



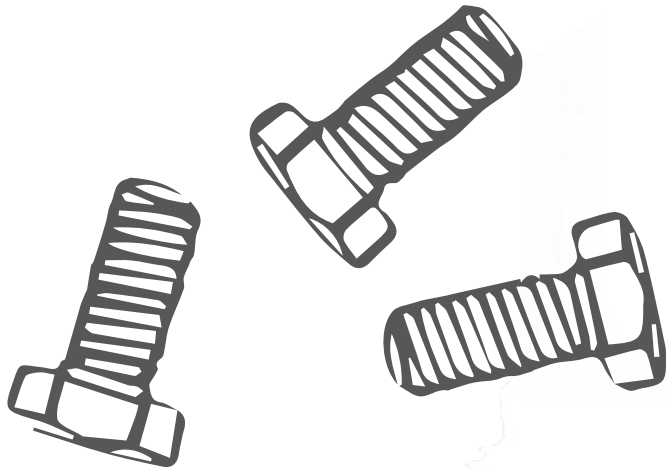
Repairs Guide

January 2019 - Subject to change

What's inside your repairs guide?

One Manchester is committed to working with our customers to make sure you feel safe and secure in your home, and ensure it is kept in a good state of repair. We also want to work with you to make sure that the responsibilities that come with running your household - as explained in your tenancy agreement - are clear and adhered to.

The information in this guide lets you know the level of service you can expect from One Manchester when you report a repair, how we prioritise jobs, which repairs are your responsibility and which are ours, and some hints and tips to help keep your home safe and in good repair. There's also information on our affordable handyman service, and extra services we provide for vulnerable tenants.



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How to report a repair



Order repairs 24 hours a day, seven days a week at www.onemanchester.co.uk



Ring us to order a repair on **0330 355 1000** between 8am and 5.30pm weekdays*

*emergency repairs can be reported on this number outside of these times. You will be put through to our Out of Hours repairs service.



Repair deadlines

Your repair will be placed in one of three categories, depending on how urgently it's needed.

🔷 Emergencies (within 24 hours)

For very urgent problems that threaten your health, safety or security such as a major water burst. Some jobs are emergency repairs only if you are a vulnerable person, such as elderly or disabled. If you smell gas phone the National Grid immediately on 0800 111 999.

🔷 Appointable repairs (within 20 working days)

For less urgent problems where the nature of the repair does not cause or have the potential to cause immediate danger to a person or serious damage to a property. Examples include a leaking water pipe, a lighting or power fault, or resealing doors and windows. We will prioritise repairs appropriately within the 20 day response timescale.

🔷 Major repairs (outside 20 working days)

These repairs require specialist items or, for reasons of economy, are grouped together into programmes of work. Examples include new doors or window frames, fencing and gutter cleaning.

Repair Appointments

When you order a repair we can make an appointment to get most repairs done at a time that's convenient for you. You can choose from the following five appointment slots Monday-Friday:



All we ask is that you are there for your repair. If you can't be, tell us at least 24 hours before we are due to arrive and we'll rearrange a better time for you. If you give us less than 24 hours' notice you may be charged.

Repairs that do not get an appointment

Emergencies

We don't make appointments for emergency call-outs because they are done so quickly - we just tell you to stay at home and wait for the worker to call.

Major repairs

When you order one of these repairs we won't immediately offer you an appointment. This is because we may wait until we have got several jobs of the same type and then do them together or we may need specialist materials. In these cases we will contact you when we know the exact date.

Repair Charges

Most people take a real pride in their homes, but there are a few who damage things deliberately or thoughtlessly. We will charge you for any repairs we carry out that are a result of neglect or wilful damage on the part of you or your visitors.



HANDY HINT

Our repairs operatives carry ID cards and will show this before entering your home. Bogus callers may operate in your area so please do check for One Manchester ID. You can also phone us on **0330 355 1000** to help you confirm their identity. If you're in any doubt about someone's identity don't let them in.

Gas Safety

Faulty boilers and gas fires can kill, so making sure the appliances in your home are in safe working order is really important for your safety.

By law we must check all One Manchester installed gas appliances in your home once a year to make sure they meet gas safety regulations. The checks will also ensure appliances are working efficiently, keeping your heating bills down.

We have a flexible appointment system and will let you know seven days before the engineer is due to come. Essential work must be carried out. If you don't allow us to carry out this work, we will take legal action. This will result in re-charges to yourself of up to £1,500 in legal costs.

We are unable to service appliances that you own (i.e. cookers, hobs, decorative fires) - only those owned or installed by One Manchester.

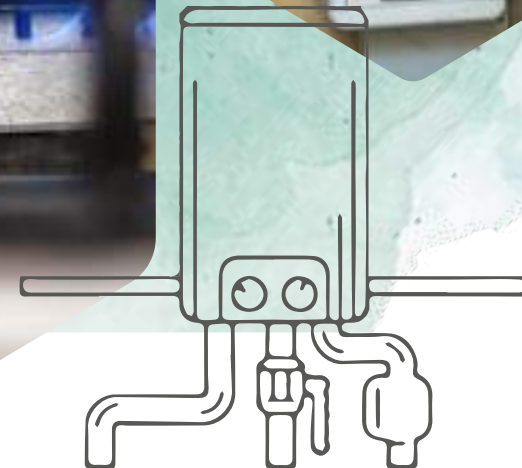
We will only carry out a visual inspection of your gas appliances and tell you of any problems we see. It is then your responsibility to ensure that your appliances are maintained by a Gas Safe registered engineer. Engineers can be found on the Gas Safe Register (GSR) - www.gassaferegister.co.uk/find-an-engineer or by calling the GSR on **0800 408 5500**.

Every tenant who lets our gas safety engineers into their property at the first time of asking is entered into a monthly £100 prize draw.



HANDY HINT

If you smell gas phone the National Grid immediately on **0800 111 999**, open all the doors and windows and shut off the gas supply at the control valve. If you don't know where this valve is, it's worth finding out so you'll know in case of an emergency. Don't use naked flames or electrical switches.





Handyman Service

One Manchester provides a handyman service that offers discounted rates for repairs that are outside our standard service offer. It is often expensive and difficult to find someone reliable to do the smaller jobs like fixing a tap or new toilet seat, unblocking the drains, or changing a lock. Our handyman service can help, and may be cheaper than finding somebody yourself.

If you want to use our handyman service simply call us on **0330 355 1000** or email us at enquiries@onemanchester.co.uk. We'll give you a cost for the job and get it fixed as soon as possible.

Who is responsible?

Your tenancy agreement outlines the types of repair that are One Manchester's legal responsibility. They include keeping the structure and exterior of homes in a safe state of repair and ensuring communal areas and gas, electricity, plumbing and heating installations are well maintained.

However, other repairs to your home are your responsibility to put right or pay for – either yourself, or by using an appropriate, qualified tradesman – or via our handyman service. Over the following few pages we've covered in more detail which repairs are included in our standard service offer and which are not.

You'll also find detailed pictures of various fixtures and fittings around your home – we may ask you to refer to these when you order a repair or request our handyman service. It will help us identify exactly what needs doing and which parts our operatives will need to bring so we can fix your problem first time.



Windows

Included in our One Manchester service offer:

- Securing broken windows and re-glazing when caused by crime
- Resealing windows
- Repairs to window frames

Excluded:

- Keeping window trickle vents clear
- Replacing window lock keys



Window Lock



Air Trickle Vent

HANDY HINT

Make sure your belongings are insured against theft, fire, vandalism or burst pipes – we don't insure them for you. Make your own arrangements or contact us for details of a scheme we have arranged with an insurance company.

HANDY HINT

Keep the trickle air vents clean to allow air to circulate into your home by vacuuming them and cleaning them on a regular basis. Remember to leave your windows open on the first latch to allow air to circulate in the rooms when you're at home.

HANDY HINT

If the handle is loose the screws may need tightening. The screws may not be visible as there is a cover cap over the screws.

HANDY HINT

If the locking system is catching it may need lubricating. Use a lubricating oil spray and apply to the locking points.



Heating and Ventilation

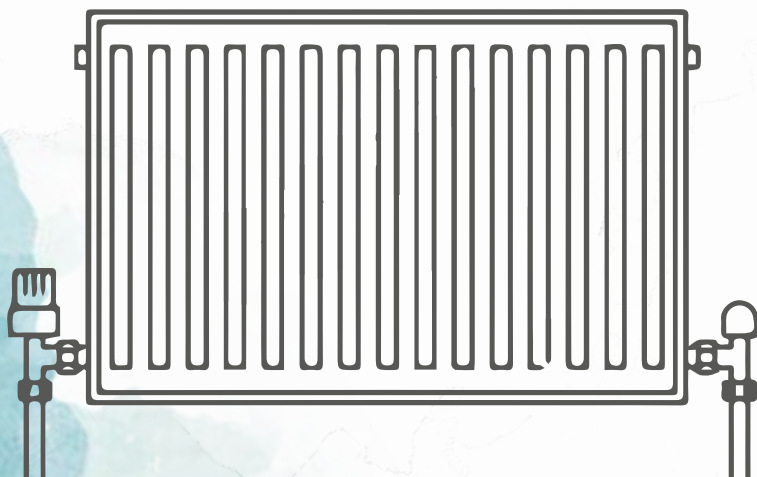
If you smell gas phone the National Grid immediately on 0800 111 999.

Included in our service offer:

- Total or partial loss of water or gas supply
- Total or partial loss of heating or hot water
- Blocked flue or heating system that is resulting in fumes
- Repair or renew gas cupboard door
- Renew storage heaters

Excluded:

- Checking your heating controls are set correctly
- Keeping your home adequately ventilated to prevent condensation
- Repairs to gas appliances you have installed yourself (must be carried out by a qualified gas engineer)
- Replacing batteries in thermostats



HANDY HINT

Help reduce condensation and the risk of mould by keeping your home well-ventilated, even in winter. Reduce moisture by covering pans, drying clothes outside, avoiding bottled gas heaters, and wiping down surfaces where moisture settles. Don't block air vents or put beds or wardrobes against outside walls.

HANDY HINT

Never use a gas appliance if you think it's not working properly – signs include yellow/orange flames, soot around the appliance, and pilot lights that frequently go out. Also, never cover a gas appliance or block the air vents, never block or obstruct fixed ventilation grilles or air bricks, and never block or cover outside flues.

HANDY HINT

Regularly check the water pressure on your boiler. If the water pressure is too low the boiler will not operate and could be the reason your heating and hot water goes off.

HANDY HINT

Most modern heating systems are controlled by thermostats which are often battery operated. If your heating isn't coming on when it should the batteries may need replacing.

HANDY HINT

Modern radiators have thermostatic radiator valves. Check these on each radiator to regulate the temperature of the room. To help reduce your heating bills make sure you turn off the radiators in rooms that aren't regularly used.

Heating and Ventilation



Wall Mounted Gas Boiler



Air Vent

Water pressure gauge



Boiler Control Panel



Thermostat



Lockshield Valve



Radiator



Thermostatic Valve

IN FOCUS

Mould and Condensation

Condensation is caused by moisture in the air that can't dry out because of a lack of ventilation. Left to build up it can cause damp and mould. You are responsible for preventing condensation and removing mould – take the following steps to avoid it:

Control excess moisture:

- Close kitchen and bathroom doors to stop steam going into other rooms
- Open kitchen and bathroom windows when cooking or washing so steam escapes
- Open windows in other rooms for a while each day and open any trickle vents fitted in your window frames
- Wipe down surfaces where moisture settles to prevent mould forming
- Do not block air vents and allow air to circulate around furniture and in cupboards
- Use extractor fans and keep them free of dust

Produce less moisture:

- Dry clothes outdoors whenever possible, otherwise use well-ventilated rooms
- Cover pans when cooking
- Vent any tumble driers to the outside
- Avoid using paraffin or bottled gas heaters

If mould forms:

- Wipe the mould off immediately with a solution of water and bleach diluted 4 parts water to 1 part bleach
- Clean the area, dry thoroughly, and keep the affected room well-ventilated

Doors and Locks

Included in our service offer:

- Broken door entry access system
- Repairing damage from forced entry, including broken door, if it's the result of a crime
- Communal doors that won't close
- Resealing doors
- Repairing or replacing internal doors or locks, including glazing repairs
- Repairing or replacing door handles, cupboard catches and hinges

Excluded:

- Replacing lost keys or locks, including any additional security locks or padlocks
- Repairing damage if you have forced entry into your own property
- Easing and adjusting doors – including any fitted wardrobe doors following the installation of new floor coverings
- Repairing or renewing door bells, numbers, handles, finger plates, chains, and spy holes
- Repairing or renewing door stops



RIM Lock



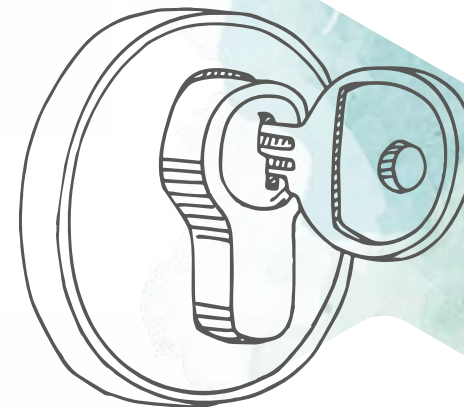
Cylinder Lock



Front Door

HANDY HINT

If damage to doors or windows is the result of a break-in or vandalism you must inform the police and get a crime reference number from them. Otherwise you may be charged for repairing the damage. You can contact the police for non-emergencies by dialling 101.



HANDY HINT

If your door has trouble closing try one of the following - tighten the screws in the hinges; if you have had new carpets the bottom of the door may need planing down; newly painted door edges may catch so you might need to sand them down.

Doors and Locks



Night Latch



Butt Hinge



Lock Furniture



Weather Strip



Internal Door Handle



Door Chain



Mortice Lock

HANDY HINT

If your lock is catching it may need easing with lubricating oil spray. If you have a modern door with a three-point locking system the spray needs applying to the three points.

HANDY HINT

If your door handle is loose or has come off and re-fixing it with the existing screws doesn't rectify the problem you may need to use screws that are slightly wider.



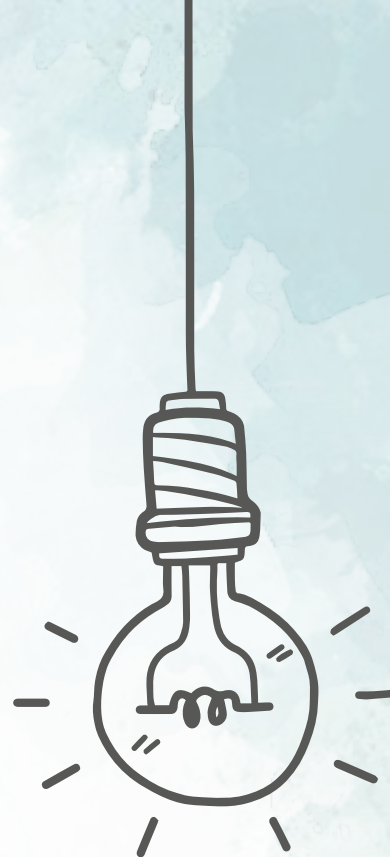
Electrics

Included in our service offer:

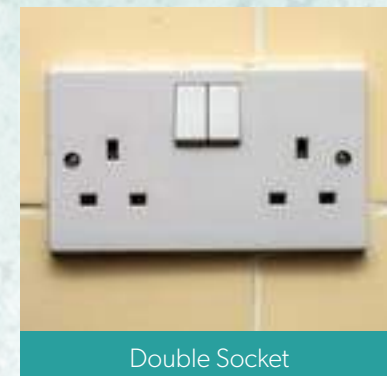
- Total or partial loss of power
- Unsafe or faulty electrical equipment (lights/sockets/switches) but not your own appliances
- Loss of communal and emergency lighting
- Door entry phones that are not working
- Faulty electrical extractor fans, showers, smoke/heat alarms or communal TV aerials
- Repairing or replacing electric cupboard doors

Excluded:

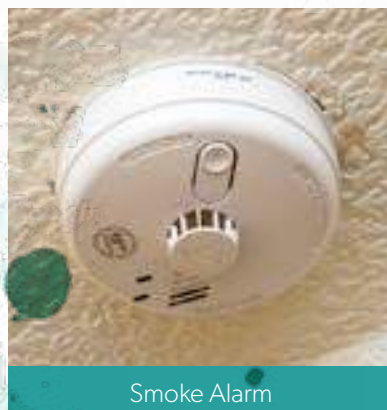
- Resetting trip switches
- Replacing batteries in thermostats
- Replacing light bulbs including fluorescent tubes
- Replacing plugs, fuses, starters and resetting circuit breakers
- Installing additional power sources and sockets (this must be done by a qualified person and certification provided to One Manchester)



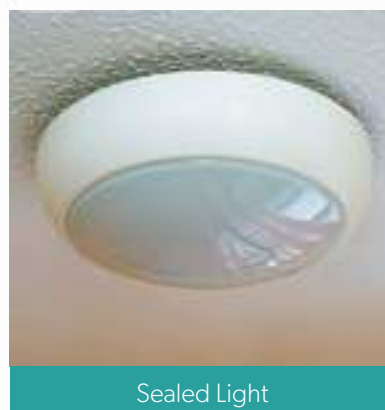
Appliance Control Switches



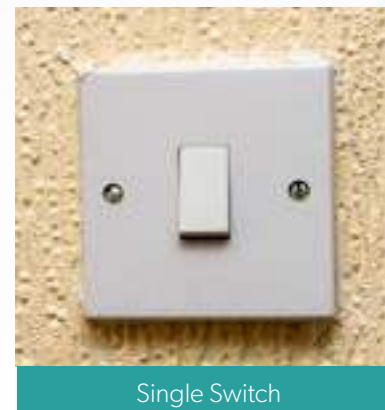
Double Socket



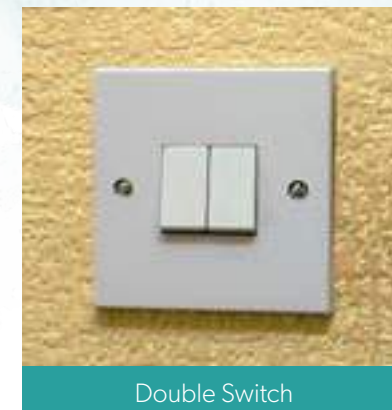
Smoke Alarm



Sealed Light

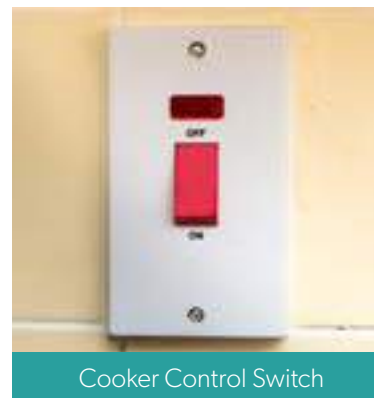
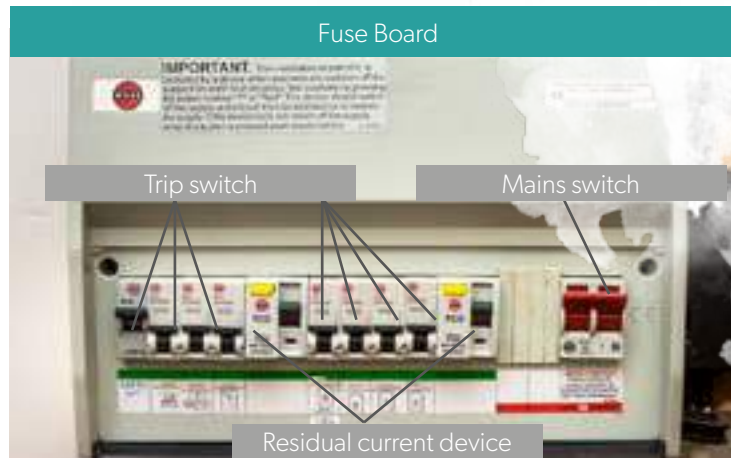
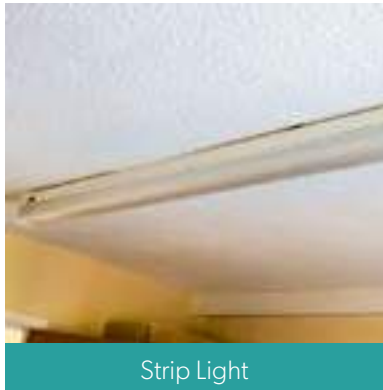


Single Switch



Double Switch

Electrics



IN FOCUS

How to set a trip switch

If your lights or power go off it's usually because a switch has tripped on your electrical consumer unit. A switch trips because of:

- Too many appliances in use (overloaded)
- A faulty or misused appliance, such as an over-filled kettle or faulty iron
- Water has leaked into a circuit or spilt onto a plug
- A light bulb has blown
- A faulty immersion heater

You can find out what caused the problem and sort it out quite easily. Open the cover on the consumer unit and check which switches have tripped to the 'OFF' position and follow these steps:

Step 1: Attempt to reset the Residual Current Device (RCD) i.e. switch back 'ON'

- RCD resets OK (*go to step 7*)
- RCD won't reset (*go to step 2*)

Step 2: Switch 'OFF' and unplug all appliances from all power points. Attempt to reset the RCD i.e. switch back 'ON'

- RCD resets OK (*go to step 6*)
- RCD won't reset (*go to step 3*)

Step 3: Turn 'OFF' protected circuits breakers. Attempt to reset RCD i.e. switch back 'ON'

- RCD resets OK (*go to step 5*)
- RCD won't reset (*go to step 4*)

Step 4: Contact us for advice and service

Step 5: Turn protected circuit breakers back 'ON' one at a time. If only one circuit breaker appears to affect the RCD:

- Leave the circuit breaker 'OFF' then
- Reset RCD i.e. switch back 'ON' to restore power to other circuits.
- Contact us for advice and service.

Step 6: Plug appliances back in one at a time. Faulty appliances may re-trip the RCD.

- Leave faulty appliances unplugged for repair/discard.
- Reset RCD and monitor. Report any further problems to One Manchester.

Step 7: Monitor RCD and contact us if problems persist.

Bathroom/toilet/sanitary fittings

Included in our service offer:

- Blocked toilet or one that won't flush, if it's the only one in your home
- Repairing or renewing bath, shower, toilet or basin as required
- Taps which can't be turned

Excluded:

- Repairing or replacing toilet seats, chains, pulls and handles, plugs and chains on baths, basins or sinks
- Repairing or renewing existing shower rails and curtains
- Surface cracks in sinks, baths, toilets and basins
- Repairing or renewing ancillary bathroom fittings
- Repairing or renewing tidy dries
- Replacing discoloured fixtures/fittings that are functional



Crosshead Tap



Lever Tap



Handwheel Tap



Bath Mixer Tap and Hose

HANDY HINT

If water is coming through the ceiling below your bathroom check for leaky waste or water supplies (you may need to remove the bath panel to check). The water may also be getting in around the edge of the bath or shower. If the seal is damaged cut the old seal away and re-seal around your bath or shower with silicone sealant.

HANDY HINT

Bath and shower sealant should be washed down regularly with a water / bleach solution to prevent mould build up.

Bathroom/toilet/sanitary fittings



Toilet



Bathroom Sink



Bath



Shower

HANDY HINT

Blockages in sinks or showers are usually caused by the build-up of waste in the pipe/trap such as hair. Prevent it by flushing pipes with hot water regularly and use a drain cleaner. Avoid caustic soda as it can destroy modern plastic fittings. An alternative is to unscrew the trap and remove any blockage then reassemble the trap ensuring the rubber 'O' rings are in place.

HANDY HINT

A blocked toilet may be cleared by pouring a bucket of water down the toilet. If this does not work scoop out some of the water, pump a plunger up and down vigorously at the bottom of the pan and then flush. You may need to repeat this process several times before it flushes normally. Blockages are usually caused by unusual objects, such as toilet fresheners, toys, and nappies - don't use your toilet to dispose of these.

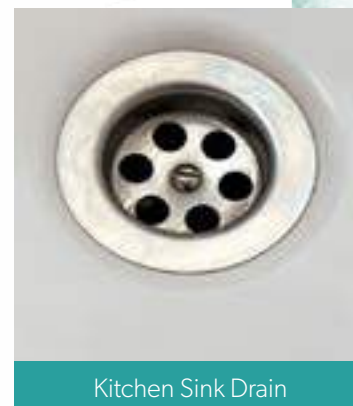
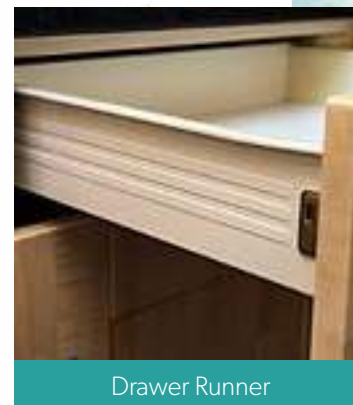
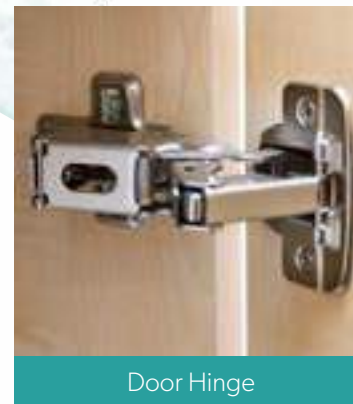
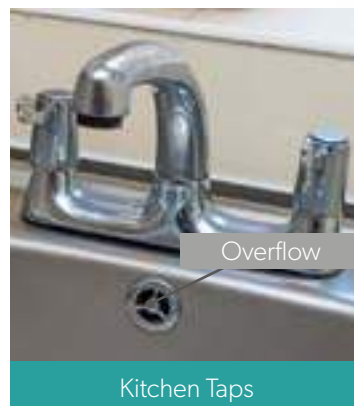
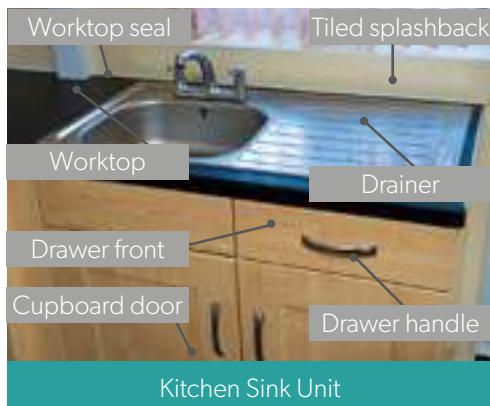
Kitchen fittings

Included in our service offer:

- Total loss of water in the taps
- Taps which can't be turned
- Replacing tap washers
- Resealing sink unit

Excluded:

- Replacing kitchen unit fittings (e.g. catches, edging, handles, child locks)
- Overhauling kitchen units
- Installing child locks on kitchen cupboards
- Alteration of kitchen units to fit new appliances
- Unblocking kitchen sinks



HANDY HINT

Remember, you must use qualified engineers who are Gas Safe registered or NICIEC qualified to install gas or electrical appliances, such as cookers or fires.

HANDY HINT

To unblock a kitchen sink scoop out most of the water with a jug, hold a rag or cloth tightly over the overflow opening, place a plunger over the plug hole and pump it up and down rapidly.

HANDY HINT

If your kitchen unit door won't close or is uneven then it will need adjusting at the hinge. This may need tightening with a screwdriver or the hinge may need to be replaced altogether.

HANDY HINT

If water is getting down the back of your worktop check the seal where the worktop and the wall meet. If this is damaged cut the old sealant away with a sharp knife, clean down and apply new silicone seal around the edges.

Roofs, walls, floors and ceilings

Included in our service offer:

- Dangerous structures and ceilings
- Leaking roof and other roof repairs
- Communal aerials and communal satellite dishes
- Rotten timber flooring or stair tread
- Damaged flooring in communal areas
- Major plastering repairs
- Brickwork and concrete repairs

Excluded:

- Installation and maintenance of aerials and satellite dishes
- Repairing or replacing floor coverings, including lifting and relaying to allow work to be completed
- All internal decoration
- Plastering minor cracks
- Mould treatment due to condensation
- Repairing or replacing curtain rails, tracks, battens, pelmets, coat hooks and shelves



Air Vent



Mould



Satellite Dish

HANDY HINT

If a leak has caused a ceiling to bulge to prevent the ceiling falling down place a bucket under the bulge and pierce a small hole to let the water through.

HANDY HINT

If you have mould on your walls then you will need to wash this away using a solution of water and bleach diluted 4 parts water to 1 part bleach. Clean the area, dry thoroughly and ensure the affected rooms are well-ventilated.

HANDY HINT

When screwing down floorboards ensure that there are no pipes or wires underneath that could be damaged.

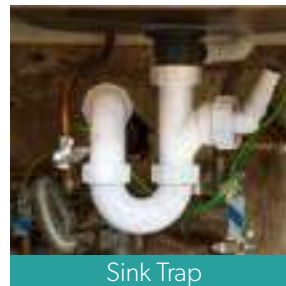
Plumbing, drains and gutters

Included in our service offer:

- Burst or leaking pipes
- Blocked drains and soil stacks (charges may apply if blockages are caused by the disposal of inappropriate items)
- Blocked rubbish chutes in multi-storeys
- Replacement drain covers
- Repairs to gutters and rainwater pipes

Excluded:

- Keeping drains clear of leaves and rubbish
- Installation and maintenance of plumbing for washing machines and dishwashers
- Keeping your home properly heated to prevent frozen or burst pipes



Sink Trap



Gully Grid Drain Cover



P Trap



Bottle Trap



Plunger



Syphon

HANDY HINT

Make sure you know where your water stop tap is. If you have leaking or burst pipes, or suspect frozen pipes, you will need to turn off your water supply at the main stop tap. It's usually where the water pipe enters the house or near the kitchen sink. It's also worth knowing how to turn off your electricity and gas supply in case of an emergency.

HANDY HINT

If water is leaking try to pull back any carpet and collect the water in a dish or bucket. If it is leaking onto electrical fittings do not touch them. On your electrical consumer unit turn the relevant switch to the OFF position.

HANDY HINT

Wastes and drains become blocked with waste and residue. Avoid pouring waste like fat or grease down the sink or drain as the cold fat builds up and causes blockages.

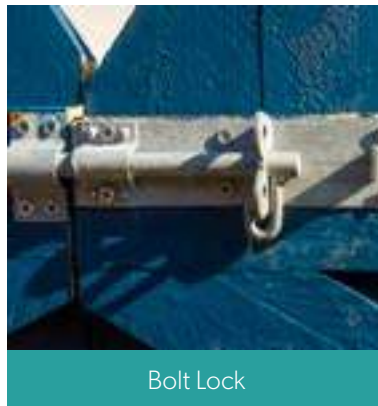
Garages and gardens

Included in our service offer:

- Repairs to garage doors
- Repairs to all paths and steps within the boundary of the property

Excluded:

- Replacing keys, locks and bolts to garages and sheds
- Repairs to sheds and car ports unless they are in a dangerous condition
- Fences and gates (other than make safe) including preservative and paint
- Routine shrub, garden and tree maintenance
- Replacing washing lines, posts and rotary dryers



HANDY HINT

Avoid growing climbing plants or shrubs near or against house walls. They can damage brickwork and foundations and can cause damp.

Feedback & complaints

We're always looking to improve our repairs service with the help of satisfaction surveys, resident inspections and learning from complaints. If you have any feedback about your experience of our repairs service, or suggestions for improvement, we'd love to hear it.

We don't get things right every single time, so if you have any problems with a repair report it to us straight away and we'll do our best to rectify the problem quickly. If you believe our service really hasn't been up to standard you can make a formal complaint either in person or in writing.



Send details of your complaint, including your name and address to enquiries@onemanchester.co.uk



Ring us on **0330 355 1000** between 8am and 5.30pm weekdays



Write to us at: **One Manchester, Lovell House, Archway 6, Hulme, Manchester, M15 5RN**