

## HELP SHEET: REPAIRS

### Which repairs is Hanover responsible for?

This is detailed within your lease or tenancy agreement – some examples are detailed below;

- The communal parts of the estate
- The structure and exterior of your home including drains, gutters and other exterior pipes (for homeowners these costs are paid from the service charge and for tenants they are paid for from rent)
- Installations within the home which supply water, gas, electricity and sanitation (tenants only)
- Major repairs and works – we will programme these and consult you annually about when works will take place

### How do I report a repair?

You should contact your Estate Manager in the first instance to report a repair but if they are not available or your estate does not have one or it is an emergency outside usual office hours you should;

- Telephone Hanover on Call on 0844 892 1013 or you can use your emergency alarm system/pull your alarm cord.

### What happens next?

We will tell you the priority that your repair has been given – usually repairs fall into one of three categories;

PRIORITY	TIMESCALE FOR COMPLETION
<b>EMERGENCY</b> (a defect that puts the health, safety or security of the tenant or a third party at immediate risk, or affects the structure of the building adversely)	Within 24 hours
<b>URGENT</b> (A defect which is not a routine or emergency repair)	Within 7 days
<b>ROUTINE</b> (Defects that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or a third party, or the long term deterioration of the building)	Within 28 days

Each year as part of the Local Agreement discussion we will talk to you about which contractors we use for these works and their performance.

### **If we fail to carry out your repair**

If we fail to carry out some works on time residents can claim compensation from Hanover this is known as the Right to Repair.

In some cases residents can use the money that they would have paid in rent (or in the case of homeowners service charges) to carry out a repair.

If you wish to exercise this right you must;

- Advise us that it is your intention to use your rent or service charge money unless we carry out the repair
- Allow us a reasonable period to carry out the repair
- Provide us with 3 estimates and a “final warning”
- Employ the lowest tendered contractor if the repair has still not been completed
- Send us a copy of the invoice along with a request for reimbursement
- If we fail to pay this in a reasonable time you should advise us that you will deduct this from your next rent or service charge payment

**If we do not carry out a repair to your satisfaction or within the right time period you should always advise your Estate Manager and/or your Housing Manager**

### **Improvements**

In some cases you may wish to improve your rented home and you have the right to do this as long as you ask us for permission. Homeowners can also carry out structural alterations if they wish but must advise us of this in advance to ask for permission. The processes differ depending on whether you rent or own your home so you should ask for further information before proceeding.

### **Major works**

We will talk to you each year about our plans in this regard.

Once you have been fully consulted for planned works, we will proceed and carry out the work in stages when it involves an extensive replacement or repair. You will be kept fully informed at every stage of the development.