

We know that repairs and maintenance are one of the most important services we provide to you.

Here are some details about what you can expect and what to do if things go wrong.

Reporting repairs

It is your responsibility to report any repairs that need attending to within your property.

To report a repair, call **01904 551550** or complete our electronic form: <https://www.york.gov.uk/form/ReportCouncilHouseRepair>

To report an emergency repair outside of office hours, call us on **01904 630405**.

We will use the information you provide to determine the priority of your repair, this will be either:

- A **same day repair**. These are an urgent/emergency repairs where there is a potential health and safety risk to the occupants or potential serious damage to the building. For example:
 - burst pipes/flood
 - blocked toilet or toilet drains
 - electrical faults
 - fire damage

- A **general repair** is one that is classified as less urgent. We aim to schedule the carrying out of such repairs at a time to suit you, and usually within 20 working days of the repair being reported.

We aim to provide appointments for as many repairs as possible. The appointment slots are:

- morning appointments: 8.30am to 12.30pm
- afternoon appointments: 1:00pm to 4:00pm
- School run appointments (between 9.30am and 2.30pm)
- All day appointments

We aim to complete all repairs on the first visit but on occasions we will need to inspect the repair on the first visit and return at a later date to complete the work. We may also need to arrange a 'follow-on' appointment if we are unable to complete the repair, for example, due to needing materials or a different trade.

Responsibility for repairs

Responsibility for looking after your home is a joint one. We have a separate factsheet that details all those repairs that we will carry out and those that are your responsibility.

Rechargeable Repairs

You will be charged for the cost of any repairs or other expenses if you, a member of your household, a visitor or a pet have:

- caused damage that would not be considered as 'fair wear and tear'
- neglected or carried out unauthorised work or caused damage to your plot/ amenity block or an adjoining plot and not taken reasonable precautions to safeguard your plot from damage
- caused electric problems/ electricity supply problems because of a pre-payment meter running out of credit or a lost electricity key

Gaining Access

You are required to allow our staff and contractor's access to your home to inspect, repair or do other work, for example, annual gas safety checks or electrical condition reports, which is required to your property or to adjoining properties.

Personal Items

All personal items should be removed from the work area prior to the repair taking place. In order to support access for repairs, you are responsible for cleaning surfaces, moving furniture and lifting carpets (or laminated flooring) to

allow repairs to be carried out. Where this is not done and staff or contractors have to lift carpets or move furniture, we cannot be held responsible for any damages.

Other frequently asked questions with regards to our repairs service.

Can I make alterations and improvements to my home? Provided that they obtain prior written permission from CYC as landlord, all secure tenants can make improvements to the property they rent from CYC. Further details are available in our 'Improving your home' documents.

Are the contents of my property insured? We do not insure the contents of our properties. It is a tenant's responsibility to insure their belongings, and we strongly advise that all tenants do this. We encourage tenants to insure their belongings under a special household contents insurance scheme which is arranged with Royal & Sun Alliance Insurance plc.

Further details:

https://www.york.gov.uk/downloads/file/7546/simple_insurance_policy_details_and_applicationpdf

Will the council replace damaged fencing or provide fencing to areas that don't have any? We no longer supply timber fencing; instead concrete post and line wire is fitted to mark boundary lines. Where there is an existing timber fence and it is economical to repair it we will do; if a significant amount requires replacing it will be removed and replaced with concrete posts and line wire.

I've been told that my gas fire in my living room will be replaced with an electric fire. Why is this? Since 2008 CYC has only fitted electric fires as these offer value for money, are efficient and reduce health and safety risks.

I've had the WC replaced in my bathroom and it no longer matches the rest of the suite. Why is this? Due to the difficulties and costs of sourcing matching items when one item needs replacing in a bathroom this will be replaced with white.

I've read that my property may contain asbestos – is it safe? Any property built or refurbished before 1999 when asbestos was banned may have Asbestos Containing Materials (ACMs). If we discover any asbestos whilst working in your property we will assess if it needs to be removed. ACMs do not need to be removed if they are in good condition and undisturbed. If you have any concerns that material containing asbestos in your property has been disturbed or is no longer in good condition you should report this to us.

What should you do if things go wrong or you need to make a complaint?

To make a complaint you can call us on the general repairs number or call a complaints manager on **01904 554145**.

You can also write to us at the address below.

Telephone: 01904 551550
 Website: www.york.gov.uk/Housing
 Address: Housing Services
 West Offices
 Station Rise
 York YO1 6GA

This information can be provided in your own language.
 Informacje te mogą być przekazywane w języku ojczystym.
Polish
 Bu bilgi kendi dilinizde almanız mümkündür.
Turkish
 此信息可以在您自己的语言。
Chinese (Simplified)
 此資訊可以提供您自己的語言。
Chinese (Traditional)

Large print, CD and other formats available on request