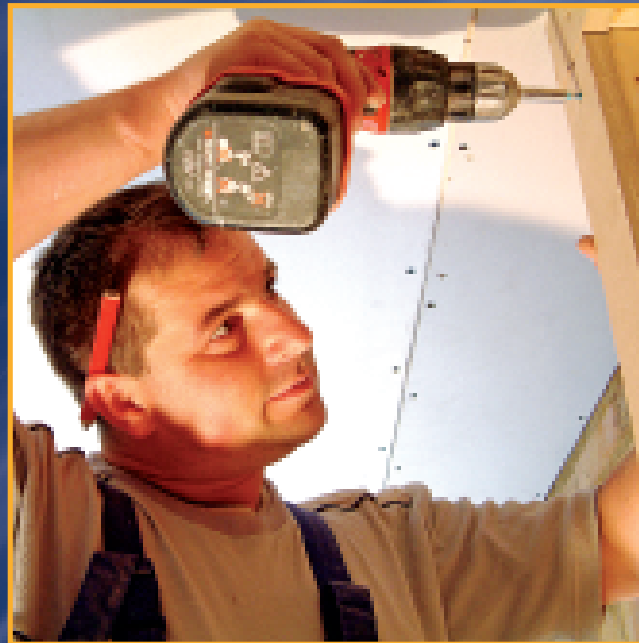




“JOHNNIE” JOHNSON  
HOUSING



Repairs and maintenance service standards

# Repairs and maintenance service standards

## Our commitment to you

“Johnnie” Johnson Housing is committed to providing quality accommodation and related services to all our customers. We aim to achieve excellence in service delivery and customer care.



This publication sets out the service standards for repairs and maintenance that you can expect from us and how we monitor them.

At “Johnnie” Johnson Housing we promise to listen to what you say and respond to the feedback you give us. We want to make sure that the information we provide is clear and so these service standards have been checked and approved by our Tenant Involvement Groups.

## Responsive repairs

- “Johnnie” Johnson Housing is responsible for carrying out repairs such as structural repairs, external repairs and repairs to gas and electrical installations etc.
- You can report your repair in a number of ways:  
Customer Service Centre      Tel: 0845 604 1095  
Out-of-hours                      Tel: 0845 723 1021  
Website                              [www.jjhousing.co.uk](http://www.jjhousing.co.uk)



- We will categorise your repair so that it is carried out within the appropriate timescale:  
Emergency (within 24 hours)  
Urgent (within three working days)  
Non-urgent (within one month)
- The contractors who carry out the repair are approved by “Johnnie” Johnson Housing. They carry identity cards and operate to our strict Code of Conduct.
- Most repairs are carried out during normal working hours. However, we will try to arrange an appointment that is convenient for you.
- We will pre-inspect 10 per cent of repairs, so that we can assess what is required and advise the approved contractor.

- We will post-inspect 10 per cent of all responsive repairs, so that we can ensure the repair has been carried out correctly.
- We will provide you with a customer satisfaction form to enable us to monitor the service provided by our approved contractors.

## Programmed works

### Capital works programme

#### ***Window, bathroom, kitchen and heating replacements***

- We will inform you about the proposed three-year capital works programme on your scheme notice board. The programme will also be announced annually in your tenants' newsletter 'Newslink' and can be viewed on our website at <http://www.jjhousing.co.uk>  
A printed version is also available on request.
- Where major work is planned, we will write to you six weeks before the start date. We will give you full details of the approved contractor including a contact telephone number.
- We will arrange a consultation meeting for all residents or their representative in the six weeks prior to the work beginning. The approved contractor will be present and will explain the works and what is involved as fully as possible.



- Where appropriate, e.g. kitchens, you will be able to choose the colour and design from a pre-selected range. The range has been approved by the residents' design group.
- The approved contractor will take every step to protect your home during the course of the works, including using dust sheets and ensuring doors and windows are secure before vacating your home.
- We will need access to your home during these works. It may be necessary to remove furniture and carpets and we will help you with this if you are unable to manage.
- We will ensure that you are not left overnight without heating, electricity or water. If necessary, we will provide you with temporary appliances.
- We will inspect the works upon completion and make sure that you are given all the necessary manuals and operating instructions.

- We will carry out a satisfaction survey to find out how well you thought the works went.
- Where necessary, we will hold a post-completion meeting with residents and the approved contractor.

## Cyclical redecoration works

### **External and internal redecoration works**

- We have a schedule of redecoration works for all schemes. External redecoration works are programmed every four years and internal redecoration works are programmed every six years. We will carry out pre-redecoration repairs before the works begin.
- We will write to you six weeks before the start of any works and give you the name and contact details of the approved contractor who will be carrying out the works.
- We will hold consultation meetings with residents in the six weeks before the works begin. Where appropriate, e.g. internal redecoration, we will consult you on the choice of colours and designs from a pre-selected range. The residents' design group has approved the range.
- Before the work is carried out, the approved contractor will contact you to tell you when the works (e.g. painting front doors) are likely to affect you.

- The approved contractor will make every effort not to disturb you and will ensure that any mess is cleared away at the end of each day.
- We will inspect the works upon completion.

## The void standard

### ***We will do before you move into your property***

### ***We will make sure your property is safe for you to move into***

- For example, there will be no bare wires or damaged electrical fittings, missing flooring, tiles or treads on stairs, insecure doors, missing or damaged handrails or missing or damaged glazing.
- Your electrical installation will be tested by an approved electrician and any faults found will be repaired before you move into your new property. An EICEIC electrical check certificate will be sent to you within 28 days.
- If there is a gas appliance in your property, an approved Corgi registered contractor will undertake a test and service the appliance. A gas safety certificate will be issued to you on completion of the work.

### ***We will clean the property before you move in***

- We will clean kitchen units, baths and wash hand basins.

- We will clear rubbish from the house and garden, outbuildings and communal areas.
- We will put air fresheners in the house and disinfect all baths, toilets, wash hand basins and sinks.

### ***We will complete all repairs to bring your property to a good standard***

- Doors and windows will not be damaged and will open and close correctly.
- Kitchen units and work tops will be in good repair.
- Flooring and floor coverings will be in good repair.
- WC cisterns will not be damaged or cracked and will flush correctly.
- Baths will not be cracked or holed and will be in good working order.
- Major plaster repairs will be completed before you move in.

## Service renewal programme

### ***Lift replacements***

- Where a lift repeatedly fails or becomes irreparable, we will replace it.
- We will write to you six weeks before the work starts and give you the approved contractor's name and contact details.

- We will hold a consultation meeting with residents and the approved contractor will give a presentation about the schedule of works. We will ensure that the needs of vulnerable residents are taken into consideration. We will offer advice and solutions for the period when the lift is out of commission and, where feasible, we may provide temporary stairlifts.
- A schedule of works will be displayed on your scheme notice board and you may obtain a copy on request.
- During the works, all mess and noise will be kept to a minimum. No drilling works or other projects which may disturb residents will commence before 8am or continue after 6pm.
- During the works we will consult with the scheme manager and approved contractor to ensure that the programme is progressing to schedule and that inconvenience to residents is being kept to a minimum.
- We will inspect the works upon completion and carry out a satisfaction survey to find out how well you thought the works went.

## Servicing works

### **Gas servicing**

- “Johnnie” Johnson Housing is legally required to service all gas appliances installed in our



properties within 12 months of the previous service.

- “Johnnie” Johnson Housing and our approved contractors will contact you two to four weeks before the service is due and give you the proposed date of the service visit.
- If the date is not convenient, you will be able to contact the contractor at any time to rearrange it.
- We have in place a procedure to help gain access to properties where this proves difficult. This involves reminder letters and, as a last resort, we will seek possession of your property.
- A CP12 certificate will be given to you on completion (or shortly afterwards) of your gas appliance service.

- We have employed Morgan Lambert Ltd to carry out checks on 10 per cent of gas services completed to ensure all work is meeting our quality standards.

### ***Warden call servicing***

- Our approved contractor carries out an annual service of the warden call equipment, including the door entry system. Tests are carried out to ensure all components are working correctly.
- Checks are carried out daily to ensure the system connects to Astraline or another approved emergency operator.
- If the warden call or door entry system fails, the approved contractor will respond to the fault within 24 hours.

### ***Lift and stairlift servicing***

- In schemes which have a lift, we will ensure that it is kept in good working order.
- We will respond to a lift breakdown within 24 hours. Where possible, the repair will be carried out on the same day.
- When a lift has failed and is irreparable, we will provide a stairlift for vulnerable residents at schemes where it is practically possible.
- The lifts are routinely inspected by our approved lift contractor who will clean and oil the machine, motor, interlocks and controller, grease or oil guides and make minor

adjustments. If necessary, the contractor will give us an inspection report, making observations and recommendations where applicable.

- Our insurance company also carries out thorough examinations (Lift Operations and Lifting Equipment Regulations 1998) every six months, as an independent assessor of the lift. The insurance inspector can also recommend that additional tests - which include 23 different examinations - are carried out if required, to ensure the lift is in good working order.
- Every lift has a comprehensive file which you can ask to see.
- We have a programme to replace and upgrade all failing lifts to ensure that they meet current legislative standards.

## ***Emergency equipment servicing***

### ***Fire alarm systems***

- In most cases, fire alarm systems are serviced quarterly by our approved contractor, according to British Standard (BS) 5839. There are some schemes where it has been agreed that the fire alarm will be tested every six months.
- Following each service, a report is produced confirming which items have been serviced and, if necessary, making recommendations to improve the performance of the system.

- Our approved contractor will provide an emergency response to fire alarm failures (within four hours).

### ***Smoke detectors***

- Smoke detectors at sheltered schemes are tested at the same time as the fire alarm test. 25 per cent of the scheme's smoke detectors are serviced every quarter. Your scheme manager will tell you when your test is due.
- In general let properties where battery operated smoke detectors are provided, the battery is replaced and the alarm is tested at the void inspection. We recommend that our general let residents test their smoke detector routinely and replace the battery annually.

### ***Emergency lighting***

- Emergency lighting is provided at schemes where there is a communal exit.
- Emergency lighting is tested four times a year by an approved contractor. All parts of the equipment are checked, including the battery back-up.
- The approved contractor will provide a service report after each visit. Recommendations for upgrade or repair will be made in the report.
- Emergency lighting and fire alarm equipment are serviced during the same visit to ensure costs are kept to a minimum.

### ***Fire extinguishers***

- All fire extinguishers are serviced annually by our approved contractor. Fire extinguishers are replaced when necessary as a matter of routine.

### ***Fire risk assessment***

- The employer has a duty of care to ensure that all employees are properly trained in the event of a fire. We have conducted fire risk assessment surveys at all our schemes to ensure that we meet current standards. All of our scheme staff have been trained to react accordingly should a fire occur.

## Electric tests

### ***Portable appliances***

- “Johnnie” Johnson Housing is responsible for all portable electrical appliances provided by us.
- We will carry out repairs and, if we have provided faulty electrical appliances, we will replace them.
- All portable appliances are tested once a year to ensure that they are safe to use. We will inform you when these tests are due on your scheme notice board and your scheme manager will discuss it with you where appropriate.
- Residents are bound by their tenancy agreement to allow access for the portable appliance test to be completed.



### ***Fixed wire tests***

- Fixed wire tests are carried out to ensure that the wiring and electrical circuits in the property meet current legislative standards. A fixed wire test is due on each property every 10 years.
- We will write to you giving at least two weeks' notice that the fixed wire test is to take place. We will give you the name of the approved contractor and the start date for the work. The contractor will contact you directly to arrange a convenient appointment to carry out the test.
- It may be necessary for the electrics to be upgraded or repaired in order to meet current standards. The approved contractor will report this to “Johnnie” Johnson Housing and seek

consent to carry out the works.

- We will write to the tenants concerned to advise them that the approved contractor will be contacting them to make a further appointment for the upgrade or repair.
- A periodic inspection report is produced for each dwelling which you can ask to see.

## Health & safety works

### ***Asbestos inspection and monitoring***

- We have identified all schemes where some asbestos is present. Each of these schemes has an asbestos register. The asbestos is inspected and tested every 12 months to ensure that it is sealed and safe. The asbestos register is available for our contractors to view online, and should be checked before they begin any activities on site.

### ***Water storage inspection and monitoring***

- Our approved contractor carries out risk assessments annually at all schemes where there are water storage facilities. Water tanks are routinely disinfected.
- Scheme managers are fully trained in water safety. Water outlets that are not used frequently are flushed out weekly, water temperature is monitored, and communal shower-heads are cleaned every quarter.

If you need a translation service please contact our Customer Service Centre on 0845 604 1095 or visit our website at [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Haddii aad u baahan tahay adeeg furjibaan, fadlan la xiriir Xaruntaana Adeega Macmillka (Customer Service Centre) lambarka 0845 604 1095 ama u soo booqo shabakadda internetka cinwaanka [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Somali

আপনি যদি আমাদের সেবা-সেবার জন্য আমাদের গ্রাহক সেবা কেন্দ্রের সাথে যোগাযোগ করতে চান তবে আমাদের গ্রাহক সেবা কেন্দ্রের নাম্বার 0845 604 1095 বা আমাদের ওয়েবসাইট [www.jjhousing.co.uk](http://www.jjhousing.co.uk) এ আমাদের সাথে যোগাযোগ করুন।

Bengali

જો તમને સેવાઓની જરૂર છે તો અમારા ગ્રાહક સેવા કેન્દ્ર (Customer Service Centre) ના નંબર 0845 604 1095 અથવા અમારા વેબસાઇટ [www.jjhousing.co.uk](http://www.jjhousing.co.uk) પર અમારો સંપર્ક કરો.

Gujarati

Jeżeli potrzebujesz usługi tłumaczenia prosimy o kontaktowanie się z Biurodzkiem Obsługi Klienta pod 0845 604 1095 lub odwiedzenia naszej strony internetowej [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Polish

如果您需要翻譯服務，請聯繫我們的用戶服務中心（Customer Service Centre），電話：0845 604 1095，同時您也可以訪問我們的網站，網址：[www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Cantonese

اگر آپ کو ترجمہ کی خدمت ہے تو براہ کرم ہمارے گاہکوں کے مرکز سے 0845 604 1095 پر رابطہ کریں یا ہمارے ویب سائٹ [www.jjhousing.co.uk](http://www.jjhousing.co.uk) پر جائیں۔

Urdu

Os oes angen gwasanaeth cyfieithu amoch, cyffiliwch â'n Canolfan Gwasanaeth Cwsmeriaid os gwelwch yn dda ar 0845 604 1095 neu ewch i'n gwefan yn [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Welsh



Head Office

Astra House, Spinners Lane, Poynton, Cheshire SK12 1GA

telephone 0845 604 1095 email: [general.enquiries@jjhousing.co.uk](mailto:general.enquiries@jjhousing.co.uk) [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Social responsibility and business excellence – making a positive difference to peoples' lives

