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01442 292300

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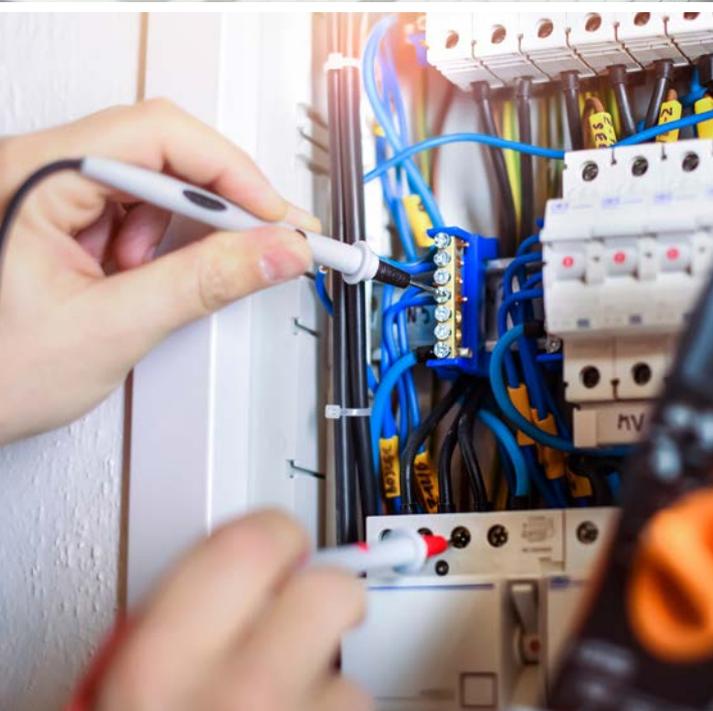
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# Repairs guide

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# Introduction



## Welcome to the Hightown Repairs Guide

This guide is designed to give you greater confidence when reporting repairs to the Repairs team and may help to enable you to carry out some minor repairs quickly and easily yourself.

If you do not feel confident enough to follow the advice given in this guide, please contact the Repairs team and we will be happy to assist you.

## Reporting a repair

We would like you to tell us as soon as you notice a repair that is needed in your home or the shared areas surrounding it.



You can report a repair in the following ways:

- Call us on **01442 292301** (weekdays 9am - 5pm)
- Email us at **[maintenance.services@hightownha.org.uk](mailto:maintenance.services@hightownha.org.uk)**
- Visit our website at **[www.hightownha.org.uk](http://www.hightownha.org.uk)** and click on report a repair
- By calling in at our office (weekdays 9am - 5pm)
- Register online for MyHightown by visiting **<https://myaccount.hightownha.org.uk/register>** and use the 'report a repair' form. Once you have reported the repair you can use MyHightown to track its progress

If you have a smartphone, you can email photographs of the issue which needs repairing to **[maintenance.services@hightownha.org.uk](mailto:maintenance.services@hightownha.org.uk)**. These can be very helpful to identify the repair needed.

For out of hours emergency repairs, please call **0845 160 00 77** (local rate) or **0203 701 3525** (from a mobile phone).

## Your obligations

Under the terms of your Tenancy Agreement, you must report repairs as soon as possible. When reporting the repair, you will be asked for your name, address, and contact telephone number.

## Getting the right repair

Ordering the correct repair at the first time of asking helps us to arrange and complete the repair more quickly. When reporting a repair, we will ask you some questions, which will enable us to understand the problem and identify the repair that is required.

We may arrange for one of Hightown's Property Services Inspectors to visit if we need more information. Either our contractor or the Property Services Inspector will contact you to arrange a convenient time to inspect your home or to carry out the repair. Please make sure you or someone over the age of 18 years old will be available at the property to allow access for the contractors, otherwise they will not be able to carry out any repairs. If you miss the pre-arranged appointment, you may be recharged a call out fee for the missed appointment.

You will be able to see a copy of the repair order on the MyHightown portal and will also get an email to let you know what we have asked the contractor to do and by what date we have asked them to finish the job.

If you are not satisfied with the work that the contractors have done by this date, please let us know. We will get an explanation from the contractor and keep you up to date about the progress of the work.

Once the work is completed, we will ask you to let us know how satisfied you were with the service we provided and give us any suggestions about how we can improve the service. We will also inspect a sample of all completed jobs to check the quality of the work carried out.

# Timescales for repairs

The Repairs team put repairs in order of priority depending on how urgent the work is. Our response times for different types of repairs and responsibilities are detailed in a table later in this section. A summary of repair categories are as follows:

## Emergency – within 24 hours

Any problem that puts the health, safety or security of people at immediate risk, or which affects the structure of the building. Emergency repairs include as examples:

- Gas leak or loss of gas supply – contact Cadent on **0800 111 999**
- Flooding
- Severe storm damage
- Total loss of electricity supply – unless due to a power cut. To check for a power cut contact your Electricity supplier or call 105
- Loss of heating or hot water between 1 October and 30 April. If parts are required to fix the fault we will provide you with temporary heating
- Offensive or racist graffiti

We provide an emergency service in the evenings and at weekends. But please remember, this is for emergencies only and will be a make safe service until the next working day to carry out the repair, if possible, or to order any parts that are required. If you misuse the emergency service, we may charge you for the cost of the call-out fee.

For emergencies out of office hours call either:

- **0845 160 0077**  
(calls from a landline are charged at a local rate)

or

- **0203 701 3525**  
(which may prove cheaper if you are calling from a mobile phone)

All calls are recorded to help us to monitor the service that is provided.

## Urgent repairs are carried out within three working days

Some examples include:

- Partial loss of electricity
- Leaking radiators, minor pipe leaks
- Failure of door entry phone
- Loss of heating or hot water between 1 May and 30 September
- Loose banister or handrail
- Faulty communal TV aerial

## Routine repairs are carried out within 20 working days

Some examples include:

- General joinery repairs
- Repairs to tiling
- Inside door repairs – wear and tear
- Mechanical extractor fan repairs
- Boundary fencing repairs
- Dripping taps



# What repairs are your responsibility?

The following checklist is a quick guide to items you are responsible for. In addition, you are responsible for any damage that is caused to your home through neglect, misuse or deliberate damage.

For the latest full list, please refer to our website.

## Kitchens

Cupboard door catches, hinges, handles, kickboards, and drawer fronts. Cooker connection and tenants' appliances. Unblocking kitchen sinks. You are responsible for any bayonet fittings and flexible hoses to your gas cooker.

## Locks

Lost keys or door entry fobs, additional locks, and bolts. Additional door entry or car park fobs.

## Pests

Pest control is tenant responsibility except in communal areas.

## Smoke alarms

Battery operated smoke alarms. Replacement batteries of mains powered smoke alarms.

## Windows

Additional locks and draught proofing strips on windows and doors.

## Glazing

Any broken or cracked glass on the inside or outside of your home. However the damage occurred. Unless it relates to a crime (a Police Crime Reference Number will need to be provided. Hightown will repair once it's been verified with the Police).

## Bath, basin and sink

Blocked bath, basin or sink, bath panel, plugs and chains. Please do not put anything down the sinks that will block it. Where necessary, please use drainage unblocker and read all necessary instructions. Any callouts for blockages caused by a build up of hair / fat and any cracks or damage you cause yourselves will be recharged.

## Bathroom fittings

Towel rails, toilet seats, toilet roll holders, mirrors, cabinets etc.

Showers fitted by or gifted to tenant, shower curtains / screens.

## Carpentry jobs

Boxing in pipes following change of boiler etc. coat hooks.

## Decoration

Inside – woodwork or coving due to minor condensation. Any superficial decorating cracks. Following a leak, Hightown is responsible for making good the affected area only.

## Heating

Leaking radiator because of being removed for decorating purposes.

## Doors – outside door furniture

Letterbox plate, spy hole or security chain, unless your front door is a fire door. Doorbells – please check as they may only require a battery change.





## Electrical

Fuses, plugs, light bulbs, tubes, and starter motors (not in communal areas). Shaver lights, please check bulb and ensure the cover is fitted correctly. If you install your own light fittings and bayonet's you will be responsible for them.

## Flooring

Repairing or renewing floor tiles, carpet, laminate flooring or vinyl.

## Gardens

Dwarf walls, ponds, trellis, sheds, decking or landscaping, pruning trees, water butts, turfed/grass areas within the boundary of your property.

## TV aerials

Supply and maintenance of either a TV aerial, satellite, or cable (if you live in a property which does not share a communal system). We will require a minimum of two reports of any loss of TV signal if using a communal aerial system.

If your property has an individual aerial when you move in, this is gifted to you and immediately becomes your responsibility.

## Blocked toilets / sinks

Clearing blockages caused by non-flushable items. Do not dispose of wipes, nappies, and sanitary products in your toilet. A blocked kitchen sink could also affect your boiler condense pipe.

If you need help with carrying out repairs that are your responsibility, there are some organisations that may be able to help.

Please visit:

<https://www.hightownha.org.uk/gettinghelpwithyourrepairs/>



## Insuring your home

If something happens to your home we will repair the physical damage to the property but we cannot replace your belongings or flooring (with exception to the kitchen and bathroom).

We also do not replace glazing, please check this with your insurer.

You should arrange your own insurance to cover this. To help, we have a low-cost insurance scheme available for our tenants to join. If you would like more information

- Ask your local Housing Officer for an application pack 01442 292300
- Call Thistle Tenant Risks on 0345 450 7288
- Alternatively, please visit the [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk) for more information or to request a call back.

Please note that if you fit laminate flooring to your property, this will not be covered by Hightown's building insurance, so you must ensure it is covered under your contents insurance. You should tell your insurer.

## Rechargeable repairs

If you, your family, visitors, or pets cause damage to any part of your home, you must repair it at your own expense. If Hightown carries out any repair which is the tenant's responsibility, we will charge you for the cost of the work plus an administration fee. It may be cheaper for you to arrange the repair yourself. Gas appliance and electrical repairs must be carried out by qualified/certified engineers. Work may be inspected and if the repairs that you have arranged have not been carried out to an acceptable standard, you may be charged to have this work corrected by one of our qualified contractors.

Failed or missed appointments will also be rechargeable.

Renewal of glass in windows and doors is your responsibility unless the breakage is due to a break-in or vandalism. If the breakage causes a security problem, we are responsible for making sure the window is secured. A charge will be made for this unless you provide us with a Police Crime Reference Number.

## Health and Safety checks

All properties require a five-year fixed wire test. This appointment takes approximately two hours and the power may be turned off for short periods. Please ensure access is available to all sockets in the property. If you have a card or key meter for the electricity, please make sure that this is in credit so that the testing can be carried out.

If you have a gas boiler, air source heat pump, LPG we will service it every year and the engineer will leave you a copy of the Safety Certificate. We have a legal obligation to do this because it is vitally important for your safety, and you must allow us access to carry this work out before your previous service date expires. Please ensure access is made available to the property. If you have a card or key meter for your gas, please make sure that this is in credit so that the service can be carried out.

Every year about 30 people die from carbon monoxide poisoning caused by gas appliances and flues that have not been properly installed or maintained. Many others also suffer ill health. When gas does not burn properly excess carbon monoxide is produced, which is poisonous.



### Remember

- You can't see it
- You can't taste it
- You can't even smell it

Gas leak or loss of gas supply – contact National Gas Emergency Service on **0800 111 999**.

Carbon monoxide can kill without warning in just a matter of hours. You are particularly at risk when you are asleep because you cannot recognise the early symptoms of carbon monoxide poisoning. These include tiredness, drowsiness, headache, nausea, pains in the chest and stomach pains. If you or your family experience these symptoms, and you believe carbon monoxide may be involved, you must seek urgent medical advice. Your doctor will need to test your blood and take a breath sample. Carbon monoxide quickly leaves the blood and tests may be inaccurate if taken more than four hours after exposure has ended.

When we contact you about your gas safety inspection, please make every effort to allow us access as soon as possible. If you fail to contact us, we

will try to call you and send out two letters advising your gas service is due. Our gas contractor will also write to you with an appointment date and time. If you are unable to make this appointment, please contact the phone number on the letter to rearrange at your earliest convenience to avoid being capped at the expiry date.

If you do not provide access, Hightown will start legal proceedings to obtain an injunction to gain access. The cost of legal proceedings is expensive and will be recoverable from you.

## Appointments

Our contractors will contact you to arrange a suitable morning or afternoon appointment between 9am–4pm Monday to Friday. If you know you have a school run, please make sure you advise the Repairs team or contractors so they can avoid these times. Someone over the age of 18 years must be present at the property otherwise the works will have to be aborted. This will be classed as a failed appointment. If your repair is an emergency then please make sure someone will be available all day for the contractor to attend.

If under any circumstances you are unable to keep your appointment, please make sure you contact the Repairs team or the contractor in good time to avoid any missed appointments as they would be rechargeable to you.



# Aids & Adaptations

We want all our tenants to enjoy their homes and be comfortable in them. There are several disabilities that can affect the way in which you are able to use your home and we will be happy to investigate these issues with the help of an Occupational Therapist or Adult Care Services.

## How we can help you?

On the advice of an Occupational Therapist or Adult Care Services we may be able to help you remain in your home or use it more fully by carrying out adaptations to the property to meet your needs. The type of adaptations we may be able to carry out include:

### Minor adaptations

1. Installation of grab rails or handrails.
2. Installation of fixed toilet frames.
3. Installation of lever taps to washbasins, sinks, and baths.

We will arrange for minor adaptations to be fitted as soon as possible after receiving a recommendation by an Occupational Therapist or Adult Care Services.

Where major adaptations are needed, we will help you access assistance in applying for the grants you require.

### Major adaptations include:

1. Installing a level access shower to replace a bath.
2. Installing a permanent ramp to a doorway.
3. Installing stair lifts or through floor lifts.
4. Internal alterations to walls and doorways.

## Paying for the work

Minor adaptations will be funded through a special budget set aside by Hightown purely for this purpose. Major adaptations will need to be funded through a Disabled Facilities Grant (DFG). Your Occupational Therapist or Local Authority can advise you on how to apply for the grant. The Disabled Facilities Grant is means tested, and you may be required to contribute towards the cost of the work.

### How quickly will the work be done?

Requests for minor adaptations will be treated in the same manner as routine repairs and will be carried out within 20 working days of the order being placed. Unless we need to get a quote for the work, we will place the order for the work within one week of receiving your request.

## Moving

Sometimes it is not practical for us to carry out adaptations to your home because of its size, construction, location, or the number of adaptations required. In these situations, we may encourage you to move to a property more suited to your needs, or one that is more easily adapted.

## More information

If you think that you or a member of your household may benefit from any of the assistance explained in this section or if you would like to discuss this subject further, please contact the Repairs team on **01442 292301**.



# Asbestos

Asbestos is perfectly safe if it is undamaged and not in a place where it can be disturbed. We comply with all legislation relating to asbestos. If your home was built after 2000 then it is unlikely to have any asbestos in it.

If you think you have asbestos in your property that is damaged, please do not disturb it in any way. Please contact us as soon as possible giving full details of where you think the asbestos is and what condition it is in.

## How we will deal with asbestos

If the asbestos is in poor condition or is likely to be damaged or disturbed, we will carry out a risk assessment and appropriate action will be taken e.g. encapsulation or removal.

We use licensed asbestos contractors to carry out tests to the appropriate area and if necessary, any works relative to the treatment or removal of asbestos based materials.

Asbestos that is not likely to be damaged or not likely to be worked on will remain in its location. However, the asbestos will be identified and its location recorded in the asbestos register. Where it is safe to leave asbestos, you will be fully informed and where appropriate, labels will be clearly affixed.

## Actions

### Stage 1

A member of staff will receive and investigate your call within one working day and confirm the outcome to you in writing.

### Stage 2

If asbestos is present and in good condition and cannot readily be damaged nothing will be done at present as it is not a danger.

### Stage 3

If we are unsure, we will appoint a consultant to investigate.

### Stage 4

We will inform you of the results of the investigation in writing. If there is asbestos within the home that needs to be removed, we will arrange for a specialist contractor to carry out the works.

Please remember that asbestos is perfectly safe if it is in a sound undisturbed condition.





# Plumbing Repairs

## Water leaks

You should ensure you know where the main stop valve in your home is in case you need to turn it off. These are usually found under the kitchen sink, in a hallway cupboard or in the main bathroom. Some of the equipment in your home may also have its own isolation valve that will allow you to turn the water off to just that item.

If you have a leak, please tell us:

- How serious it is
- Where the leak is coming from
- Is it from a supply pipe or a waste pipe?
- Is it from the hot or cold water supply?
- Is the leak affecting anything electrical?  
If so, please turn off anything that is affected



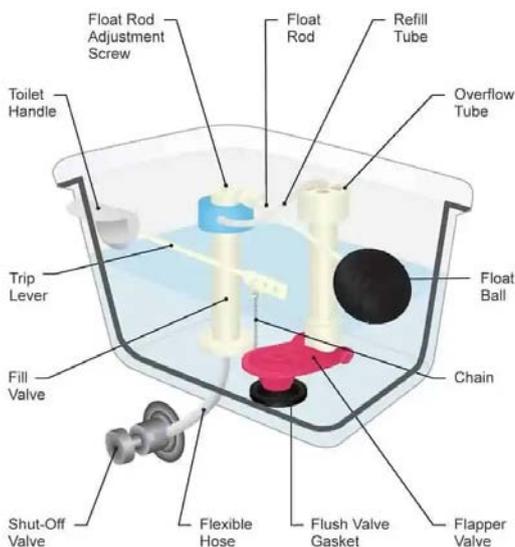
Examples of stop valves commonly used

## Overflows

If the overflow from your toilet is running, you can stop it temporarily until the repair is completed. Just tie the float in the "up" position as shown in the picture. This stops the water from coming out of the ball valve.

When you report the repair, please tell us:

- Which overflow is at fault?
- Is it from the toilet, cold water tank or heating?
- Where is the water from the overflow discharging?
- Does the overflow run constantly or does it stop and start?





## Toilets

Common problems with toilets include:

- Sometimes toilet cisterns do not fill. You may be able to see this if you can lift off the cistern lid.
- Sometimes flush pipes leak.
- Sometimes joints between the pan and soil pipe leak.
- Sometimes the pan does not empty. This means the pan outlet or soil pipe is blocked.

When you report a repair for your toilet, please tell us:

- What the problem is – a leak, toilet won't flush, toilet is blocked, or something else?
- Can you see where it is leaking? Is the pan cracked? Are there pipes or joints leaking?

- Does it leak only when you flush it?

- Do you have a second toilet?

## Taps

To help us carry out a repair to your taps, please tell us:

- What is the problem? Is the tap loose, does it leak or drip? Where does it leak from?
- Which tap is causing the problem – bath, kitchen, sink or wash hand basin?
- Is it the hot or cold tap? Is it a mixer tap?



Single sink tap



Lever tap



Mixer tap



## Baths

There are several places a bath can leak from:

- The overflow – you will only notice this when the bath is over filled; you should try to avoid overfilling your bath.
- The waste pipe – you will notice this when the bath is emptied – water may leak through the ceiling of the room below.
- The supply pipes to the taps – these will leak constantly until the fault is resolved.

When you report a repair for your bath, please tell us:

- If there is a leak, where is the water leaking from – supply pipe, waste pipe or overflow?
- If the leak is on a supply pipe, is it the hot or cold one?
- If the problem is an overflow, where does the water go?
- Is the leak due to the seal between the bath and tiles failing?
- If the problem is broken tiles, how many are broken?
- A bath panel is your responsibility, but maybe replaced **only** if water damaged from a leak.



## Sinks and basins

All sinks and washbasins have a trap, which are there to keep smells from the drains coming back up through the pipes.

Sometimes the traps block, but they can be easily cleared. To do this, first turn off the taps. Next place a bucket or bowl under the trap to catch water and debris. Unscrew the sections of the trap and remove the blockage. Screw the trap back together, making sure it is watertight.

You should use a hair unblocker or standard bath/sink unblocker regularly to help keep your bath and sinks clear. Please make sure you read the instructions before use.

**The trap will look like one of those shown to the left**

When you report a repair for your sink or basin, please tell us:

- Where the problem is. Is it the kitchen sink, the bathroom sink or the toilet washbasin?
- Is it a leak, a crack or a blockage?
- If it is a leak, where is the leak coming from?
- If the sink or basin is blocked, is it completely blocked or does water drain away slowly?
- If the bath or sink has been damaged or cracked by yourself, it is your responsibility





Some radiators can be controlled individually by Thermostatic Radiator Valves like this one.



Your property may be heated by electric storage heaters, which look like this one.

## Water heaters

Many homes have a hot water cylinder. The water might be heated by an electric immersion heater or a gas boiler. The boiler could be part of a central heating system or separate.

There might be a cylinder thermostat fixed to the outside of the cylinder. The cylinder will also require an annual service and may be completed at the same time as the gas service.

When you report a repair for your water heater, please tell us:

- Do you know what type of system has the problem?
- Are you able to get any hot water at all?
- Do you have any other water supply problems?
- Does the cylinder heat up even though you don't get hot water through the taps?
- Do you have any other way of heating water in your home?

## Heating systems

Sometimes radiators do not heat up because they have air trapped inside them. You need to remove the air by bleeding the radiator using a radiator key. Be careful not to open the valve any more than you need to just to let the air out. As the air comes out it makes a hissing sound. As soon as the hissing stops and water appears, close the valve tightly.

Further guidance can be found by reading manuals, our website or websites such as YouTube.

When you report a repair for your heating system, please tell us:

- What type of system has the problem? Is it gas or electric, gas boiler, air source heat pump, or LPG gas boiler?
- Have you tried bleeding the radiators?
- Does the system give you hot water as well as heating? Are you without hot water as well?
- Do you have any heating or hot water at all?
- Are there any vulnerable people in the household? (perhaps with a medical need or disability, or someone who is very old or very young)



## Electrics

What to do if the power in your home fails.

Some properties have a main electric switch with a device called a Residual Current Circuit Breaker (RCD). This is a large switch, marked on/off as shown in the diagram. This switches the electricity off as soon as it detects a fault.

Some properties also have smaller switches instead of fuses for each circuit. These are Miniature Circuit Breakers (MCBs). If a circuit is overloaded or a fault develops, the MCB protecting that circuit will automatically switch off the electricity. To identify the source of the problem, you should:

1. Switch off all the MCB switches (see picture above).
2. Return the RCD switch to the "on" position.
3. Switch on each MCB in turn until the RCD switches off. This will tell you which circuit the problem is on.
4. Switch off and unplug all appliances connected to that circuit. Switch the MCB and RCD to "on". Plug in and turn on each appliance in turn until the MCB switches off. This will tell you which appliance is at fault.

If either the RCD or the MCB switches will not return to the "on" position, there may be a fault with the wiring. We will need to send an electrician to attend to this.

## Electrical fittings

Please tell us about any problems with flickering lights or overheating sockets as soon as possible.

When you report a repair for your electrics, please tell us:

- What the problem is. Is it a socket, light fitting, cooker panel, or something else?
- Does the problem only affect one room? Which one?
- Have you checked the bulb and starter motor? Most lights will need a light bulb change – such as those shown below
- Were you using a particular appliance when the power failed?
- Have you checked the fuse in the appliance's plug?



But if it's an LED light fitting in the bathroom, then the whole unit will have to be changed. These will typically look like this.

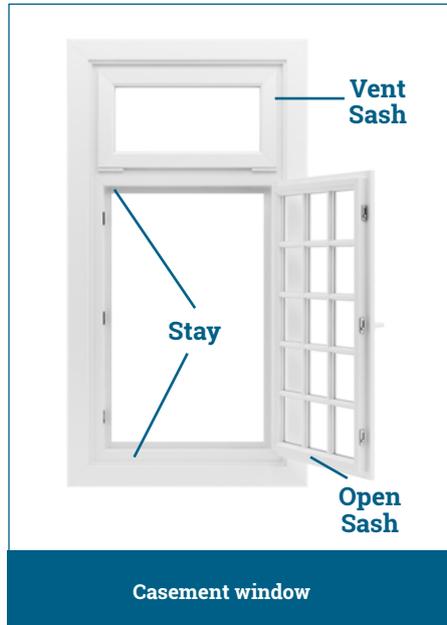
110 LEDs high quality ceiling light  
Not removable



## Doors and windows

Broken glass is your responsibility to repair. However, we will make it safe. When you report a repair for your doors or windows, please tell us:

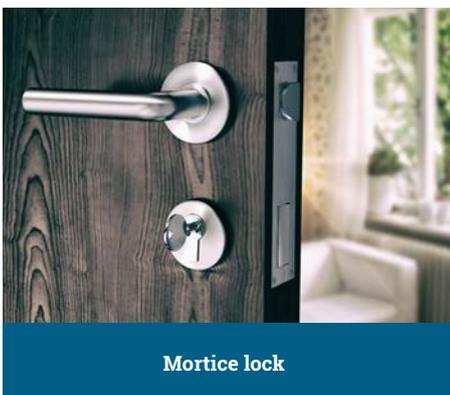
- Which door or window has the problem?
- Is the door or window made of wood or plastic?
- Does the problem affect the security of your home?
- How was the damage caused?
- If the door is not closing properly, has it recently been painted or is it warped?
- Are frames, locks, or door furniture damaged?



## Locks

When you report a repair for your locks, please tell us:

- Which lock is causing the problem?
- Do you have a second lock on the door? Is the property secure?
- Has the door been forced?
- If the lock needs re-fixing, what is the door made from?





## Fire doors

If you have a front door that opens into a communal corridor, this is a fire door and is designed to drastically slow the spread of fire for a minimum of 30 minutes. The door should not be tampered with, left open, damaged or have anything screwed into it as this may compromise its effectiveness.

Some fire doors have specially made letter plates / boxes built into them that are also designed to stop the spread of fire. These letter plates / boxes must not be removed or damaged as these will also render the fire door ineffective and compromise your safety as well as that of others in the building.



## Stairs

Timber stair treads can split, break or become loose or creaky. Handrails or banisters can break or become loose.

When you report a repair for your stairs, please tell us:

- What is the problem?
- Where is the staircase, internal, external or in a communal hallway?
- What material is the damaged part made from?

## Roofs

When you report a repair for your roof, please tell us:

- Is the problem with a pitched (sloping) roof or a flat roof?
- What is the problem? Loose or slipped tiles? How many tiles are loose or missing?
- How many storeys high is the roof?
- Is the roof leaking?
- Are any electrical appliances or fittings affected by the leak? If they are, switch the electricity off at the mains.





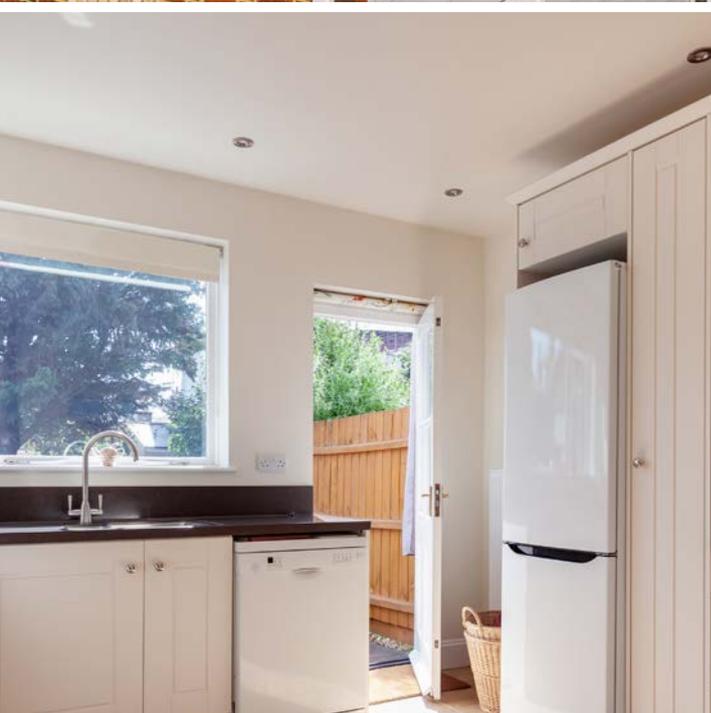
## Gutters and downpipes

There are several problems that can occur with gutters and downpipes:

- Leaves can block the gutters.
- The brackets supporting the gutters can break.
- The seals and joints between the sections of guttering and downpipes can break.
- The clips that secure the downpipe to the wall can break.

When you report a repair for gutters or downpipes, please tell us:

- What is the problem?
- Is the gutter blocked?
- What is the gutter made from? Is it metal or plastic?
- Is there a leak from the gutter or downpipe?
- Is the gutter broken? How high is it?



## Walls and ceilings

It is your responsibility to keep your home in good decorative order. We will not redecorate the property for you unless there are very exceptional circumstances.

Common problems with walls and ceilings are dampness and damaged plaster.

Damp patches can be caused by plumbing leak, rainwater penetration or condensation.

- Damp penetrating through walls usually only appears on external walls. Does the damp only appear when it rains?
- Black mould on walls and window frames can be a sign on condensation. It can be wiped clean using a mild diluted bleach solution. You can help stop it coming back by making sure the property is well ventilated.
- Additional information regarding damp and condensation can be found on our website or we can send you further information on request.



If you are concerned about damp, condensation or mould in your home, please contact the Repairs team. They may ask you to send photos of the problem so that we can assess the best course of action. A Property Services Inspector may also carry out a thorough inspection of your home to determine what works, if any, are necessary to help you resolve the problem.

## Damp, settling cracks and condensation

- A considerable amount of water is used in the building of new homes. It can take as long as a year for a building to completely dry out.
- To remove any dampness in this time, please ventilate your home evenly and warm your home gradually, using slightly higher heating levels.
- Any slight dampness should quickly disappear but if it does not then the problem could be due to condensation. Please be aware that very high heat levels can cause condensation and increase cracking.
- As the timber and plaster dries out, some small cracks may appear. Drying-out cracks usually appear where different materials connect to each other, such as on door frames or where walls join the ceiling. The builder is usually only responsible for repairing cracks that are wider than a £1 coin.

**NOTE:** Small cracks do not affect the structure of the building and can be filled in when you redecorate after the 12 month defects period.

## Controlling condensation

If you notice moisture appearing on your walls or appliances this may be condensation. Condensation will occur on cold surfaces, especially during cold weather or where there is little air movement.

If condensation does occur:

- **Mop up as much as possible**
- **Heat the room slowly**  
(please avoid intense blasts of heat)
- **Open a window**
- **Shut the door to the room**

**NOTE:** It is cheaper to reduce the production of water vapour than it is to compensate for it by turning up the heating. Extractor fans and ventilation systems are low wattage and very economical to run.

Condensation most commonly occurs:

- **in corners**
- **on or near windows**
- **in or behind wardrobes and cupboards**
- **on north facing walls and furniture**

## To reduce condensation

**DO:** Ensure the trickle vents in the window frames always remain open and unblocked. Trickle vents are provided to all windows.

**DO:** Keep all rooms warm and ventilated.

**DO:** Keep the heating on all the time in very cold weather as intermittent heating will cause condensation.

**DO:** Keep the heating on at a low setting if you are out all day in cold weather.

**DO:** Ensure that any tumble dryers are vented outside (unless it is of the condensing type) and that the room is adequately ventilated when using a tumble dryer.

**DO:** Cover pans and close doors when cooking. Ensure the extractor or ventilation fans are being used.

**DO:** Close bathroom door when bathing/showering. Ensure the extractor or ventilation fans are being used.

**DO NOT:** Ever use portable gas or paraffin heaters.

**DO NOT:** Place large items of furniture against the external walls. Pockets of trapped air can lead to serious surface condensation and mould growth forming on both the wall and the furniture.





## Contact us

Repairs department (9am-5pm): **01442 292301**

Out of hours emergency: **0845 160 00 77 local rate**  
**0203 701 3525 from a mobile**

Email: **[maintenance.services@hightownha.org.uk](mailto:maintenance.services@hightownha.org.uk)**

### **Hightown Housing Association Limited**

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