1. How to report a repair
There are a number of ways you can report to the council. They are:

♦ By telephone – ring the Council’s Call Centre on 300300. Minicom users phone 613839. All repairs can be reported from 8am to 7pm (Monday to Friday) and 9am to 1pm (Saturday). At all other times (including bank holidays), this number should only be used to report emergency repairs. You may need to wait and listen to the instructions to report your emergency repair if it is out of hours. Calls may be recorded and monitored for training and service standard purposes.
♦ Over the internet: www.hullcc.gov.uk
♦ In writing – send any correspondence to Housing Investment Service, Warehouse 9, Hull City Council, Guildhall Road, HU1 1HJ

2. When you report a repair
Please be ready to give us the following information:
♦ Name, address and contact number
♦ As much information about the repair as possible
   o What exactly is the problem?
   o How is it affecting you?
♦ Whether you have reported the repair before
♦ Whether there are any vulnerable persons living in the property who may be directly affected by the problem

All of the above information will be used to determine the details of the repair order to be issued and the response time required. All staff use the same computer system to ensure services are consistent. Please note that if any of the information you supply is found to be inaccurate, you may be liable for the costs of the repair and/or any additional costs incurred.

3. Repair priorities
When you report a repair it will be given one of the following priorities:

3.1. Emergency (same working day response)
These will be raised in extreme cases only and typically responded to within two hours where there is:
   o An immediate danger to either the occupants or public; or
   o A risk of damage, to the occupiers’ property and/or serious damage to the building if left unattended

Please note that emergency repairs may only be made safe or secure at the first visit and will often require further works to be undertaken on subsequent repair orders.

3.2. Very urgent
These are where there is a risk to health and safety but no immediate danger to the occupants, public or the building. These will typically be responded to within 24 hours. Some examples of this are: total loss of power, water or gas to the whole property; total loss of heating (with no other form of heating); toilet not flushing (no other toilet in the property).

3.3. Urgent
These are where repairs are required to be undertaken quickly to overcome serious inconvenience and/or damage to the building. These will typically be responded to within three days. Some examples of this are: partial loss of power, water or gas to property; blocked sink, bath or basin and rotten timber flooring or stair tread.

3.4. Non-urgent
These are repairs that are required but will not cause further damage to the building. These will typically be responded to within 20 working days. Some examples of this are cracked glazing, repair or renew an electrical fitting (not dangerous), blocked drain (not foul)

**4. Whose responsibility is it?**

Most repairs are carried out by the Council but you are responsible for some minor day-to-day maintenance. You are responsible for carrying out the following work and to repair or replace as necessary the following items or parts in your home. **Please be aware if you do not keep up with these repairs, the Council will carry out the work and charge you for it.**

- Aerials are tenant's responsibility unless communal;
- Internal painting and decorating, including filling minor plaster cracks, sealing the edges of the bath, washbasin and sinks;
- The handles, bolts and catches of inside doors and cupboards;
- Letter boxes and door numbers
- Toilet seats and chains and plugs to basins, baths and sinks;
- Fire grate bottoms and ash pans
- Blocked waste pipes and drain gullies (except where the blockage is outside of your property)
- Fences and gates
- Light bulbs, fluorescent tubes, starters and fuses;
- Batteries for smoke alarms
- The ‘wheeled bin’ if stolen, lost or damaged
- Sweeping chimneys
- Any sheds, garages or outbuildings as notified to you by the Council, and
- Maintaining the inside of your home by keeping it in clean and tidy condition and good decorative order

**5. Recharges**

You will be asked to pay to the Council the cost for making good any damage to the items mentioned here. This includes damage caused by neglect or malicious damage and damage caused by a member of your family or visitors to your home. If you fail to make good the damage or replace the item within 14 days of being required to by the Council, then you will be charged.

For more information about repairs and your responsibilities please see your Tenancy Agreement or the Council’s website [www.hullcc.gov.uk](http://www.hullcc.gov.uk)

**6. Your Right to Repair**

In 1994, the Government introduced the Right to Repair legislation. This gives secure tenants the right to have Qualifying Repairs undertaken in their homes within specific timescales. The scheme covers small urgent jobs (less than £250), which may be a health and safety risk.

**The procedure**

- If Hull City Council fails to undertake a *qualifying repair within the required time, you should write to the Housing Investment Service, External Relations Team, 11th Floor, Kingston House, Bond Street, Hull, HU1 3ER
- You should explain what has happened, giving details of when the repair was first reported and when it was due to be carried out.
- The Housing Investment Service will arrange for another instruction to be given for the work to be undertaken.
- If the work is still not undertaken within the required time, you should again write to the Investment Service Manager. You may be entitled to compensation of £10 plus £2 a day
for every day the repair stays outstanding, up to a maximum of £50. However, if the job exceeds a value of £250, it no longer qualifies as a qualifying repair. If a compensation payment is agreed, it will then be credited to your rent account. Compensation will only be paid if you have allowed access to your home.

Notices
Any notice required to be issued or given by these regulations may be issued or given by post.

* See table on page 4
### Right to Repair – Qualifying Repairs

All work must be undertaken within the following schedule providing the total value of the repair does not exceed £250.

<table>
<thead>
<tr>
<th>Defect</th>
<th>Prescribed period (in working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total loss of electric power</td>
<td>1</td>
</tr>
<tr>
<td>Partial loss of electric power</td>
<td>3</td>
</tr>
<tr>
<td>Unsafe power or lighting socket, or electrical fitting</td>
<td>1</td>
</tr>
<tr>
<td>Total loss of water supply</td>
<td>1</td>
</tr>
<tr>
<td>Partial loss of water supply</td>
<td>3</td>
</tr>
<tr>
<td>Total or partial loss of gas supply</td>
<td>1</td>
</tr>
<tr>
<td>Blocked flue to open fire or boiler</td>
<td>1</td>
</tr>
<tr>
<td>Total or partial loss of space or water heating between 31 October and 1 May</td>
<td>1</td>
</tr>
<tr>
<td>Total or partial loss of space or water heating between 30 April and 1 November</td>
<td>3</td>
</tr>
<tr>
<td>Blocked or leaking foul drain, soil stack, or toilet pan (where there is no other working toilet in the dwelling)</td>
<td>1</td>
</tr>
<tr>
<td>Toilet not flushing (where there is no other working toilet in the dwelling)</td>
<td>1</td>
</tr>
<tr>
<td>Blocked sink, bath or basin</td>
<td>3</td>
</tr>
<tr>
<td>Tap which cannot be turned</td>
<td>3</td>
</tr>
<tr>
<td>Leaking from water or heating pipe, tank or cistern</td>
<td>1</td>
</tr>
<tr>
<td>Leaking roof</td>
<td>7</td>
</tr>
<tr>
<td>Insecure external window, door or lock</td>
<td>1</td>
</tr>
<tr>
<td>Loose or detached banister or hand rail</td>
<td>3</td>
</tr>
<tr>
<td>Rotten timber flooring or stair tread</td>
<td>3</td>
</tr>
<tr>
<td>Door entry phone not working</td>
<td>7</td>
</tr>
<tr>
<td>Mechanical extractor fan inside kitchen or bathroom not working</td>
<td>7</td>
</tr>
</tbody>
</table>