use an extractor fan if fitted.
- > Leave extractor fans on for a while after cooking or washing
- > Open some windows in other rooms for a while each day and open any trickle vents fitted in your window frames.
- > Wipe down surfaces where moisture settles to prevent mould forming.
- > Do not block air vents and allow air to circulate around furniture and in cupboards.
- > Do not use bottled gas heaters - the gas produces a lot of moisture.





Windows and gutters

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Gully grid



Union clip



Window wedge fastener



Top hung fanlight



Brighton fastener



Who's responsible?

REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
Replacing broken or cracked glass in any door (for safety reasons we can do the work and charge you the cost of the repair).	✓	
Keeping window trickle vents clear.	✓	
Replacing window keys to locking windows where these are fitted.	✓	
Keeping gully grids clear of leaves and rubbish.	✓	
Re-glaze window or door (except those that have previously been made safe). (N)		✓
Repair gutters and rain water pipes (in dry conditions). (N)		✓
Re-glazing of boarded windows, only with a police crime reference number. (20)		✓
Reseal window or door. (20)		✓

TOP TIPS

You should keep window trickle vents clear to prevent condensation.

We sometimes need to put up scaffolding for gutter repairs.

In bad weather conditions repair workers cannot work at height, for example on ladders, scaffolding or on the roof. This is for health and safety reasons.

See handy tips about reducing condensation on page 31.

Heating



Wall mounted gas boiler



Thermostat



Radiator



Thermostatic valve



Lockshield valve



Carbon monoxide detector

Who's responsible?



REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
If you smell gas contact National Grid Gas Emergency Helpline immediately on 0800 111 999.	✓	
Checking your heating controls (room thermostat, timer or programmer) are set correctly.	✓	
Keeping your home properly heated to prevent frozen or burst pipes, even when you are on holiday, and keep it ventilated to prevent condensation.	✓	
Getting chimneys (used for coal or wood fires) swept once a year by a sweep registered with the National Association of Chimney Sweeps.	✓	
Loss of communal heating or lighting. (E)		✓
Blocked flue to open fire or boiler. (E)		✓
Total or partial loss of space or water heating (in winter, 1 November to 30 April). (U)		✓
Leak from water or heating pipe, tank or cistern. (U)		✓
Total or partial loss of space or water heating (in summer, 1 May to 31 October). (N)		✓

TOP TIPS

If you have not paid your bill or not put enough credit in the meter, £10 minimum, your gas or electricity supply could be disconnected.

Depending on your boiler, you may need to relight and reset the controls yourself as per your instruction booklet.

Turn your thermostat down! Lowering the temperature by 1C could cut your heating bill by 10% per year.

Close your curtains at night to stop heat being lost through windows.

Is your water too hot? Your cylinder thermostat should be set at 60C/140F.

Garages and gardens



1
Hand gate latch



2
Pad bolt



3
Monkey tail hinge



4
T hinge



5
Close board fencing



6
Hasp and staple



7
Barrel bolt



8
Automatic gate latch

Who's responsible?



REPAIR DESCRIPTION	YOU ARE RESPONSIBLE	WE ARE RESPONSIBLE
Replacing keys or locks to garages when keys are lost or stolen.	✓	
Gaining entry to your garage if you lose your key.	✓	
Fencing repairs to individual properties.	✓	
Replacing keys or locks to sheds when keys are lost or broken.	✓	
Maintaining individual paths, except the one leading from the boundary gate to your main entrance door.	✓	
Replacing clothes lines and rotary driers, except in shared areas.	✓	
Repairs to garage doors, (these will never be treated as an emergency repair). (20)		✓
Communal paths. (20)		✓
Maintain fencing and walls which forms a boundary with a highway, footpath or public right of way. We may replace existing brick walls with wooden fencing when appropriate. (make safe - E) (repair - 20)		✓

TOP TIPS

If your garage is separate from your home, you need to explain how we can find it and get in.

You are responsible for the security of anything inside. Your garage must not be used to store any dangerous items in it that could explode or catch fire (such as petrol, oil, bottled gas or other materials).

Do not grow shrubs or climbing plants near or against house walls. These can damage brickwork and foundations, and can cause damp problems.



Services for vulnerable tenants

VULNERABILITY

We understand that at times people may require additional care and support to live in their home. A person's needs may change over time, and conditions that leave a person vulnerable for a period may not be permanent, especially if the right type of support is available. Please remember to tell us if you have a condition which may be impacted on by us carrying out a repair.

There are a number of ways we can provide a flexible service where a customer has an identified need. These services are generally for residents who are frail, elderly, or with severe physical health problems or disabilities. This may include giving greater priority for repairs, or carrying out work outside of our usual policy, for example, additional security works for victims of domestic violence. We will consider cases individually, and within available budgets.

AIDS AND ADAPTATIONS

If you or someone you live with finds it difficult to get around your home, you may be able to get help to maintain, or improve your independence.

We can provide some basic adaptations to your home such as support and grab rails, kitchen and bathroom lever taps, easy to use WC flush handles and flashing doorbells. For larger works an assessment from Lewisham Council's Community Occupational Therapy Service is required. Contact us for information.

DECORATION SCHEME

We can assist elderly or vulnerable tenants to redecorate their homes, free of charge, if they have had no decorations carried out by either the Council or Lewisham Homes in the preceding eight years. To be eligible, you must be a tenant who is:

- > Registered disabled; or
- > Over 70 with support needs, have a long term or terminal illness, mental health or learning problems which cause you difficulty with everyday activities.

Tenants unable to carry out decorations themselves must not have someone living with them who can do the decorations (i.e. someone who does not meet the above criteria).



Safety, security and insurance

LINKLINE

Lewisham Council's 24 hour support service for elderly or vulnerable residents. Linkline helps to give residents the freedom to live their lives independently knowing that they can call for help when needed.

@ linkline@lewisham.gov.uk

 lewisham.gov.uk

 020 8314 3141

TOP TIPS

- > If you know of a vulnerable neighbour who may be experiencing difficulty please let us know.
- > Report criminal activity to the Police.
- > Report broken lights, lifts, door entry systems, and vandalism promptly to us. This will help us keep your neighbourhood safe and secure.
- > Liability claims and property damage claim forms are located on Lewisham Council's website.

SAFETY AND SECURITY

- > Close windows and lock doors when going out or to bed
- > Join a Neighbourhood Watch Scheme
- > Report anything suspicious to the Police
- > Don't leave valuables where they can be seen from outside
- > Ask to see ID for workers at your home.



Home improvements and recharging

ALTERATIONS

If you want to make improvements and alterations to your home, you must get our written permission before you do any work. If the work you want to carry out needs building and/or planning permission, it is your responsibility to get this permission. If you do not, you could be asked to restore the property to the original condition – at your own expense.

CUSTOMER RESPONSIBILITIES

- > To have adequate contents insurance in place
- > To inform us promptly of any problem to allow us the opportunity to rectify it
- > To be responsible for the actions of your household and any visitors as set out in your Tenancy Agreement

Our compensation policy outlines when payments may be made to residents who have experienced financial loss or severe inconvenience due to failure or poor performance by us.

By working to our agreed service standards, we aim to minimise problems occurring or escalating, which should in turn limit the occasions where compensation is likely to be awarded.

You can read about our service standards on page 42.



RECHARGES

If you break the conditions of your Tenancy Agreement, you will be recharged all costs reasonably incurred where we need to fix damage. You must provide access for us to undertake this work.



Disrepair and inspecting work

DISREPAIR

If you report poor repair work or service (disrepair) an inspection will be booked and if necessary further repairs specified within 20 days.

Where an agreement cannot be reached, a Single Joint Expert may be appointed to carry out an independent assessment. Compensation on these cases is usually negotiated by our solicitors.

TECHNICAL INSPECTORS

It is helpful to give clear, specific information about a repair, so we can arrange the right trades person to fix the problem. We may ask you additional questions to help us diagnose the cause of the problem and what else may be needed to fix it.

There may be occasions when we need to send a technical inspector to gather additional information before we can order work, or to inspect work that has been carried out. Where we determine this is necessary, we will agree a suitable appointment with you.





Service standards

WHAT TO EXPECT FROM US

We aim to provide you with excellent services, working to standards our residents have helped us to set and monitor. You can see our service standards on our website, or request a copy by contacting us.

HOW ARE WE PERFORMING?

We review our progress against meaningful targets, across all areas of service. Statistics are used to measure our successes and identify areas for improvement.

We report the results of our monitoring to the Board, Lewisham Council and to residents by publishing on our website and in our publications.

SATISFACTION SURVEYS

We carry out a number of surveys to help us understand how you feel about the services we provide.

We are committed to keeping you informed of the results of these surveys and what we are doing to deal with issues where you tell us we need to improve.





Customer feedback

LEARNING FROM CUSTOMER FEEDBACK

We have a process for our staff and managers to effectively show that we learn from customer feedback and make improvements to our services accordingly.

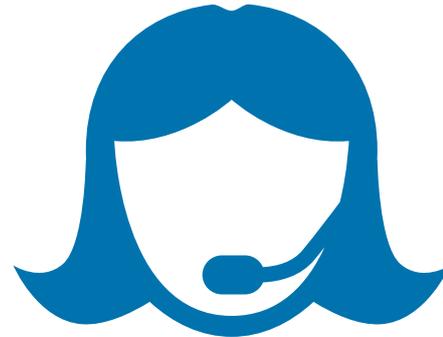
We receive feedback in a variety of ways including analysing complaints, mystery shopping and surveys.

We carry out a range of programmes to track our performance including satisfaction surveys, mystery shopping, resident inspections, and learning from complaints. We use this feedback to help us find ways to improve our services.

@ enquiries@lewishamhomes.org.uk

GETTING IT RIGHT

We aim to provide you with excellent customer service at all times, but if you feel we are not meeting these standards please tell us, we value your feedback. You can read more about making complaints or compliments on our website.





Useful contacts

LEWISHAM HOMES

 lewishamhomes.org.uk

@ enquiries@lewishamhomes.org.uk

NATIONAL GRID GAS EMERGENCY HELPLINE

If you suspect a gas leak call the National Grid's 24 hour helpline.

 0800 111 999

THAMES WATER

 thameswater.co.uk

LEWISHAM POLICE - NON EMERGENCIES

 101

GAS SAFE REGISTER

To find a Gas Safe registered engineer in your area.

 gassaferegister.co.uk

NATIONAL ASSOCIATION OF CHIMNEY SWEEPS (NACS)

Use their website to find a NACS chimney sweep in your area.

 nacs.org.uk

NICEIC

Use the NICEIC website to find a registered electrician.

 niceic.com

LINKLINE

A 24 hour telecare service, run by the Council, for anyone who feels vulnerable or at risk.

 lewisham.gov.uk/telecare

@ linkline@lewisham.gov.uk



AGE UK LEWISHAM

Provide a range of services to support older people's independence and wellbeing.

 [ageuk.org.uk/
lewishamandsoutwark](https://ageuk.org.uk/lewishamandsoutwark)

 020 7701 9700

HANDYPERSON SERVICE

Help for older or disabled people living in Lewisham.

 lewisham.gov.uk/handypersons

 020 8314 6309

ENERGY SAVING TRUST

Provide free impartial advice to help people save energy and money.

 energysavingtrust.org.uk

WINTER FUEL PAYMENT

Some older residents may be eligible for help with their heating bills.

 gov.uk/winter-fuel-payment

 03459 15 15 15

MONEY ADVICE SERVICE

Free, unbiased advice that helps you manage money better.

 moneyadvice.service.org.uk



We can give you this information in any other way, style or language .

**For other formats
contact us**

 [enquiries@
lewishamhomes.org.uk](mailto:enquiries@lewishamhomes.org.uk)

Sign up to My Lewisham Homes

Free

Easy

Quick

24/7

Do it online at

 lewishamhomes.org.uk

PRIVATE AND SECURE



INVESTORS
IN PEOPLE

Gold
Until 2019


Lewisham
Homes