

APPENDIX C

Civic Offices, New Road, Grays
Essex RM17 6SL

Housing Repairs Frequently Asked Questions

- Q.** How can I report a repair?
A. Repairs can be reported by telephone; 0800 074 0169 or via email: repairs@thurrock.gov.uk.
- Q.** Who carries out my repairs?
A. For routine repairs, the Council's partnering contractor is Mears Ltd. However, the Council do have some other contractors which are used for specialist repairs, such as Gas, Door Entry Systems etc.
- Q.** Why was my repair not fixed on the first visit?
A. The Council aims to complete repairs on first attendance, however on occasions, where parts or additional works may be required, this may result in a further appointment being booked in order to fully complete the repair.
- Q.** If I purchase my own materials for works which are not part of the repairs policy, will the Council complete the works?
A. It is not usual practice for the Council to undertake works for a resident, where this is considered out of scope of the repairs policy.
- Q.** Can I repair my property myself?
A. Should you wish to carry out repairs yourself, you may be able to do so, however you must request permission from the Council in the first instance, as per your Tenancy Agreement. Any permission requests should be sent in writing to the Housing Repairs Quality Assurance Team.
- Q.** Why is an emergency appointment a 24 hour timeframe?
A. Emergency repairs are offered a 24 hour timeframe, in line with the policy, however we always aim to attend as soon as possible. If attendance cannot be met during normal working hours, this is then referred to the Out of Hours service.
- Q.** When will the Council upgrade my single glazed windows to double glazed?
A. The upgrading of windows from single to double glazed will be considered as part of the Council's External Transforming Homes programme, which is scheduled to commence from 2019.
- Q.** Will the Council repair the fence to my property?
A. In line with the Council's repairs policy, the tenant is responsible for the repair and maintenance of dividing fences. Where a tenant is considered to be vulnerable, an enhanced repairs service will be offered. The Council does continue to repair and maintain boundary fences.
- Q.** My repair has been added to a batch programme, what does this mean?
A. Batch Programmes allow Thurrock Council to undertake necessary works by grouping together jobs that involve the same property element which enables us to ensure good value for money. To be able to group properties together, we must collate a list of properties which require similar works, these will then be considered and tenants will be updated regarding the decision.

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- Q.** Can I be added to the assisted decoration programme?
- A.** Eligibility for the assisted decoration programme is based on tenant needs. If a tenant has not already been identified as being eligible, arrangements will be made for an assessment to be carried out by the Tenancy Management Team.
- Q.** I am a leaseholder/private resident and have a repair within my property, will the Council complete this?
- A.** The Council does not undertake repairs to private properties, this is residents responsibility. However, if you are a leaseholder within a block, the Council will repair and maintain any external/communal areas.
- Q.** Why have I been recharged for my repair?
- A.** In line with the repairs policy, where a repair is required due to accident/neglect, works are considered to be rechargeable to the tenant.
- Q.** I have removed wallpaper and the wall requires plastering repairs, will the Council complete this work?
- A.** Cases are assessed on an individual basis and are dependent on if the works are deemed to be decorative only and if permission had been granted by the resident prior to removing the wall paper, in line with the tenancy agreement.
- Q.** Why will the Council not repair internal doors?
- A.** In line with the repairs policy, internal doors are considered to be the responsibility of the tenant to repair and maintain. However, where a tenant is deemed vulnerable, an enhanced repairs service will be offered.
- Q.** Does the Council install carbon monoxide alarms?
- A.** The installation of carbon monoxide alarms is the responsibility of the tenant; it is not a statutory requirement for the Council to install these.

Please see below links to the repairs section of the Council's website, this includes the repairs policy and information regarding Right to Repairs.

<https://www.thurrock.gov.uk/housing-repairs-and-maintenance/our-repair-responsibilities>

<https://www.thurrock.gov.uk/housing-repairs-and-maintenance/right-to-repairs>