



# ccha

Delivering on our promises

**“We will  
maintain  
your home to  
ensure it is  
kept in good  
condition”**

ccha repairs and planned  
maintenance service standards



**“We will provide an efficient and responsive repairs service”**

# Our commitment to you

**We will maintain your home to ensure it is kept in good condition. To do this we will provide an efficient and responsive repairs service as well as a planned maintenance and communal decorations programme.**

All calls will be handled directly by Axis or Smith & Byford (heating) via a freephone telephone number. Call handlers will be trained to deal with a range of repairs related issues.

We will empower our contractors' operatives to make decisions on site and will ensure they are provided with the necessary materials required to try to resolve repairs on the first visit.

We will ensure that our contractors are working in a safe manner at all times so that we do not expose you or your family to any unnecessary health and safety risk whilst working in your home.

Our contractors will directly employ staff where possible, and all operatives will work in accordance with the agreed code of conduct.

This means our staff and contractors' operatives will be polite, well presented and professional, and that you, your home, your privacy and your belongings will be treated with respect.

Our contractors will ensure that staff are provided with identification, uniforms and branded vehicles, and will ensure their staff are appropriately trained, qualified and experienced.

Axis will employ a dedicated Resident Liaison Officer when planned works are being undertaken or to deal with any problems that arise.

You will be given the opportunity to provide feedback when a repair or improvement has been completed at your home via a customer satisfaction survey.

ccha and Axis will jointly review the performance and value for money of the contract, working alongside residents to ensure that feedback is properly captured and acted upon in order to improve the service year on year.

# Repairs priorities

## Emergency – Attend within 2 hours complete within 24 hours

- Uncontainable water leak
- Loss of heating and/or hot water between 1 November and 30 April
- Electrical failure and exposed wires
- Gas leaks (If you smell gas call SGN on: 0800 111 999)
- A blocked flue
- Serious roof leaks
- Blocked toilet (where it is the only one in your home) (possible recharge)
- Blocked or leaking foul drains
- Fire damage or flooding to your home
- Broken external doors or windows where there is a threat to security
- Serious structural damage e.g. loose or falling brickwork, tiles etc.
- Risk of causing a fire or hindering access via fire escape route
- Mechanical gates (where locked shut or persons trapped)
- Repairs which pose a health and safety risk or significant damage to property

## Urgent – Complete within 5 days

- Faulty showers where there is no other bath or shower
- Minor leaks (containable)
- Faulty smoke detectors
- Communal lights (where fault results in an area being left in darkness)
- Any remedials required to fully reinstate light, heat, electricity (or to ensure alternative)
- Non flushing toilet (where it is the only one in your home).
- Door entry systems to general needs
- Mechanical gates (if stuck open)
- Communal TV aerial/system faults resulting in loss of TV
- Appliance repairs where they are ccha owned
- Offensive or racist graffiti

## Routine – Complete within 28 days

- Broken or leaking guttering or downpipes
- Electrical problems that are not emergency or urgent repairs
- Plumbing problems that are not emergency or urgent repairs
- Repairs to doors, locks and windows that will not pose a security risk
- Roof repairs that are not serious
- All other joinery, building work or specialist services that are not urgent.



## Appointments

Morning, afternoon and first call appointments will be offered at the resident's convenience between the hours of:

- **Monday - Friday** 08.00 - 17.00
- **Saturday** 08.00 - 12.00

Where possible we will send a text message confirming your appointment.

If a repair is found to be resident rechargeable, you will be asked to sign a form agreeing to the costs of the repair. ccha will recover monies owed.



# ccha's responsibilities

## ccha are responsible for carrying out repairs such as:

- Repairing the common areas of buildings and estates
- External decorations and the decoration of common areas
- Ensuring the installations for supplying services of water, gas, electricity and heating are in proper working order, and that annual gas servicing and 5 yearly electrical testing is carried out in accordance with statutory requirements
- Ensuring that fire and other safety equipment is inspected and serviced regularly, that Fire risk assessments will be completed on a 1, 2 or 3 yearly cycle depending on the type of housing and building construction.

## Maintenance of items such as:

- External walls, doors, windows, roof coverings, chimneys and flues
- Internal walls, plasterwork, floor structures, ceilings, doors and door frames, door hinges and skirting boards
- Paths, steps, boundary walls and fences
- Boilers, heating systems and electrical installations
- Toilets, sinks, baths and kitchens.

# Planned maintenance

**From 2021 ccha will publish an annual and provisional 5 Year Planned and Communal Decorations Programme by June each year.**

ccha will provide a Planned Maintenance information leaflet to all residents who are having planned works undertaken in their homes.

We will inform residents of any Planned Maintenance and will give adequate notice where we need to gain access to your home or need to erect scaffolding.

We will offer you a choice when selecting materials such as kitchen cabinets, front entrance doors and communal paint colours.

**“We will inform residents of any planned maintenance”**

# Residents' responsibilities

Residents are responsible for carrying out minor internal repairs such as:

- Internal decorations
- Replacing flat keys or fobs after losing or damaging them
- Easing doors after new carpets have been laid
- Replacing batteries to any smoke detectors and heat detectors, and testing these
- Replacing light bulbs and fluorescent tubes
- Resetting electrical circuit breakers
- Bleeding radiators
- Clearing sink, trap and gully blockages

- Replacing plugs and chains in the baths, basins and sinks
- Adjusting kitchen-unit doors
- Repairing leaking washing machines and connecting hose pipes
- Repairing or replacing floor coverings in all rooms except kitchens and bathrooms
- Keeping your private garden in good order (this includes maintaining your trees and shrubs)
- Making sure that your home is pest-free so that pests (for example, mice or insects) do not spread into other shared areas and other flats.

In addition, you are required to provide access to allow the property to be inspected, repairs to be carried out and to report any repair or disrepair concerns in a timely manner.

# Your improvements

You have the right to make improvements to your home at your own cost, but you must request this in writing, detailing what you have planned.

We have the right to inspect the property before and after you carry out the work to make sure it is completed to an acceptable standard. A suitably qualified person who can provide the relevant certificates must carry out any work that requires specialist skills (such as gas or electrical work).

**Types of improvements:**

- Installing a new shower, taps or any other appliance
- Installing new light fittings, power sockets etc
- Changing fixtures, fittings or making changes to the structure of your home
- Building or changing fences and walls
- Extending the property (by building an extension, conservatory or lean-to)

- Putting up any type of television aerial or satellite dish or installing cable TV

We will not refuse an improvement without good reason and will give the reason in our response to your written request.

You must maintain any improvements that you make, as ccha will not take responsibility for that work and will not carry out any repairs to it in the future.

ccha may ask for non-standard items to be removed at the end of your tenancy.

**“You have the right to make improvements to your home”**

# Damages

If you, your family or any visitors cause damage to our fixtures and fittings, you will have to repair the damage yourselves or pay us to repair the damage.

If you go away in the winter, we recommend that you take steps to prevent your pipes bursting, as this is your responsibility. We recommend that you get someone to put the heating on regularly for short periods or that you keep the heating on all the time but on a very low setting by adjusting your room thermostat or thermostatic radiator valve.

At the end of your tenancy, we will carry out an inspection to check your property is in good condition and that any nonstandard fixtures are replaced prior to the tenancy ending.

**“ccha will ensure all equipment we provide remains in safe working order”**

# Access to your home

You must allow us to have access to your property if we ask and give reasonable notice. If you arrange for another person to be present whilst we are in your property, they must be over 16 and you must tell the contractor before the visit.

If we need to access your property at short notice to carry out an emergency repair or for health and safety reasons, we will try to contact you but may need to force entry into your property to complete repairs. If we need to do this, the property will be secured when we leave and we will tell you what we have done.

By law, you must allow us to access your property so that we can carry out gas servicing or any testing of the building services to ensure your safety. Failure to comply will result in court action.

# Aids and adaptations

Minor adaptations for residents with disabilities will be carried out up to a value of £100. Major adaptations can only be considered if supported by a letter of recommendation from the Occupational Therapist of the local Social Services Department and if funding is available.

# Gas, lifts, safety equipment and electrical

ccha will ensure all equipment we provide remains in safe working order. ccha are responsible for ensuring that there is an annual gas appliance servicing programme in place and that an electrical inspection is carried out every five years, along with servicing contracts in place for lifts, fire alarm equipment and water treatment.



## How to report a repair



To report a repair, call  
Axis: **0800 056 7068**  
Email: **CCHArepairs@axiseurope.com**

Alternatively via our website at:  
**www.ccha.biz**



To report problems with your heating  
or to arrange a boiler service, call  
Smith & Byford on: **0800 169 7703**

**For gas emergencies or if you smell  
gas, call SGN on: 0800 111 999**

Call **ccha** free on:  
**0800 054 6710** visit:  
**www.ccha.biz**



Follow us on Twitter:  
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Find us on Facebook:  
**/cchahousing**

Telephone: **0800 054 6710**  
Minicom line: **020 8667 1136**

Also available in Braille,  
large print or audio

هل أنت بحاجة إلى مساعدة؟  
مرستی ته اړتیا لري؟  
Gargaar Ma U Baahan Tahay? 需要帮助?  
Potrzebujesz pomocy? به کمک نیاز دارید؟  
کیا آپ کو مدد کی ضرورت ہے؟ Besoin d'aide?

If you are a homeowner, please refer to your Home User Guide for information on repairs and maintenance within your home.

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