



**Castle Vale**  
Community Housing  
*Part of The Pioneer Group*



# *Repairs & Maintenance*

*Your guide to responsive repairs,  
planned and cyclical maintenance  
and major improvements services*

# Responsive repairs, planned and cyclical maintenance and major improvements services

This Service Statement tells you how we will deliver our promise to provide excellent homes and services through the provision of efficient and effective responsive repairs, planned and cyclical maintenance and major improvements services that meet your needs.

## What is the service we are offering?

As a Pioneer Group tenant you have every right to expect that your home will be kept in a good state of repair. You are expected to play your part in looking after the property but the greater part of the responsibility for its condition rests with us.

In delivering excellent homes and property related services, our Asset Management Team will provide a service that delivers the following:

- A responsive repairs service that makes it easy for you to report a repair to your property
- A planned and cyclical maintenance service that includes external and internal communal area redecorations and servicing of equipment e.g. gas boilers

- A service that provides aids and adaptations to your home
- A major improvements service that will include the replacement of kitchens bathrooms gas boilers and heating systems amongst other things

## How is the service organised?

The Asset Management Team is responsible for ensuring the quality of the works to your home. The contractors we use must meet a Code of Conduct we have set for them that sets out clear standards that must be achieved. Contractors are required to make sure that all their operatives are fully aware of the Code of Conduct and achieve the standards set in it. Failure to comply with the Code will require the contractor to remove offending

operatives from the site or risk suspension.

We have a leaflet 'Contractors Code of Conduct' that explains the standards required. For a copy, please telephone our Customer First Team on 0121 748 8100 or download it from our website [www.pioneergroup.org.uk](http://www.pioneergroup.org.uk)

## What is a responsive repair?

The need for a responsive repair can best be described as something unexpected that has happened that requires attention. This can be something that is part of the external or internal structure of the building itself or it can mean that some essential equipment in the home that is the property of The Pioneer Group has failed or is broken.

## What do you do if you need a repair?

The first thing to do is report the problem to us. When you do this you will be given an appointment for someone to carry out the repair. We will agree either a morning or afternoon appointment slot for urgent and routine responsive repairs.

If you need to report a repair, please contact our Customer First Team by telephoning 0121 748 8100, by email [contactus@pioneergroup.org.uk](mailto:contactus@pioneergroup.org.uk) or via the website [www.pioneergroup.org.uk](http://www.pioneergroup.org.uk)

or by visiting/writing to our office at 11 High Street, Castle Vale, Birmingham B35 7PR.

Appointments are not given for emergency works as these will be attended to within 2 hours of you reporting the problem to us.

Only on a small number of occasions will we be unable to agree a time immediately, which will be due in most cases, to the nature of the work. Perhaps a specialist sub-contractor is required or special parts and/or materials need to be ordered. In such cases we will keep you informed of the progress of the repair.

## Responsive repairs

Responsive repairs for carpentry, plumbing, plastering or electrical work are divided into three categories:

- **Emergency**
- **Urgent**
- **Routine**

We try to complete every job at the first visit and contractors have targets which they are monitored against as part of our performance monitoring of them. We may contact you when your repair has been completed to see if you were satisfied with the work. Your response helps us to monitor and improve the responsive repairs service.

## Emergency repairs

These are needed when there could be serious and possibly dangerous consequences for the occupants and/or damage to your home. These include:

- A water leak that cannot be contained
- Total loss of electricity or water supply
- Fire damage or flooding
- Major structural damage
- Repairs to doors and windows to secure the property
- Blockage to main drain and/or the only toilet
- Total loss of heating where no alternative is available
- A lift that fails to work
- Offensive or discriminatory graffiti

In such cases we will ensure a suitably qualified response from our contractor in no more than 2 hours to assess the situation and if unable to complete the repair, make the situation safe. Repair work will then be completed within 24 hours. If the repair requires specialist parts, then this may take longer than 24 hours. In such cases we will agree an appointment to call again.

We also provide an emergency repairs service outside of our normal working hours. This means you can still report an emergency repair to us and our contractor will respond in no more than 2 hours to assess the situation and if unable to complete a repair, make the

situation safe. Repair work will then be completed within 24 hours or the next working day. If the repair requires specialist parts then this may take longer than 24 hours. In such cases we will agree an appointment to call again.

## Urgent repairs

An urgent repair is needed when a problem occurs in the home that causes inconvenience and/or discomfort to the occupants and which if not repaired, could cause further damage to the property. These problems include:

- Minor leaks
- Blocked drains and pipes
- Faulty electrical fittings
- Minor electrical faults
- Leaking roofs

You will not have to wait more than 3 working days for our contractor to complete this type of repair, unless it is more convenient for you to put off an appointment for more than 3 days.

## Routine repairs

A routine repair is required when the problem causes some inconvenience but because it is not an immediate risk to the occupants' health or safety, it is not regarded as urgent. The sort of problems that require routine attention include:

- Exterior repairs to walls
- Repair and replacement of individual kitchen units
- Repair and replacement of door and window furniture that are still safe and secure
- Plaster work
- Wall and floor tile replacement
- Minor plumbing work and tap replacement
- Repair and clearing guttering and downpipes
- Minor roof repairs

Routine repairs are usually carried out within 10 working days. The only exception to this would be if the problem you report could result in a high cost or a complicated repair. In this case we will keep you updated about when the repair would be carried out. There are occasions when we need to inspect a repair before we pass it to a contractor. We would then make a suitably convenient appointment for one of our Surveyors to inspect the situation, usually within 5 working days.

## Responsive repairs for gas fires and central heating boilers are also divided into three categories:

### Emergency repairs for gas fires and central heating boilers

The following would be classified as emergency repairs:

- Gas leaks (also reported to the gas supplier) Telephone National Grid on 0800 111 999
- Health and safety risk to persons and property
- Fumes. Telephone National Grid on 0800 111 999
- Total heating failure

When an emergency is reported to us we will attend within 2 hours to make safe and ensure that any repairs are completed within 24 hours.

We also provide an emergency repairs service outside of our normal working hours. This means you can still report an emergency repair to us and our contractor will respond in no more than 2 hours to assess the situation and if unable to complete a repair, make the situation safe. Repair work will then be completed within 24 hours or the next working day. If the repair requires specialist parts then this may take longer than 24 hours. In such cases we will agree an appointment to call again.

## Urgent repairs for gas fires and central heating boilers

The following would be classified as urgent repairs:

- Partial loss of heating
- No hot water
- Faulty radiator
- Minor leaks

If you report an urgent repair before 12 noon, the fault will be repaired the same day. Any faults reported after 12 noon will be repaired by 12pm the following day.

## Routine repairs for gas fires and central heating boilers

The following would be classified as routine repairs:

- Parts replacement
- Dripping overflow from boiler repaired

Routine repairs will be completed within 5 working days.

Temporary heating will be provided if your central heating breaks down during the winter months and the repair cannot be completed within a day. 2 heaters will be left and will be collected when the heating system is working again. The Pioneer Group may provide some assistance with the additional cost of running the heaters.

In households with older or vulnerable occupants, every effort will be made to supply temporary heating, even if the repair can be completed within a day.

## Keeping you safe in your home

### Electrical safety

We will arrange for an approved electrical contractor to carry out a periodic inspection, test and certification of the fixed electrical installations within our sheltered housing schemes and common access areas every 5 years. We will also ensure that the electrical wiring is checked in your home at intervals not exceeding 10 years.

We will also arrange for test and certification of the electrical installation on every re-let property and will also ensure that the electrical installation is checked in every home when major improvement works are carried out.

We will test portable electrical appliances that are provided and used within the common areas of our sheltered housing schemes once every 12 months. We will identify individual items of portable electrical equipment with stickers or tags that show their current safety status.

## Lifts

We are committed to providing safe lifts to use within our communal living schemes and also vertical lifts and stair lifts in a number of individual homes. We will ensure lift procedures are implemented and monitored and safety and servicing checks are carried out by a suitably qualified lift servicing organisation.

We will make sure that all lifts are thoroughly examined at least every 6 months by an approved contractor and at least once a year by an independent inspector (provided by our insurance company).

## Water management

We are committed to providing safe water use within our communal living schemes. We will also assess and control the risk of scalding on schemes we consider to be at a higher risk.

We will ensure that we have a management system in place to make sure that water in our pipe work and water storage tanks remains in optimum condition.

The Asset Management Team will ensure water procedures are implemented and monitored to make sure we continue to comply with laws and regulations.

## Fire safety

We will install and maintain mains electric or battery operated smoke alarms in individual homes. This includes appropriate fire precautions to prevent fires, detect them if they arise and ensure the safety of tenants, staff and visitors.

We will maintain a high standard of fire safety at all general needs accommodation sites where communal areas are provided.

We will where appropriate, install and maintain fire detection and warning systems. We will maintain safe and adequate means of escape and where appropriate install and maintain firefighting equipment and emergency lighting.

We will undertake a risk assessment relating to the structure and fabric of the communal areas of our schemes on a minimum 2 year cycle unless the risks are such that a more regular assessment is required.

Where lightning protection systems are installed, these will be subject to a yearly inspection and testing by a competent person/service contractor and service records held.

## Rechargeable repairs

If a repair is needed because of damage, loss, neglect or a failure to report a repair by you, your household members or visitors, then you will have to pay for the repair. This is called a 'rechargeable repair'. Accidents happen in all homes but we cannot be held responsible for them. Most charges for repairs can be avoided by acting responsibly. Otherwise, these are just some of the causes of recharging:

- Failure to report faults that then lead to further damage
- Carrying out alterations to such a poor standard that we have to replace or reinstate the work
- Damage caused by you, members of your household, your visitors or pets
- Failure to look after the property and equipment
- Losing keys to the door locks requiring the replacement of door locks
- Failing to keep to agreed appointments
- Leaving rubbish in a property after it is vacated

If we have to recharge a repair to you, we will expect a payment of £10 to be paid before the repair is started. If you are unable to make the final payment in full, we may be able to agree payment by weekly instalments. The Asset Management Team will discuss this with you when agreeing the recharge.

There are two circumstances where work would begin before the initial payment:

- When delaying the repair could create a health and safety risk within the home or could lead to further damage to the property
- When delaying the repair would have a negative impact on your home or the surrounding estate

The initial recharge payment would still be required, either during or on completion of the repair.

You have a right to carry out repair work yourself, subject to our approval. More information on this can be found in your Repairs Handbook. Please note that where there is an emergency or the damage raises health and safety issues, we reserve the right to carry out the repair without delay and recharge the cost to you.

## What is planned and cyclical maintenance?

Planned maintenance is organised repair work that is carried out on a planned schedule e.g. modifications to fire doors in communal areas and the upgrading or replacement of fire alarm systems in communal areas.

The purpose of a planned maintenance programme is to obtain value for money by ensuring that the planned replacement work is carried out under pre-prepared plans and programmes.



Cyclical or service maintenance works are repeated at regular intervals e.g. external and internal redecoration works. Service maintenance works include the servicing of heating installations and other engineering services, testing of smoke detectors and electrical equipment supplied by us, lifts, emergency lighting, fire-fighting equipment, alarms and door entry systems.

### Gas servicing

The Pioneer Group has a legal responsibility to ensure all gas appliances are safe for you to use. Every year we will visit and service your heating appliances. The gas contractor will send out a certificate within 28 days.

A letter will be sent to you about 56 days before your service is due. We do rely on your co-operation to help us meet our liability. All tenants who let us in at the first appointment are entered into a prize draw. The leaflet 'Gas Servicing and Repairs' is available from The Pioneer Group High Street office or the website.

Re-commissioning of boilers for re-lettings will be booked with the new tenant following confirmation that they have registered with a provider and have a gas supply.

In respect of gas appliances, we will always:

- Carry out a safety inspection of your gas appliances at least every 12 months. It will often be less but never more than 12 months between inspections
- Send you a written appointment with a morning or afternoon time slot before we call. If that appointment is not convenient, you can make an alternative appointment, including evenings and Saturdays with prior agreement. For reasons of safety, we must be allowed access to carry out the service inspection

### Cyclical redecoration works

We will carry out external redecoration every 6 years after surveying your home and ensure:

- We offer you a reasonable choice of colours for all painted surfaces, to include walls, windows and doors
- Previously painted woodwork will be repaired where necessary, prior to repainting
- Previously painted surfaces, including windows, entrance door(s), gates, porches, metal work and rendering will be repainted
- Gutters and downpipes will be cleaned or, where necessary, replaced and/or painted

- PVCU window frames and doors will be cleaned
- Internal communal areas will also have all previously painted surfaces, including walls, ceilings, individual entrance doors and the internal faces of communal windows painted every 6 years. Also, depending on their condition, carpets on stairs and landings will be replaced every 10 years

### Equipment and adaptations

We recognise that some tenants or their family members may have health problems or a disability. A range of equipment and a variety of home adaptations are available that will enable them to lead more independent lives. Some examples of these are:

- A lever tap
- A grab rail
- A flashing doorbell
- A chair lift
- A level access shower
- Modifications to the kitchen

The Pioneer Group will consider carrying out adaptations in line with the current Adaptations Policy and in conjunction with all occupational therapist referral from the local authority.

To discuss specific requirements in your home and obtain more information, please contact the Asset Management Team by telephone, by e-mail, by letter, or by visiting The Pioneer Group High Street office.

### Major improvement works

We will maintain our housing stock in good condition by providing an effective major improvements service that gives priority to the safety, comfort and convenience of our tenants. We will be spending around £70m over the next 30 years to replace boilers, kitchens and bathrooms as well as works to replace windows and external doors.

As far as possible we will replace kitchens, bathrooms and doors and windows based on their age, starting with the oldest first. As Castle Vale was developed using a neighbourhood approach, this means that works will often be phased on a neighbourhood basis. We will publish the details of when we will carry out the major improvement works on The Pioneer Group website [www.pioneergroup.org.uk](http://www.pioneergroup.org.uk)

## Damp and condensation

Damp and condensation are really two different problems but they are both caused by similar things – moisture. Damp problems are usually more serious and fall into two categories:

- Penetrating damp, which occurs when, for example, water comes through a crack in the wall or through the roof because of a loose or missing roof tile
- Rising damp, which occurs when there is a problem with the damp proof course. This is a barrier built into floors and walls to stop moisture rising through brickwork or concrete into the house

Where either of these problems is suspected and reported, The Pioneer Group will arrange for a Surveyor to investigate the situation within 5 working days of request.

## Asbestos in the home

For many years asbestos was used in a wide range of building materials and other products. By surveying, inspecting and testing our homes, we can confirm the presence or absence of asbestos in your home.

Only when asbestos containing materials become damaged do they become harmful. When materials and products containing asbestos are in good condition they are better left in place. Where materials are slightly damaged they can often be made harmless by sealing or enclosing the asbestos. Badly damaged material should be removed. This renovation or removal should NEVER be carried out by anyone other than our contractors. If you think there may be asbestos in your home, contact us immediately.

If you would like more information about asbestos generally, please contact the Asset Management Team by telephone on 0121 748 8101, by email at [contactus@pioneergroup.org.uk](mailto:contactus@pioneergroup.org.uk) or visit us at the High Street office.

# How we will make sure this service offer is met

## When you access our responsive repairs service we will aim to:

- Offer an appointment for all repairs, with the exception of emergencies when we will always attempt to respond within 2 hours of a call
- Our contractors will telephone or text you before an urgent or routine repair is carried out, usually the previous working day to make sure you will be at home
- Our contractors will advise you by telephone and continue to keep you informed until the repair is completed, if the repair team is delayed
- If there are long-term delays to the repair our contractors will keep you informed on progress of the repair
- Meet our response and completion targets for general repairs. These are:
  - **Emergency** - respond in 2 hours and complete in 24 hours
  - **Urgent** - complete in 3 working days
  - **Routine** - complete in 10 working days

As part of our quality control procedure, we check at least 10% of all work completed. Your co-operation in allowing us to check the work enables us to ensure you receive a quality responsive repairs service that achieves value for money.

## When you access our gas appliance repairs service we will aim to:

- Meet our emergency response and completion target of respond within 2 hours and complete within 24 hours
- Meet our total failure response and completion target of respond within 2 hours and complete within 24 hours and temporary heaters to compensate for delayed completion
- Meet our urgent response and completion target when reported before 10am of completion that day and when reported after 3pm of completion by 12pm the following day
- Meet our routine response and completion target to complete within 5 working days

## When we carry out planned and cyclical maintenance we will aim to:

- Carry out redecoration (external and internal works to communal areas) to all properties every 6 years
- Advise customers of the details of the proposed work at least 1 month prior to commencement
- Publicise in detail, planned and cyclical maintenance programmes on our website, in newsletters and through other information sources
- Conduct customer satisfaction surveys on completion of each programme and we will publish the results

## When we carry out major improvement works we will aim to:

- Ensure works are carried out the required standard
- Advise tenants of the details of the proposed work at least 1 month prior to commencement
- Publicise in detail major improvement works programmes on our website, in newsletters and through other information sources
- Conduct customer satisfaction surveys on completion of each programme and we will publish the results

## Improving the service and how you can help us

- Please tell us if you are unable to keep an appointment
- Someone needs to be at home when our contractor visits your home because they might need to talk to you about the work involved
- There must be an adult at home who is 18 years old or over
- Please do not smoke when the contractor visits your home. If you do, they can stop working in your home
- Please keep children and pets away from any work being carried out and from the contractors' tools, materials, rubbish and skips
- Get permission before making any changes to your home
- Be respectful towards our staff and contractors
- Please tell us how we are doing when we carry out surveys as this helps us to improve our service

## How we will report our service performance

We will produce an “Annual Report to Tenants” reporting on performance. Before reporting this information, our Scrutiny Panel and various Boards will challenge that we are reporting our performance accurately and in a format that is easy to understand.

For more information on anything mentioned here, please contact the Asset Management Team by telephone on **0121 748 8100** or by e-mail **[contactus@pioneergroup.org.uk](mailto:contactus@pioneergroup.org.uk)** or visit or write to **The Pioneer Group, 11 High Street, Castle Vale, Birmingham B35 7PR.**

If you would like this leaflet in Braille, audio or large print, or if English is not your first language and you require help, please call 0121 748 8100.

**Arabic** إذا كنت ترغب بالحصول على هذه النشرة بخصوص بطريقة البرaille، أو ملف صوتي، أو مطباعة كبيرة، أو إذا لم تكن الإنجليزية لغتك الأم و كنت بحاجة إلى مساعدة، يرجى الاتصال بالأرقام 0121 748 8100

**Bengali** আপনি যদি এই সংক্রান্ত বিকল্পসেটটি ব্রইল, অডিও বা বড় প্রিন্টে চান অথবা ইংলিশি যদি আপনার মাতৃভাষা না হয় আর আপনার যদি তাই সহায়তা নাশে, তাহলে অনুগ্রহ করে এই নম্বরে 0121 748 8100 কল করবেন।

**Chinese** 如果您希望获得此宣传手册的布莱叶盲文版本、有声版本或大字印刷版本，或者如果英语并非您的母语并且您需要获得进一步的帮助，那么请致电 0121 748 8100。

**Farsi** اگر مایل به دریافت این پرشور به خط بریل، بصورت صوتی یا با حروف درشت هستید؛ یا اینکه انگلیسی زبان اول شما نیست و نیازمند کمک هستید، لطفاً با شماره تلفن 01217488100 تماس بگیرید.

**French** Si vous désirez obtenir cette brochure en Braille, en Audio ou en impression gros caractères, ou si l'anglais n'est pas votre langue maternelle et que vous avez besoin d'aide, veuillez appeler le 0121 748 8100.

**Kurdish** ئەگەر تۆم نامبەلگە بەت بە شێوازی بریل یان کۆنۆڕان یان لەسەر شەڕینی دەنگ یان بە چاپی گەورە دەوێت یاخود ئەگەر ئینگلیزی زمانێ ئاخفتنت نیە و پەڕمەتت پێویستە، تۆکابە پەڕوودەنی بۆکە بە ژمارە تەلەفۆنی 0121 748 8100.

**Pashto** که تاسو غواړئ چې دا رساله په بریل، غږ او یا لوی چاپ کې ترلاسه کړئ یا که انگلیسي ستاسو لومړی ژبه نه وي او تاسو مرستې ته اړتیا لرئ، مهرباني وکړئ او 0121 748 8100 شمیرې ته تیلیفون وکړئ

**Polish** Jeżeli chcesz uzyskać niniejszą ulotkę w języku Braille'a, na taśmie magnetofonowej czy w wersji z dużym drukiem, lub gdy język angielski nie jest Twoim językiem ojczystym i potrzebujesz pomocy, zadzwoń pod numer 0121 748 8100.

**Punjabi** ਜੇ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਬਰੇਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪਿੰਟ ਵਿੱਚ ਲੈਣਾ ਚਾਹਦੇ ਹੋ, ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੇ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ 0121 748 8100 'ਤੇ ਕਾਲ ਕਰੋ।

**Russian** Если Вы желаете получить брошюру в шрифте Брайля, звуковым формате или крупном шрифте, а также если английский не является Вашим родным языком и Вам необходима помощь, пожалуйста, позвоните по номеру 0121 748 8100.

**Somali** Haddii aad bug-yarahaan ku rabtid farta indhoolaha Braille, hab la Dhegeysto ama daabacad far waa-wayn ama haddii af Ingiriiska uusan eheen luqadaada koowaad iyo caawinaad u baahan tahay, fadlan soo wac 0121 748 8100.

**Urdu** اگر آپ سے دوپہر لاء آئی یا ڈیجیٹل سہولتیں چاہتے ہیں یا اگر گھنٹہ بھر آپ کی پہلی زبان نہیں ہے اور آپ کو مدد درکار ہے تو براہ کرم 0121 748 8100 پر کال کریں۔



## Contact Details

Visit or write to: **CVCH, 11 High Street, Castle Vale, Birmingham B35 7PR**

Tel: **0121 748 8100**

Email: **contactus@cvch.org.uk** Fax: **0121 748 8105**

Or visit the website: **www.cvch.org.uk**