



SW9

Community
Housing

Keeping it local

Your repairs service



www.sw9.org.uk



Part of

**Network
Homes**

Your repairs service

If you are an SW9 Community Housing resident or homeowner, you may need to contact us from time to time about repairs or maintenance to your home or communal areas.

Our repairs team is dedicated to providing you with the best possible repairs service.

How do I report a repair?

If you need to report a repair, please use one of the following options:

- Telephone: **0207 326 3700**
- Email: **repairs@sw9.org.uk**
- Website: Using the 'Report a repair' page at **www.sw9.org.uk**

When you report a repair, please:

- Give us your name, address and contact details.
- Describe the repair you need in as much detail as possible.
- Give the dates and times you will be available to let our contractors in.

When you report a repair to us, we will:

- Check whether the work you need is covered by your Tenancy Agreement.
- Give you an appointment slot.

We offer morning or afternoon appointments. If you need to change your appointment slot, please give us notice of at least one working day.

How long will my repair take?

The length of time your repair takes depends on the type of repair you need. We put each repair into a category.



Emergency repairs (24 hours)

Emergency repairs are situations where there is a risk to someone's health or safety, a home is not secure, or there is damage that is rapidly getting worse.

If your repair is an emergency, please phone us straight away on **0207 326 3700**.

We aim to make the problem safe within 24 hours.

If our contractor can't fix the problem straight away, they will carry out a temporary repair to make it safe.



Urgent repairs (7 days)

Urgent repairs are situations where there is not an immediate risk to health or safety, or to the structure of the building, but there would be if the problem were not repaired.

We aim to complete urgent repairs within seven days.



Routine repairs (within 28 days)

Routine repairs are those which are unlikely to cause serious health and safety problems or serious damage if they are not fixed straight away.

We aim to complete routine repairs within 28 days.



Planned repair works (90 days)

Planned repairs are bigger repairs that take longer to arrange. For example, where we need to use specialist contractors, carry out surveys, or do more investigation.

We will give you an individual completion date for this type of repair, but we aim to complete planned repairs within 90 days.

Which repairs am I responsible for?

As an SW9 Community Housing tenant, we expect you to take responsibility for putting right accidental or deliberate damage to your home.

You are responsible for

- Internal decoration.
- Minor repairs, including small plaster cracks, wall and floor tiles, door handles, locks, hinges, letterboxes, toilet seats, bath panels, plugs and chains, and tap washers.
- Adding extra security, for example fitting mortice locks.
- Replacing broken windows, except where we were responsible for the breakage or you have a police crime number.
- Glazing repairs to internal doors and cupboards.
- Maintaining gardens, including fencing.
- Clearing blocked sinks, toilets and baths where the blockage is in the property or was caused by your own misuse or lack of care.
- Infestations of insects or mice.
- Replacing light bulbs, fluorescent tubes, electrical plugs, fuses and batteries in smoke alarms and carbon monoxide detectors.
- Replacing keys and locks when you lose the keys or members of your household are locked out.
- Fitting waste and supply pipes for washing machines, dishwashers and vents for tumble driers (except where we have fitted the items).
- Repairing any damage that you, a member of your household or a visitor has caused.
- Repairing fixtures, fittings and equipment not provided by us.

We are responsible for

- Keeping the structure of your home in a good state of repair.
- The roof, walls, windows, doors and door frames, floors, ceilings and plasterwork, skirting boards, drains and gutters.
- The installations for the water, gas and electricity supply to your home.
- The maintenance of heating systems.
- The maintenance of walls and fences at the boundary of the property (but not dividing walls), as well as pathways, steps and other means of access to the property.
- Maintaining and decorating communal halls and stairways.
- Making good any plaster work (or damaged decorations) that have resulted from our error.

Please see your tenancy agreement for more details about who is responsible for the repairs in your home.





What should I expect from my SW9 contractor?

Our contractors work to a code of conduct. This is a promise to:

- Carry identification and present it to you on request.
- Be tidily dressed.
- Be polite at all times.
- Treat you and your home with courtesy and respect.
- Not smoke, make excessive noise (e.g. radios or music) or use bad language.
- Not use your telephone or other facilities (e.g. electricity or the toilet) without your permission.
- Be friendly, considerate and helpful.
- Try to fit in with your daily routines (where possible).
- Behave in a proper and professional manner at all times.
- Inform the contract manager immediately if you express any dissatisfaction or concern about the work.
- Keep all tools and machinery within their localised working area to avoid danger from unattended items.
- Not borrow your tools or equipment.
- Tell you what work has been carried out and/or still needs to be done.
- Make sure that the property is left clean and tidy at the end of each day.
- Use dustsheets in all affected areas and access routes.
- Clean dustsheets regularly.
- To vacuum up any work-related dirt or rubbish.
- Move any items of furniture, floor coverings, etc. to complete works and replace them afterwards.



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Contact us



www.sw9.org.uk



info@sw9.org.uk



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SW9 Community Housing



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