

Repair Handbook

Housing Repairs – Looking after your Home – What you need to know?



Housing Property & Service Delivery

Repair Handbook

Contents

Title	Page
Introduction	1
How to Report a Repair	2
What you Should Know - Rights & standards - Reporting a repair & contacting detail - Types of repairs - Responsibility for safety - Feedback - Improvements to your home - Leaseholders Responsibility	3 - 7
Who is Responsible for the Repair?	8 – 10
Responsibilities & Reporting - Baths, Showers, Basins & Sinks - Kitchen Fittings - Pipes & Taps - Heating - Electrics - Doors & Locks - Windows & Ceilings - Roofs, Chimneys & Aerials - Gutters - Common Areas - Gardens, Sheds, Fencing & Garages	11 - 25
General Maintenance	26 – 33
Compliments, Complaints & Service Improvement	34

Please note this version of the booklet was updated in November 2021

Introduction

Scope

This handbook covers the repairs service provided for all residents of Ealing council's housing stock, including general needs tenants, leaseholders, sheltered accommodation, shared ownership, hostel, and temporary accommodation. However, if it hasn't answered all your questions please visit our website at www.ealing.gov.uk or follow the direct link [Repairs - council property | Ealing Council](#)

Responsibilities:

- Assistant Director, Housing, Property and Service delivery approves and reviews the handbook.
- Planned Works and Maintenance Manager is the gatekeeper of the handbook, monitors the delivery of the repair service and upholds the integrity of the document.
- Responsive repairs Manager holds the responsibility of equitable and consistent application of the repairs provisions in the handbook to all residents and the duty of updating legislative changes in the handbook.

Service Standards:

- We aim to provide an accessible and prompt response to repairs
- We will tailor our services to meet the needs of tenants and keep you informed of the progress of your repairs
- We aim to provide a high-quality service by completing jobs right first time
- We will work in partnership with residents to monitor the performance of the repairs service.

Legislations: In accordance with section 11 of the Landlord & Tenant Act 1985 the landlord will keep in repair the structure, exterior of the building, common parts, and all installations for the supply of water, gas, electricity, heating, and sanitation, including baths, basins, toilets, sinks provided by the landlord, and common parts include corridors, walkways, stairs, lifts, and gardens used by you and others. In sheltered schemes the landlord will keep in good repair furniture and furnishings in common parts, this responsibility is carried out by the Tenancy Management team. The landlord will carry out repairs within a reasonable time giving priority to emergency repairs.

How to report a repair

A quick guide to reporting repairs in your home

Step 1: Something is wrong or broken

Check the quick guide on pages 8 – 10. Identify who is responsible for the repair. If it is US (Ealing Council) then please call **0800 181 744** to give us the following details:

- Nature of the repair
- Your full name, address, and postcode
- A contact phone number
- Some suggestions of convenient times for the repair to be carried out

You can also report routine repairs using My Account, the council's digital customer portal. Creating a My Account is quick and easy – just go to www.ealing.gov.uk/myaccount and you can sign up today. All you need is your unique rent reference number, which is on your rent statement

Step 2: Repair

After the repair has been reported we will:

- Record the details of your repair
- Make an appointment for a contractor to visit you at a time that is convenient
- Complete the work and ask for your feedback on the work carried out

We may:

- Need to send a technical officer to assess the situation if the problem not straightforward

Step 3: Satisfaction

After the work has been completed, we may:

- Advise a surveyor to post inspect the work in person or over the phone
- Contact you via our independent survey company to collect feedback on our service.

What you should know

Rights & Standards

Tenants' Right to Repair (RTR)

Under the Right to Repair regulations, you have a right to have certain repairs done within set time limits. They are called qualifying repairs.

If we do not complete a qualifying repair within the correct time, you have the right to ask us to get another approved contractor to do the work, within the same time limits. If the second contractor fails to do the work on time, you may get compensation. This will be £10 plus £2 for every day over the time limit (up to a maximum of £50). If we need to inspect the repair to decide what work needs to be done, the time limit will start from when the repair order is given to the contractor.

If you ask to have the appointment for the repair to be after the time limit set by the regulations, the Right to Repair conditions will no longer apply. The Right to Repair will not apply if:

- The repair problem was caused by damage or neglect by you, a member of your household or a visitor
- You are not in when the repair operative comes to do the work, or you do not allow them in
- You tell us that you do not want us to carry out the repair
- The repair work will cost more than £250
- The repair is to an item added to your home by yourself, or is a specialist fitting to the home, for example an adaptation for disability
- You agree to have the repair done at the same time as other work with a longer target response date

If you would like to know more about the Right to Repair regulations, please contact the Housing Repairs Customer Service Centre and we will send you a leaflet.

Reporting a Repair:

Call:

Ealing Repairs Contact Centre: 0800 181 744 / 020 8825 5682
My Account: www.ealing.gov.uk/myaccount
Thames Water: 0800 714 614
Gas Emergency: 0800 111 999

Visit:

Acton Housing Hub
 Ealing Housing Hub
 Greenford Housing Hub
 Hanwell Housing Hub
 Northolt Housing Hub
 Southall Housing Hub

What you should know

When you contact us, we will need the following details:

- Full name
- Address,
- Phone number
- Email address
- Details and location of the item that needs repairing (i.e., from under the bath panel, upstairs bathroom)
- If you are hard of hearing or have difficulties getting to the door

When the repair is recorded, we will confirm:

- If the repair is our responsibility
- In an emergency, we will ask you to stay at home until a repairs operative arrives
- For all other jobs we will give you an appointment time
- The job number of your repair
- The name of the contractor who will do the work

If you give us your mobile phone number, we will send you a text message confirming your appointment, the date and time, the contractor carrying out the work and the job number.

If no-one is in

If you are not in when we come to do a repair, we will cancel your job and you may be charged for the missed appointment. You need to contact us as soon as possible to change the time of your appointment. If you need to change the time of your appointment you must give us at least 24 hours' notice.

What you should know

When you report a repair, you should be aware that:

- We may need to inspect the problem first
- For larger repairs, the contractor may use the first appointment to measure for materials. They will then arrange with you to complete the repair
- If the urgency of the problem is exaggerated to get a quicker (emergency) response, you may be charged
- For emergencies we will aim to make the situation safe and arrange to complete the repair where necessary. If we know that a repair needs to be done in your home, we have the right to gain access to do it. In an emergency, we may have to do this without giving you any warning.
- You must arrange for the repair of any damage that you cause, and any items that are your responsibility under the terms of your tenancy agreement

Preparing for repair work

- Make sure your prepayment meter for electricity or gas is in credit. Repair operatives may need to use these to carry out checks
- If any furniture needs to be moved, or if any floor covering like carpets or laminate needs to be taken up, you should do this before the repair operatives arrive. If you are elderly or disabled and have difficulty arranging this, let us know in advance
- Once you have agreed an appointment date with us, a responsible adult (at least 16 years old) must be at home on that day to allow our contractors into your home

When the repair operative arrives

- Always check identity cards. Before you let anyone into your home
- Keep children safe while work is being done and also keep any pets out of the way

In line with the Government's smoking regulations, you must provide a smoke-free environment for any repair operative or contractor who comes into your home

What you should know

Types of Repairs:

Emergency repairs: We respond to emergency calls within one working day. If there is serious damage to the property, or risk to life, we will respond within 4 hours, whatever time of day it is. This is for repairs that are necessary to remove immediate danger to people, avoid flooding, major damage to the property, or to make the property secure.

To start with, we will usually only do work to make the situation safe. If you exaggerate the urgency of a problem to get a quicker response, we may charge you.

All other repairs: We will carry out all other repairs at the next available appointment time. This covers work inside or outside your home, where there is no immediate inconvenience or danger to occupants or the public.

Major repairs and planned maintenance: These are repairs that are complicated or need items to be made, or for scaffolding to be put up. Normally, this is carried out to maintain the general condition of the property or for work that is non-essential. The time scales will depend on the nature of the work involved.

In some cases, we may need to consult with leaseholders before work can start.

Responsibility for safety (see Home Safety Booklet)

Gas safety checks: We are responsible by law for carrying out an annual gas safety check in all our properties with a gas supply. The purpose of this is to make sure all gas appliances, fittings or pipework provided by Ealing Council are safe.

For the safety of you and your family, please allow our contractors into your home when they call (always check identity cards before you let anyone into your home). If you do not allow our operatives access to carry out a gas safety check, we will take Court action against you to allow us in.

Electricity, gas, and water supply: We will try to make sure that you have electricity, gas, and water by the end of each day. If we cannot do this, we will aim to make arrangements to help you with heating and cooking facilities, but we cannot be responsible if the problem is caused by a failure of the utility company.

What you should know

Feedback:

We want to know how satisfied you are with the service you have received from us. After each job you will receive a text message asking for your views. If you do not have a mobile phone, we will call you or write to you.

Improvements to your home:

Changes you want to make to your home: You have a right to carry out improvements to your home, but you must get permission from your Tenancy Management Officer. in writing before you take any action

Leaseholders responsibility:

As a homeowner, you must keep your home in a good state of repair. You are responsible for the internal repairs within your home and the safety of gas and electrical fittings.

If you live in a flat and Ealing Council is the freeholder we will keep the structure, common parts, and the outside of your flats in good repair.

For repairs within your home that fall under your responsibility, you should arrange for a qualified contractor to carry out any required work.

In certain situations, such as a serious leak causing damage to other properties or where there is a health and safety risk, we may ask you to carry out repair immediately. If you can't do so, we may arrange to carry out the work on your behalf and charge you for any costs we incur.

- We have a legal duty to carry out certain repairs as your landlord.
- We are not responsible for repairing items as a result of normal wear and tear.
- If repairs are needed because of neglect or damage by you, or your friends and family, we will expect you to carry out any necessary repairs or pay for the cost of the repair.
- There may be some occasions when we will carry out a repair for which we are not generally responsible. This will usually depend on your circumstances, and these are known as discretionary repairs.

The table below is a quick guide to repairs and who fixes what.

Who is responsible?

REPAIR		TIMESCALE	WHO IS RESPONSIBLE?
BATHROOM	Bath, toilet, or wash basin repairs	15 days	US
	Shower unit (unless disabled person)		YOU
	Toilet seat		YOU
DOORS	Doorbell, number or letter plate		YOU
	Door chain, spy hole or cat flap		YOU
	Door entry phone (handsets)	15 days	US
	Glass in internal door		YOU
	Inside doors, handles or latches		YOU
	Keys (lost, stolen or broken)		YOU
	Lock repairs or renewals		YOU
	Make safe insecure outside door	4 hours	US
	Outside doors		YOU
ELECTRICS	Extractor fans (where no window)	15 days	US
	Immersion heater	4 hours	US
	Individual TV aerial		YOU
	Light fittings (not table lamps)	15 days	US
	Lighting in communal hallways	15 days	US
	Plugs (including housings)		YOU
	Smoke detector – testing and cleaning		YOU
	Sockets and switches	15 days	US
	Total or partial loss of electrics	4 hours	US
	Unsafe electrical fittings	4 hours	US

Who is responsible?

HEATING	Blocked flue	4 hours	US
	Chimney and flue	15 days	US
	Heating appliances fitted by you		YOU
	Partial loss of hot water and heating (2+ radiators not working) Timescale: Between 1st May and 31st September (summer) Commenced & completed within 3 working days Between 1st October and 30th April (winter) Commenced & completed within 1 working day		US
	Service landlord's gas systems Timescale: M - F 8am to 8pm & Saturdays 8am to 5pm		US
	Sweeping Chimney		YOU
	Total loss of hot water and heating		US
KITCHEN	Connect gas cooker		YOU
	Cupboard hinges and catches		YOU
	Kitchen unit repairs (except wear and tear)		YOU
	Sink and drainer	15 days	US
PLUMBING	Blocked or leaking shared drain or soil stack	4 hours	US
	Communal blockages to sinks, basins, baths, or toilet	4 hours	US
	Connecting washing machine		YOU
	Gutters and downpipes	15 days	US
	Internal blockages to sinks, basins, baths, or toilet		YOU
	Major leaks and burst pipes	4 hours	US
	Minor leaks	15 days	US
	Plugs and chains		YOU
	Tap cannot be turned	4 hours	US
	Toilet not flushing (no other toilet)	4 hours	US
	Total or partial loss of cold-water supply	4 hours	US

Who is responsible?

STRUCTURE	Missing roof tile / slate, leaking roof, floorboards repairs, dangerous floors, stairs, step/s to entrance, walls and ceilings	4 hours	US
WINDOWS	Make safe insecure window	4 hours	US
	Oil hinges and minor repairs		YOU
	Window catches and handles	15 days	US
	Window frames	15 days	US
OTHER	Blocked refuse chute	4 hours	US
	Brick or block store attached to the home	15 days	US
	Condensation		YOU
	Fence between gardens		YOU
	Fence fronting public highway	15 days	US
	Floor, wall and fireplace tiling		YOU
	Garage repairs	15 days	US
	Gates and latches		YOU
	Inside decorations		YOU
	Loose or broken banister or handrail	15 days	US
	Outside decorations	Planned Works	US
	Repair path to front door	15 days	US
	Rotten wooden flooring or stair tread	15 days	US
	Timber shed and garage lock		YOU

Responsibility and reporting

Room-by-room Responsibilities and Problem Reporting

Please note that you are responsible for repairing any items you have installed yourself or any that are damaged by you, a family member or visitor to your home. This is a condition of your Tenancy Agreement.

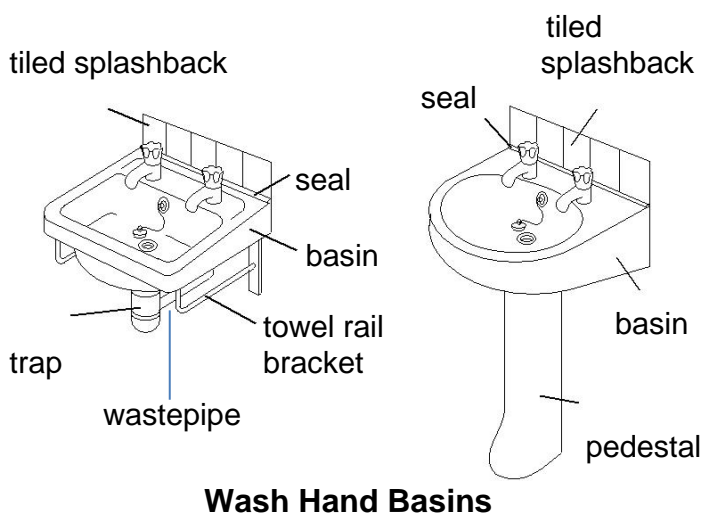
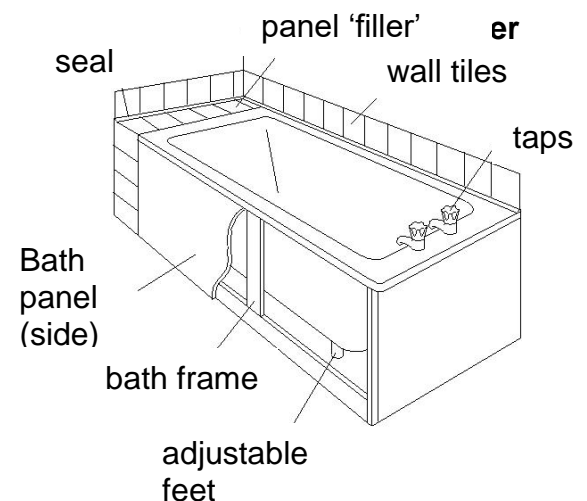
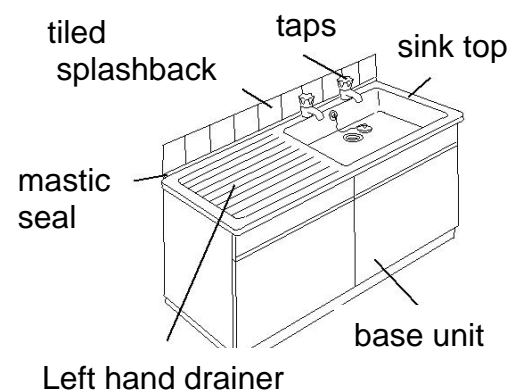
Bath, Showers, Basins and Sinks:

Your Responsibilities

- Cleaning baths, sinks, basins, and descaling showerhead
- Clearing blocked bath, basins, and sinks
- Replacing bath panels, wall tiles, plugs, and chains to bath, basins, and sinks

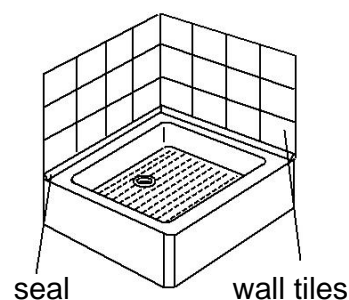
Our Responsibilities

- Bathroom fittings that are loos/broken
- Blocked or leaking wastepipes
- Damaged baths or basins and what they are made of: metal, plastic, or porcelain
- If the basin is mounted on wall brackets or on a pedestal
- If reporting a shower, tell us if it is electric or not

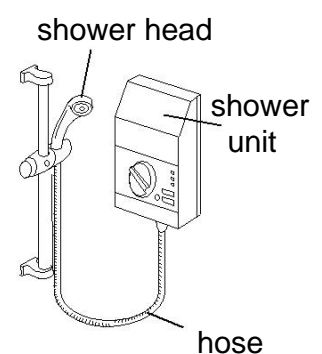


Wash Hand Basins

Shower Tray



Electric Shower

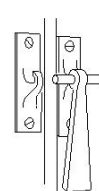


Responsibility and reporting

Kitchen Fitting:

Your Responsibilities

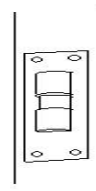
- Repairing kitchen unit and drawers (unless caused by fair wear and tear)
- Replacing handles, hinges and catches on kitchen units
- Installing and repairing washing machines, dishwashers, tumble driers and cookers. (Cookers must be installed by qualified engineers: either GAS SAFE registered or NICEIC qualified for electric cookers)
- Repairing any extra units, you have installed
- Moving kitchen units to different positions in the kitchen



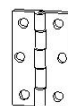
slam-type catch



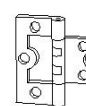
ball catch



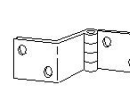
roller catch



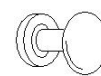
butt hinge



flush hinge



cranked hinge



doorknob



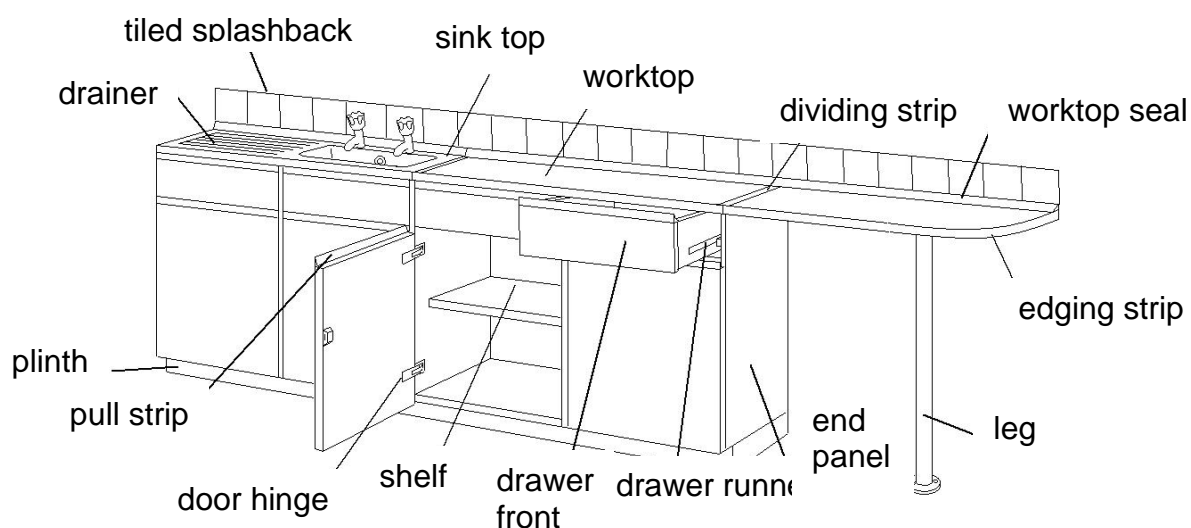
'D' handle

Our Responsibility

- If kitchen fittings were installed within the last 12 months (as they may be under guarantee)

Let us know

- What the problem is and where it is.



Responsibility and reporting

Toilets:

Your Responsibilities

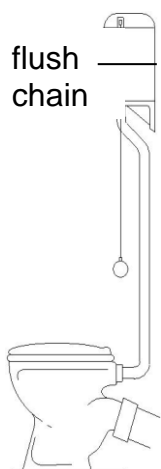
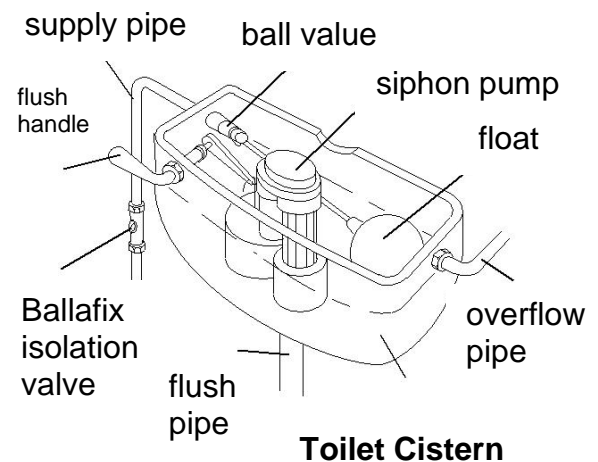
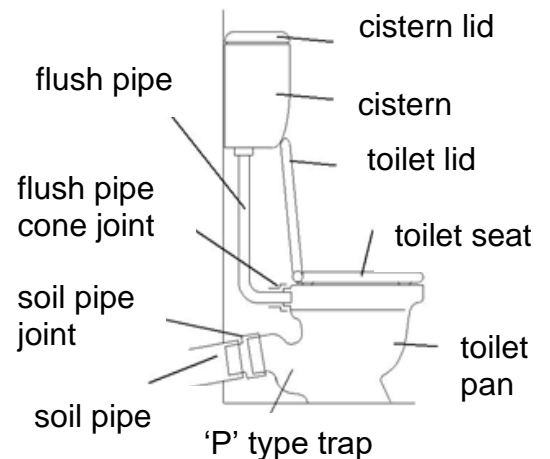
- Replacing toilet seats and cleaning toilet pans
- Clearing blocked toilets, unless it is a general problem with a block of flats or row of houses

Our Responsibility

- If toilet is blocked; the overflow is running; cistern leaking; pan cracked

Let us know

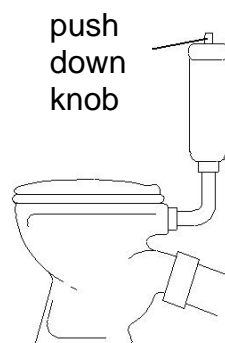
- What type of cistern it is: high-level or low-level: plastic, metal or porcelain?
- What type of flush it is: handle, push down or knob?
- What type of handle it is: lever, push down knob or chain?



High-Level Cistern



close coupled



flush panel



standard

Low-Level Cistern

Responsibility and reporting

Drains and Wastes:

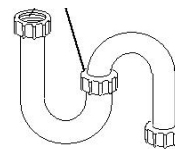
Your Responsibilities

- Cleaning blocked bathes, basins, sinks or toilets and blockages in your washing machine and/or dishwasher
- Keeping gully grids clear of leaves and rubbish

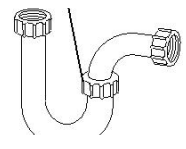
Our Responsibility

- If the wastepipe is blocked/ leaking; drain smelling or blocked
- If the wastepipe is for a bath, basin, sink, shower or toilet
- If a wastepipe is blocked: is more than one fitting blocked or is anyone else affected
- If the drain is blocked, is it overflowing?

unscrew here to clean



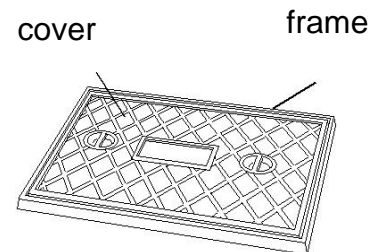
'S' trap



bottle trap



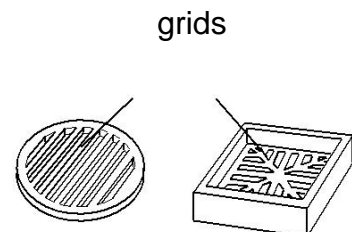
unscrew
here to
clean



cover

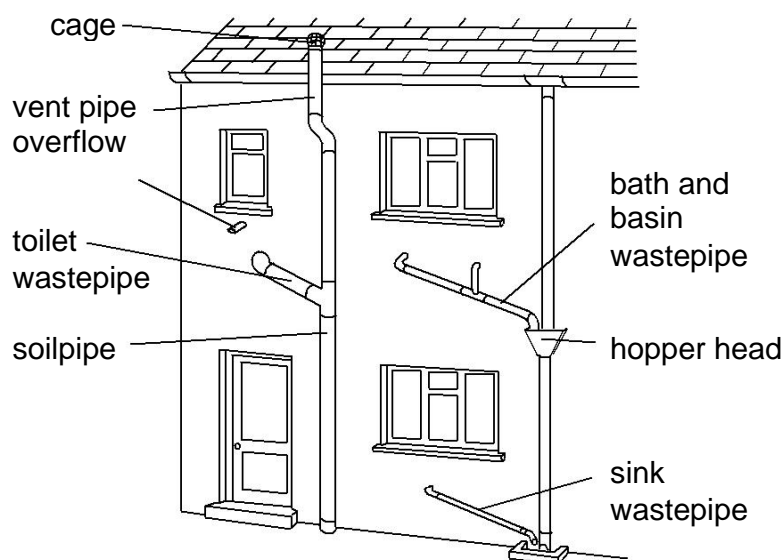
frame

Inspection chamber



grids

gully grids



two-pipe system

Responsibility and reporting

Pipes and taps:

Your Responsibilities

- Help prevent pipes from bursting during cold weather
- If a water pipe has burst, turn off water supply at the Stoptap
- Fitting appropriate supply pipework for washing machines and dishwashers
- If no water, is the pipe leaking or burst; overflow running; tap dripping

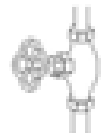
Contact us for advice on how to carry these items out

Let us know

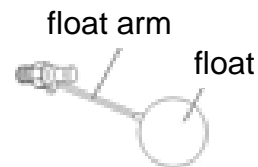
- If water is leaking into your property, is it coming from the flat above?
- If the tap is defective, what type is it; is it the hot or cold tap?
- Overflow: is it coming from a toilet or a water tank?



Stoptap
(mains)



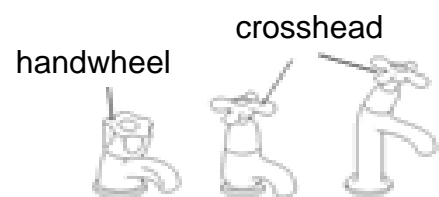
gate valve
(controls part of the system)



ball valve



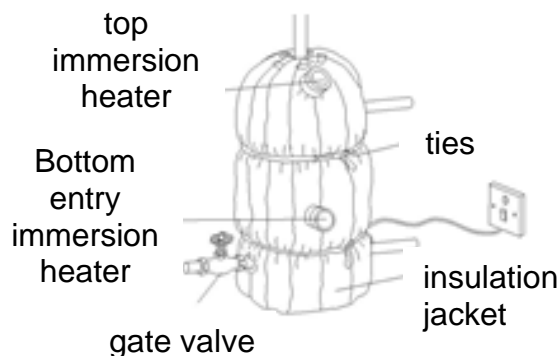
service valve



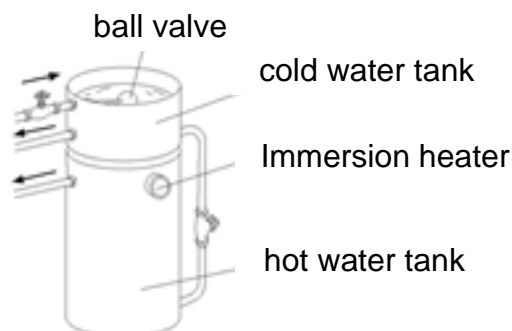
modern standard high neck



mixer tap



hot water cylinder with jacket



combination tank

Responsibility and reporting

Heating:

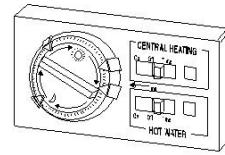
Your Responsibilities

- If you smell gas, phone National Grid on 0800 111 999 immediately
- Allow our contractors in to carry out the annual gas safety check
- Check your heating controls (programmer or thermostat) are set correctly
- Keep your home properly heated and ventilated to stop condensation and prevent pipes bursting in cold weather

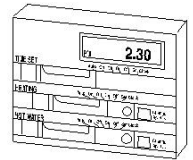
Contact us for advice on how to carry these items out

Let us know

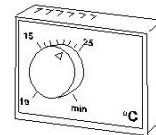
- If the, central heating not working; radiator leaking; no hot water
- If you have radiators, are they cold or warm at the bottom?
- If you have any other way of heating your home or water?



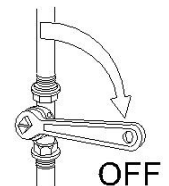
timeclock programmer



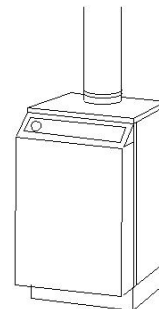
digital programmer



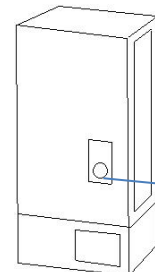
room thermostat



mains gas tap

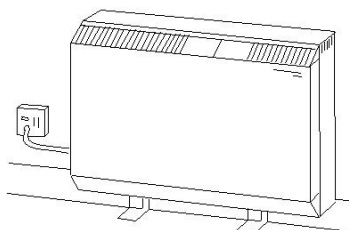


floor standing boiler

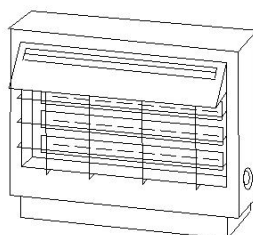


wall-mounted central heating boiler

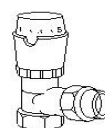
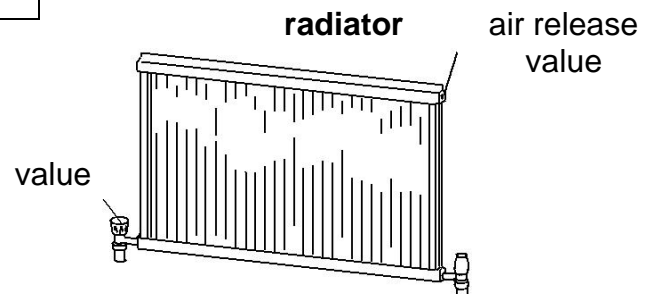
Inspection window



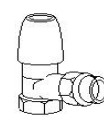
electric storage heater



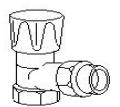
gas fire



thermostatic valve



lockshield valve



wheelhead valve

Responsibility and reporting

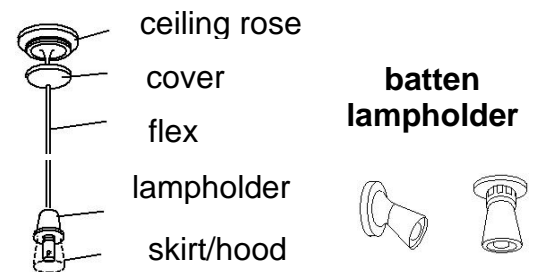
Electrics:

Your Responsibilities

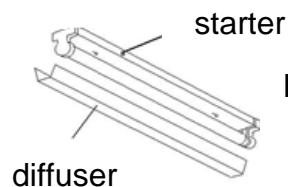
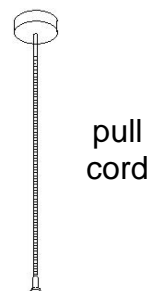
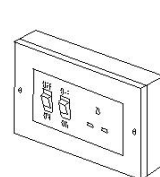
- Resetting trip switches and, if necessary, turning off the mains supply
- Replacing light bulbs, fluorescent tubes and starters
- Replacing electrical plugs and plug fuses for your own appliances
- Fitting additional electric socket outlets (using accredited installers)
- Repairing any electrical light fittings or alterations made by you
- Testing/cleaning smoke detectors once a week

Let us know

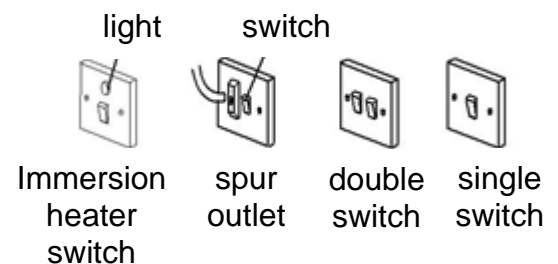
- If you have no lights or power; light or light switches not working; socket loose or broken
- What type of fitting or socket it is?
- If other homes are affected (check with neighbours)



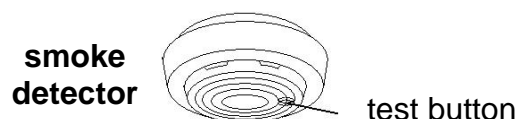
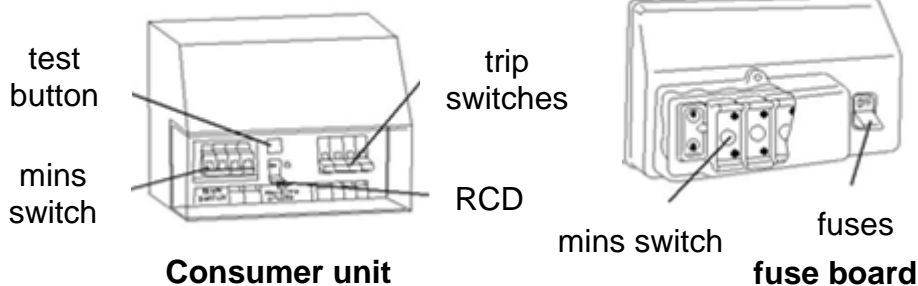
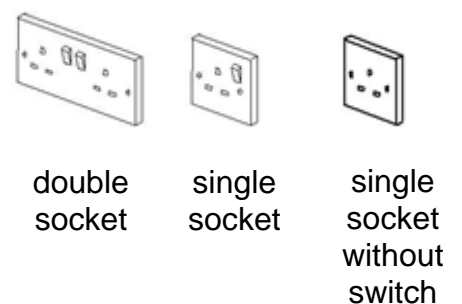
Pendent lamppost



switches



sockets

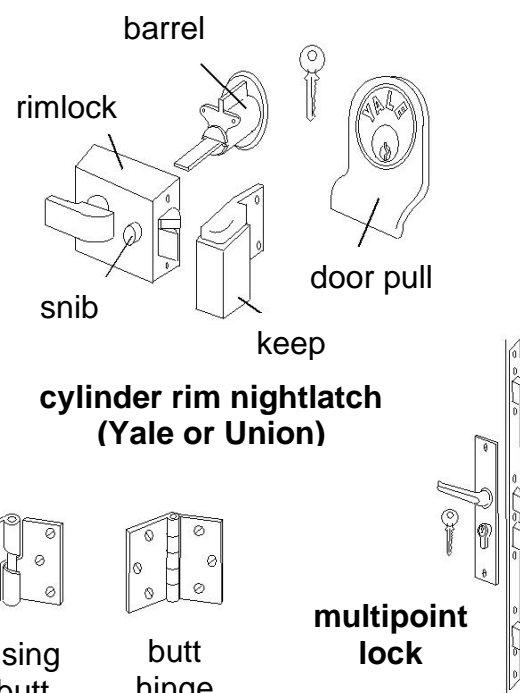


Responsibility and reporting

Doors and Locks

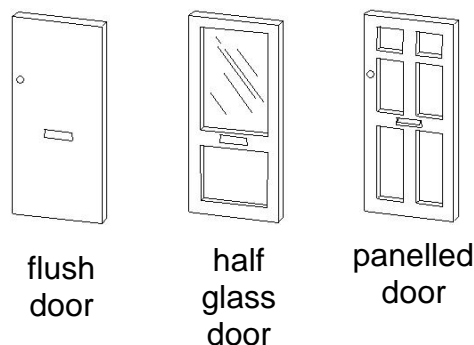
Your Responsibilities

- Replacing broken locks and keys, when keys are lost or when you are locked out
- Replacing broken glass, handles, knockers, bells, security chains, letterboxes, spyholes
- Repairing/replacing internal doors, including handles, hinges, locks and latches
- Adjusting doors, particularly when new carpets are fitted
- You are responsible for repair of any door or furniture fitted or altered by you



door hinges

door types

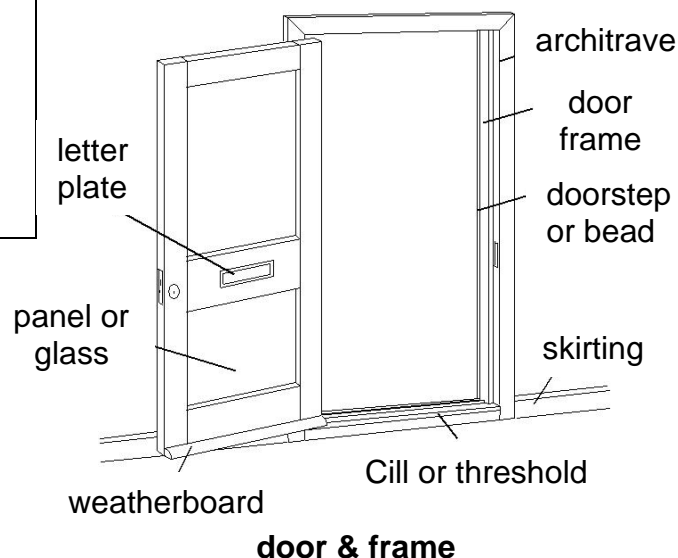
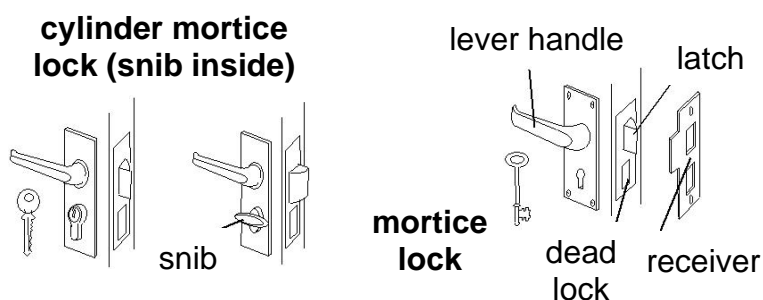


Our Responsibilities

- Lock or handle broken/not working; door sticking or damaged

Let us know

- Which door is damaged and what it is made of; what type of lock or latch is fitted?
- If the property is still secure



door & frame

Responsibility and reporting

Windows and glazing:

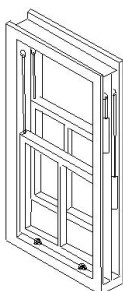
Your Responsibilities

- Replacing broken or cracked glass. If caused by vandalism/break-in we will repair, but only if reported to the police and with a valid crime reference number
- Fitting additional security locks to windows above the ground floor
- Cleaning windows (except in communal areas) and vents of extractor fans
- Keeping window trickle vents clear
- You are responsible for the repair of windows fitted or altered by you

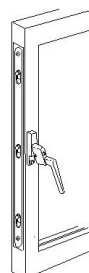
Let us know

- If the glass is cracked/broken; frame loose/jammed; fastener broken
- What type of frame it is: wooden, plastic (upvc) or metal?
- What style of window: casement, pivot, sliding sash or horizontal sliding?
- If the broken/cracked glass is in a communal area, tell us of the location and floor number

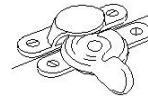
sash window



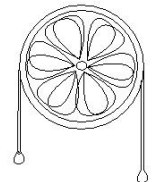
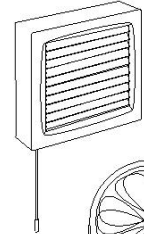
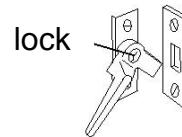
multipoint fastener



sash fastener



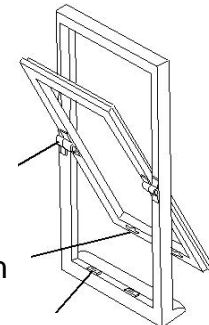
casement fastener



window vents

pivot hinge

catch



keep

pivot window

trickle vent

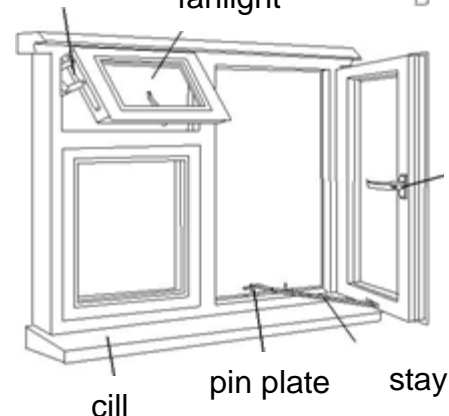
fringe hinge

casement windows

multipoint fastener

friction hinge

top-light fanlight



locking handle

cill

pin plate

stay

Responsibility and reporting

Floors and Stairs:

Your Responsibilities

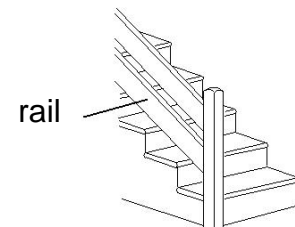
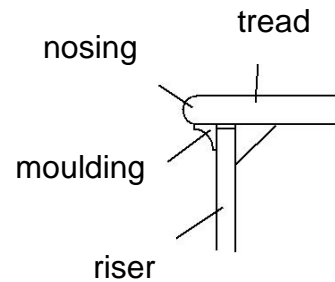
- Repairing or replacing any floor tiles or vinyl sheeting fitted in your home
- Repairs any floor covering you have fitted, including carpets or laminate

Our Responsibilities

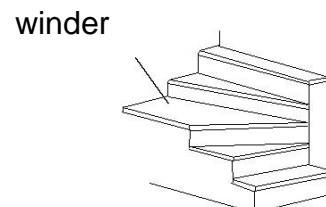
- Floorboard/skirting damaged; tread or riser broken; handrail loose/ broken; floor covering lifting or damaged

Let us know

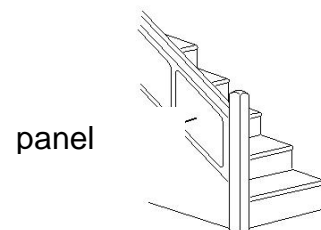
- What the floor and coverings are made of



ranch style



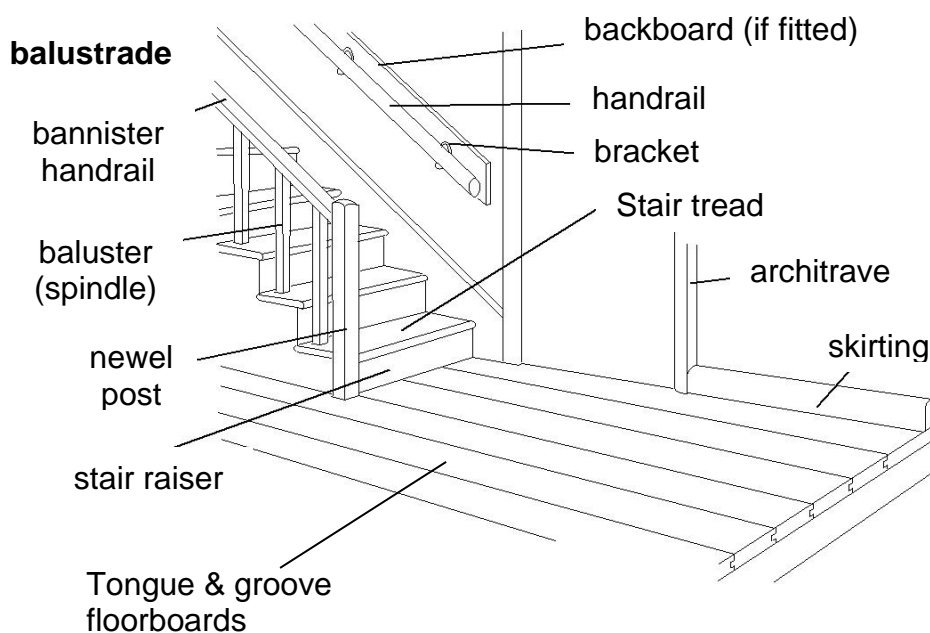
winder



panel

panel style

step details



stairs and wooden floor

Responsibility and reporting

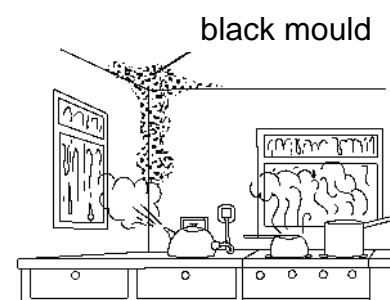
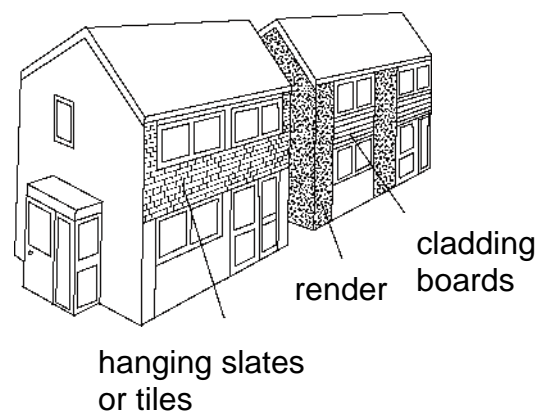
Walls and Ceilings:

Your Responsibilities

- Replacing/re-fixing wall tiles, filling minor cracks/ holes and decorating walls and ceilings
- Removing polystyrene tiles on walls/ceilings and making good the surface
- Keeping air vents and extractor fans clean and clear and using them when cooking and bathing
- Putting up and repairing shelves, curtain and shower rails, battens, hat or coat hooks

Let us know

- If wall/ceiling plaster loose, crumbling or bulging; condensation or mould on walls or ceilings
- Damage caused by water leaks from pipes/ radiators, or leak through the roof



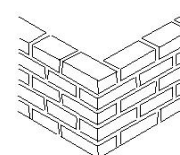
condensation

air brick (outside)

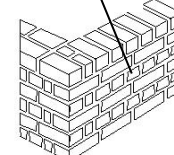


air vent (inside)

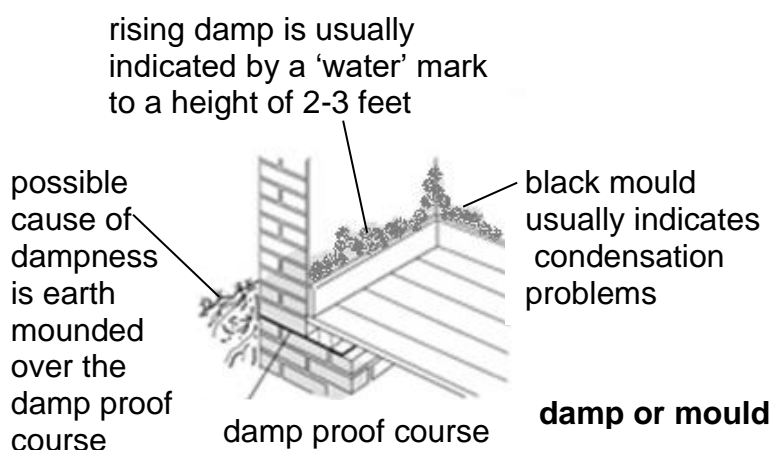
ventilation



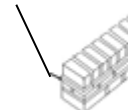
half brick wall



full brick wall



tile creasing



brick on edge coping



precast concrete coping

Responsibility and reporting

Roofs, chimney, and aerials:

Your Responsibilities

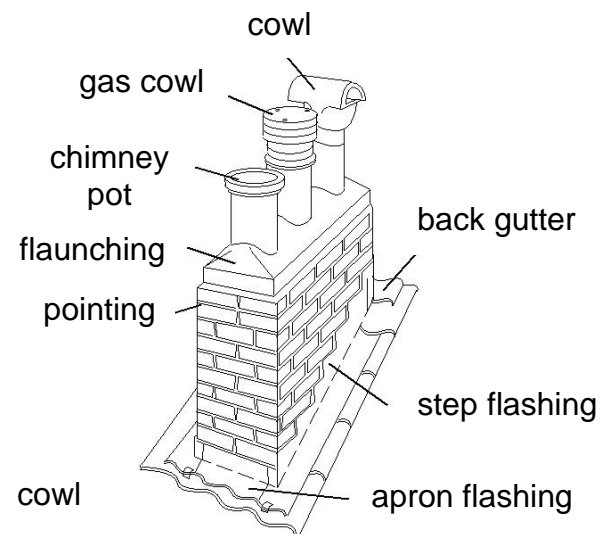
- Putting up your own aerial

Our Responsibilities

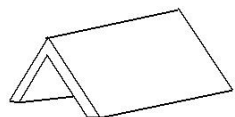
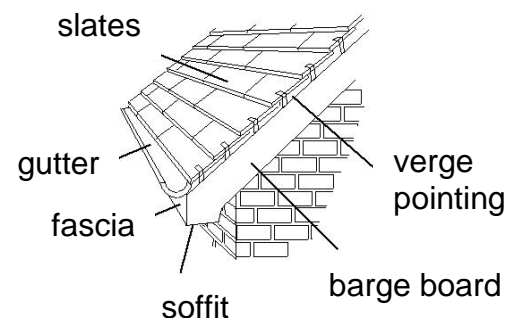
- Roof leaking; tiles/slates, chimney, cowl or stack damaged

Let us know

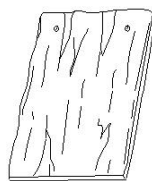
- Type of roof covering: slate, tiles, corrugated sheeting, flat felting or asphalt
- How many storeys high the property is
- If the chimney is shared with another property and if so, the address
- How to get access



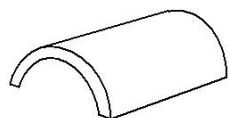
chimney stack



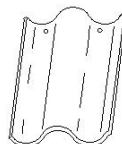
**angle ridge tile
or metal ridging**



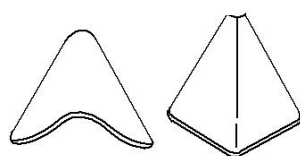
natural slate



**half round
ridge tile**



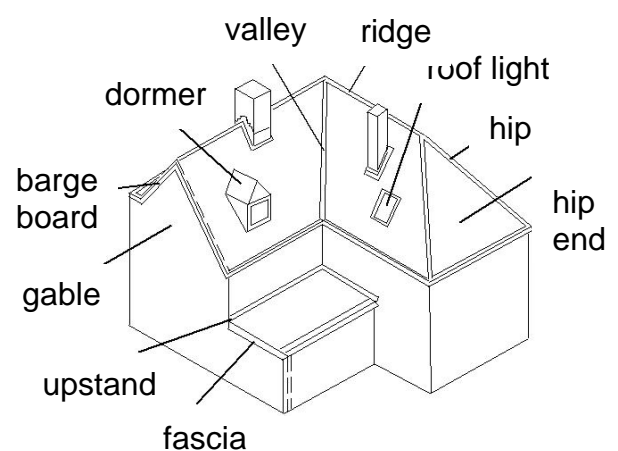
interlocking tile



hip tiles



plain tile



Responsibility and reporting

Gutters:

Your Responsibilities

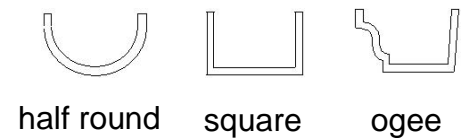
- Keeping gutty grids clear of leaves and rubbish

Our Responsibilities

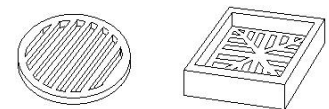
- Damaged gutter or downpipe; bracket or joint loose, leaking or damaged

Let us know

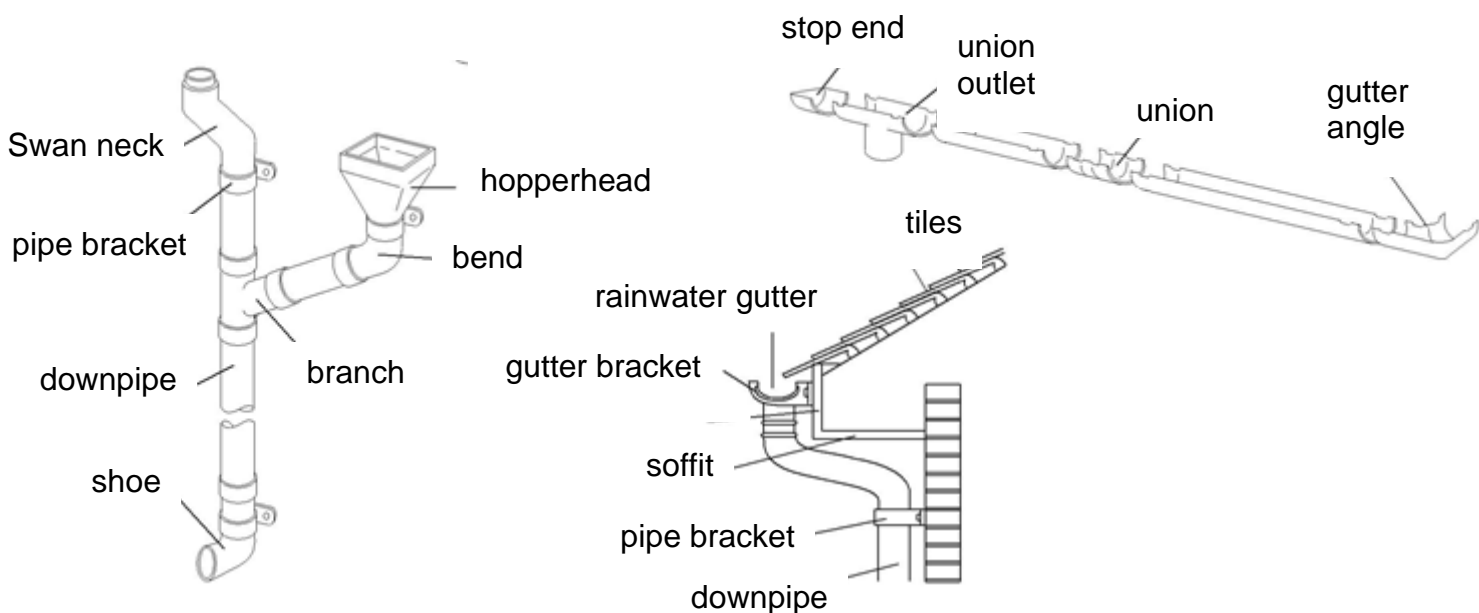
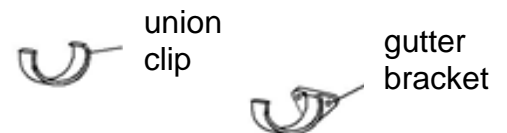
- Which gutter or downpipe it is: front, back or side
- How many storeys high the building is and how to gain access



gutter profiles



gully grids



Responsibility and reporting

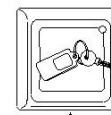
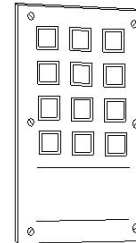
Common Areas:

Your Responsibilities

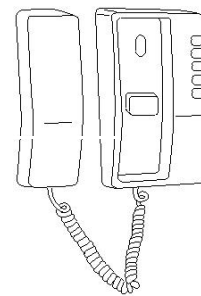
- Replacing lost keys/fobs to common entrance doors
- Keeping all common areas tidy, safe and free of obstructions
- Reporting repairs to us quickly

Let us know

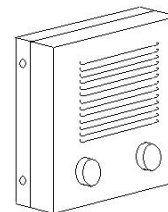
- If entry phones are not working; door closer loose/broken; lock not working; lift out of order; lights not coming on
- Confirm if the privacy switch for an entry phone in your flat is pressed in
- Confirm if the display panel is working on the door entry panel
- Confirm if you can call the flat and have a two-way conversation
- Tell us if the door is closing properly
- If lights are affected, is it a lamp post, a wall or ceiling light
- If it is a bulkhead light, where is it and approximately how high off the ground



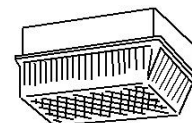
door entry system



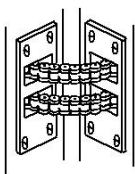
entry phone in your flat (with handset)



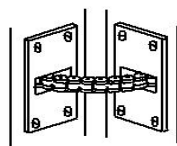
Entry phone in your flat (no handset)



bulkhead

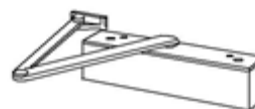


double chain

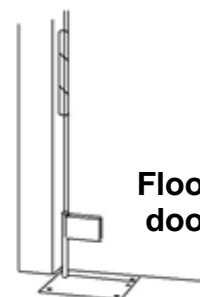


single chain

perco door closers



overhead door closer



Floor spring door closer

Responsibility and reporting

Gardens, sheds, fencing and garages

Your Responsibilities

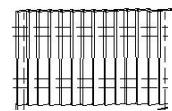
- Repairing/replacing garden gates and fencing between neighbouring gardens
- Maintaining garden paths (except the path to the front door), steps, patios, sheds, ornamental walls or other garden features
- Replacing keys or locks to garage and shed doors

Our Responsibilities

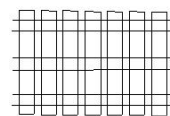
- Fence damaged; gate sticking/ catch missing; path uneven; garage door jammed; key lost/ stolen; roof damaged

Let us know

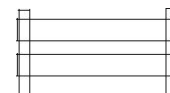
- If a garage roof, what type it is: corrugated metal, felt, asphalt, tiles
- If a fence, what type it is: wooden boarding, chain link, interwoven panels
- If a gate or post, what type it is: wooden, metal or concrete
- If a path, what it is made of: slabs, concrete, tarmac, brick paving



feather-edged board



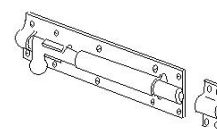
hit and miss



post and rails (ranch)



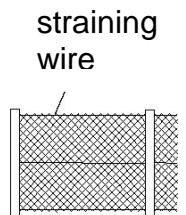
metal gate



barrel bolt

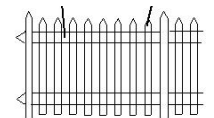


gate latches

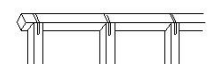


chain link

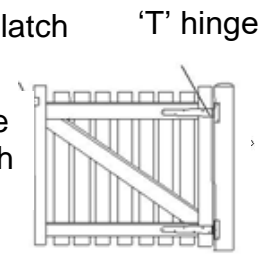
aris rail pale



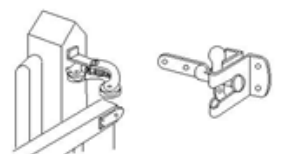
palisade



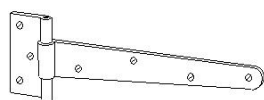
paddock rail



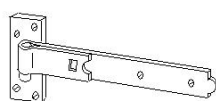
woodengate



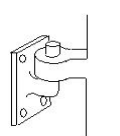
automatic latches



'T' hinge

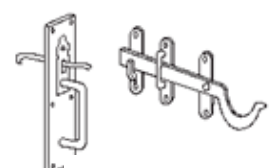


hook and band hinge



hook hinge

hinges

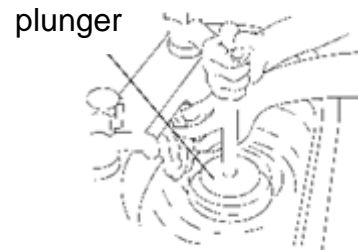


suffolk latch

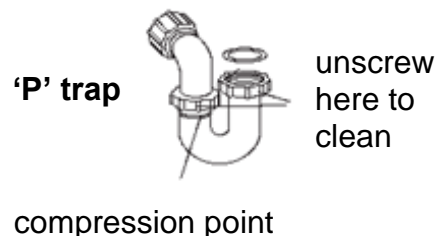
General Maintenance Advice

Clearing a blocked waste pipe:

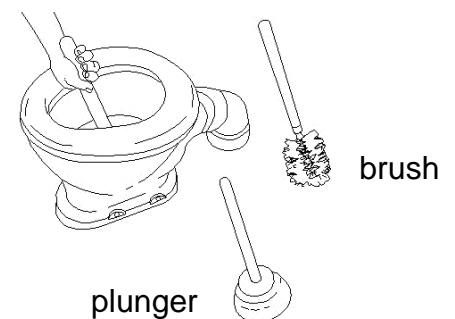
- Blockages are caused by build-up of waste in the trap, so wastepipes and traps should be cleaned at least once a month
- The trap is located under the bath, basin or sink
- It always holds some water, which stops air or foul smells coming up the drain
- If more than one fitting (bath, basin or sink) is blocked, the blockage may be in the soil stack or main drain. If this is the case contact us, as we will need to rectify
- To complete the unblocking task, you will need: a bowl, jug or cup, wet rag/dishcloth, plunger, rubber gloves
- To unblock a bath, basin or sink: bale out most of the water, hold the rag tightly over the overflow opening, place the plunger over the plug hole and pump up and down rapidly
- To unblock a toilet: if the pan is full, remove some water into a bucket, push the plunger to the bottom of the pan, pump it up and down vigorously about 10 times to create a vacuum and pressure, to shift the blockage
- Flush the toilet to see if the blockage has gone; you may need to repeat this
- If there is no improvement after a couple of attempts, you should contact us



unblocking a basin or sink



unblocking a toilet



General Maintenance Advice

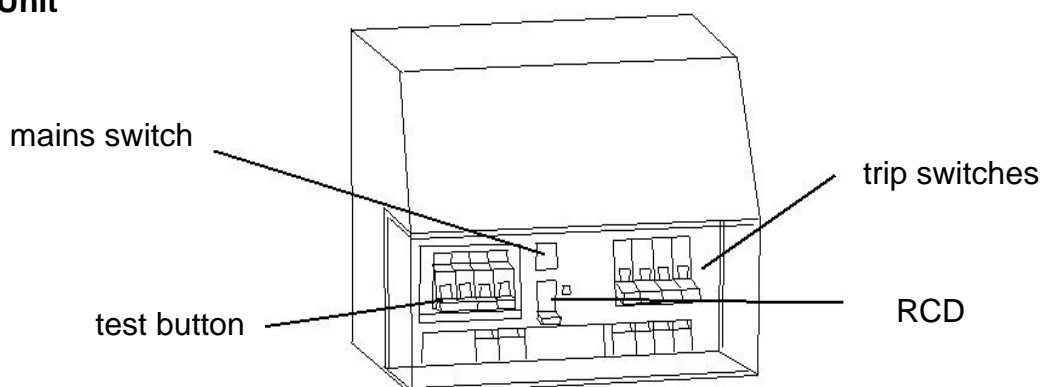
Resetting a trip switch:

A trip switch or button is usually activated because:

- The circuit is overloaded with too many fittings or appliances
- An appliance is faulty or has been misused
- A lead to an appliance, such as a TV or hair drier, is loose or badly connected
- Water has leaked into a circuit or spilt onto a plug
- A light bulb has blown
- An immersion heater is faulty

The following advice only applies to modern consumer units. If you have an older 'fuse board' type with re-wirable cartridges, do not touch it and contact Housing Repairs immediately.

Consumer Unit

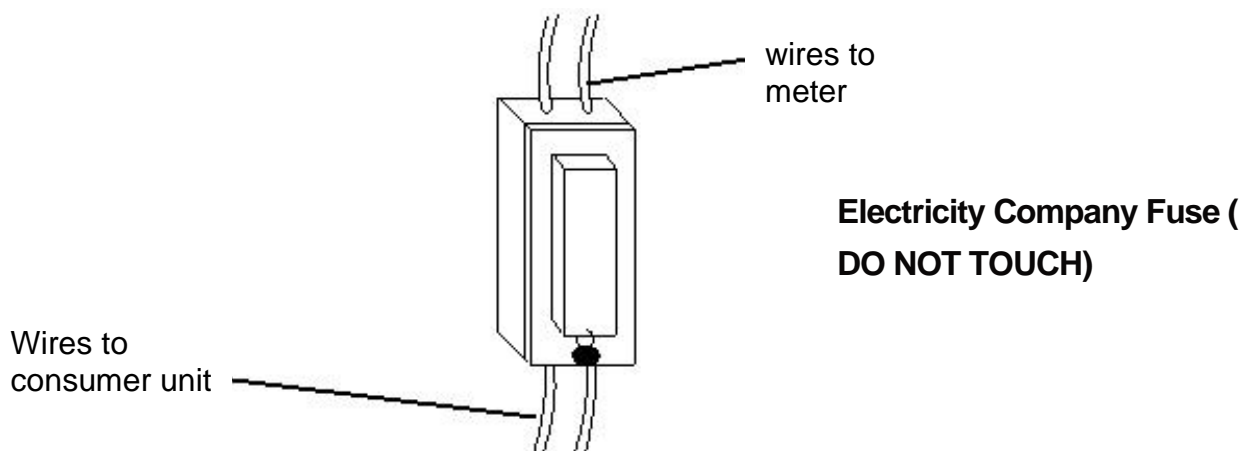


General Maintenance Advice

Resetting a trip switch:

To reset a trip switch:

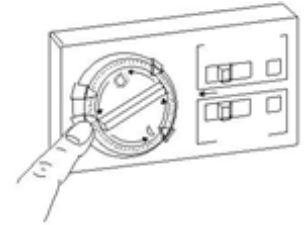
- Open the cover on the consumer unit to expose the trip switches/buttons
- Check which switches/buttons have tripped to the OFF position and which rooms (circuit) have been affected
- Switch off all lights and appliances on the circuit, then put these switches/buttons back to the ON position
- If the trip goes again it's probably caused by a faulty appliance. You need to identify which circuit is being affected and which appliance is causing the problem. Do not carry on resetting it if it keeps tripping off. Contact Housing Repairs.
- To identify the problem appliance:
- Unplug all appliances on the problem circuit, and switch off the immersion heater
- Switch the 'tripped' switch to the ON position (press in if it is a button)
- Plug in the appliances one at a time until the trip goes again
- Do not use adaptors when testing appliances, make sure your hands are dry when you touch electrical fittings and never touch the electricity company's fuse and seals.



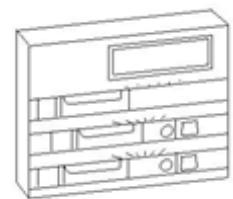
General Maintenance Advice

Adjusting heating controls:

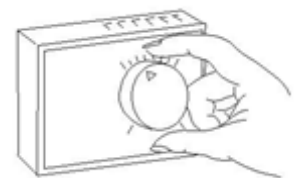
- If there is no heating: ensure you have credit on your meter, check it has not been disconnected because of an unpaid bill. Contact your supplier if this happens
- Set the heating to go off during the night and when the home is empty during the day. During very cold spells keep some background heat on all the time
- A room thermostat controls the heating at a pre-set temperature; turn the dial so the arrow or marker is against the desired temperature (a comfortable and economic temperature is between 15°C and 20°C)
- A timeclock or programmer automatically turns the heating and hot water on and off at the pre-set times. You have three switches to control on/ off times:
- AUTO: turns the heating and hot water on or off at the times that you set
- ON: manually overrides the set starting time
- OFF: manually overrides the set finishing time



timeclock programmer



digital programmer



room thermostat

Timeclock programmer

- Check the clock is showing the correct time and adjust if necessary
- Decide when you want the heating and hot water to come on and go off
- Use the pins or arrows for setting the desired times

Digital programmer

- Check the clock is showing the correct time; if not, put the timer switch to 'clock' and adjust the time using the 'forward' and 'reverse' buttons
- Set the switch to 'on' and 'off' in turn, adjusting the times you want the heating to come on and go off
- Reset the timer switch to 'auto' and check the settings on display are correct and never touch the electricity company's fuse and seals.

General Maintenance Advice

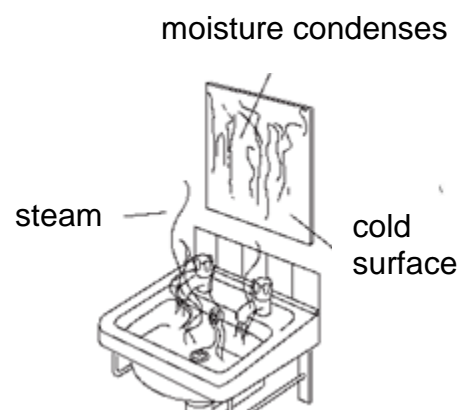
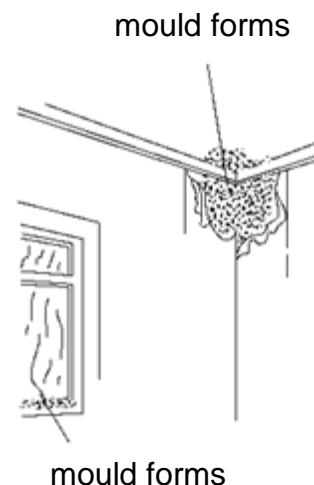
Dealing with Condensation:

Condensation is moisture produced by cooking, washing or drying clothes on radiators. It condenses on cool surfaces such as walls, mirrors and windows, and when the moist air is warm it rises, often ending up on ceilings and in upstairs rooms, forming mould.

If you find mould wipe it off immediately with water (do not use washing up liquid) . Apply a diluted bleach solution to the surface or a recommended DIY product. Read the instructions carefully before use and wear rubber gloves.

How to prevent condensation:

- Close kitchen and bathroom doors to stop steam going into colder rooms
- Open kitchen/bathroom windows when cooking or washing to allow steam to escape, or use an extractor fan
- Do not use bottled gas heaters - the gas produces a lot of moisture
- Wipe down surfaces where moisture settles to prevent mould forming
- Do not block air vents
- Produce less moisture by drying clothes outdoors, cover cooking pans, vent tumble driers to the outside
- Keep the house warm, prevent heat loss and maintain low background heat all the time



General Maintenance Advice

Fire Safety:

Servicing and use of your smoke detector

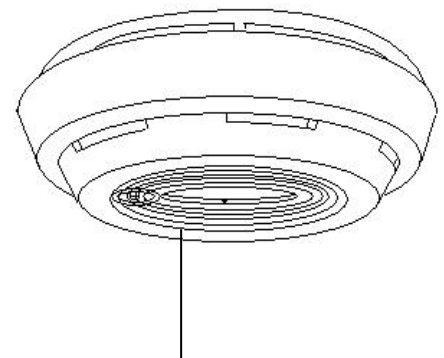
- Fit a smoke detector and test it. Fit at least one smoke detector on each level of your home.
- Test your smoke detector once a week by pressing and holding the test button for a few seconds. If the alarm does not sound, clean it and replace the battery. If it still doesn't work, replace the whole detector.

Fire safety: know your plan:

- Follow this advice if you live in a purpose-built block of flats or maisonettes, of any height, with shared communal corridors, external walkways, staircases or entrances.

If there is a fire or smoke inside home:

- Get everyone out, close the door and walk as calmly as possible out of the building
- Do not use the lift
- Call 999, give your address, and tell them which floor the fire is on



Test
Buttons

BRK type detector

General Maintenance Advice

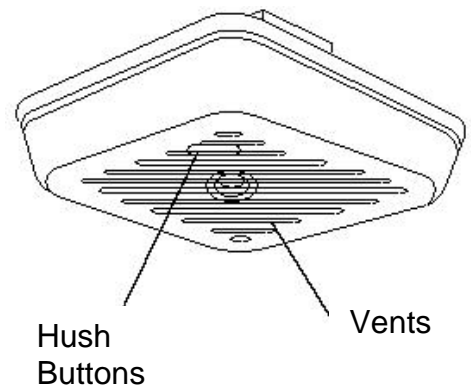
Fire Safety:

If there is a fire or smoke inside your home but your escape route is NOT clear:

- It may be safer to stay in your home until the fire brigade arrives
- Close the door and use soft materials to block any gaps to stop the smoke
- Go to a window, call for help, call 999, give your address and tell them which floor the fire is on

If there is fire in another part of the building but not inside your home:

- Purpose-built blocks of flats and maisonettes are built to give you some protection from fire. Walls, floors and doors will hold back flames and smoke for a minimum of 30 to 60 minutes
- You are usually safer staying in your own flat unless heat or smoke is affecting you. If you are in your flat, stay put and call 999. Tell London Fire Brigade where you are and the best way to reach you
- If you are within the common parts of the building, leave and call 999



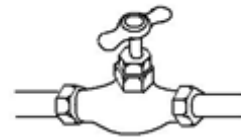
Aico type detector

General Maintenance Advice

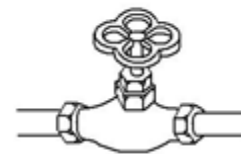
Burst Pipes:

Preventing and dealing with burst pipes

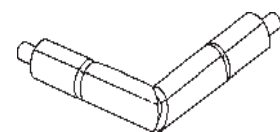
- Check that all lofts, water pipes and tanks are insulated. If not, our team will arrange for insulation for all tenanted properties and any common pipes or roof spaces.
- In very cold weather it is a good idea to leave heating on at low level all the time.
- Make sure you know where the gate valves (taps) for the hot and cold-water tanks are located (usually by the hot and cold-water tanks). Find out where the mains Stoptap is and make sure you can easily turn all Stoptap and valves. If they are stiff, apply WD40 or oil to loosen them.
- If you discover frozen pipes, contact us immediately and turn off the water at the main Stoptap. If the hot water system is frozen, turn off any water heaters and contact your gas contractor.
- If you have a burst pipe, contact Housing Repairs immediately, turn off the water at the main Stoptap and turn off any water heaters.
- Turn on all taps to drain water from the system. When the water stops running, turn all taps off. If electrics are getting wet, turn off electricity at the consumer unit/fuse board and do not touch any affected items.



stoptap



gatevalve



lagging

Compliments, Complaints & Service Improvement Suggestions

At Ealing Council, we are committed to putting the needs of our residents first. We want to know about your experiences and welcome the valuable feedback of our residents to help improve the service we deliver.

Although we aim to get our services right the first time, there will no doubt be times where things could be better. Please let us know if you have recommendations for how we can improve services and also let us know when we're doing things right.

If you have a complaint regarding the quality of work or the service provided, please make contact with the Housing Repair Customer Service Centre in the first instance to allow us to investigate and provide a quick fix where possible. If you want to make a formal complaint, please complete the webform on the council's webpage: [Complaints - Housing - Ealing Council](#) if you are unable to access the webform, please ask a friend or family member to assist, or contact your Neighbourhood Housing Officer for assistance on 020 8825 5387