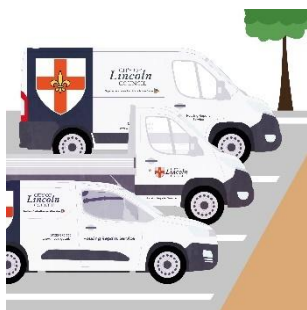




Reporting your repairs

A landlord service information leaflet



CITY OF
Lincoln
COUNCIL

Together, let's deliver
Lincoln's ambitious future



Where to find equipment in your home

It is a good idea to fill in the boxes below to show where these items are in your home. This information could be especially important if there is a problem in your home, particularly if it is an emergency. If you are unable to find the equipment, don't worry. Give us a call and we will try to help you.



Gas meter-



Boiler-



Consumer unit (fuse box or trip switch)-



Mains water stop tap-



Water meter-

Help us to help you

This booklet is designed to help you when reporting a repair. It looks at the different types of repair and gives important hints on what you need to know when reporting a repair. For each type of repair some technical information is given.

This booklet is not a comprehensive checklist, but it does contain information that is important to the person you are reporting the repair to. The clearer and more concise the information you give the more it will help us to get your repair right first time.

It is impossible to cover all areas but do let us know if you think of ways we could improve this booklet.

How to report a repair

When you report a repair or ask somebody else to report it for you, please give as much information as possible. We need to know:

- Your full address.
- A telephone number on which we can contact you.
- When it will be convenient for CoLC to attend.
- As much information about the repair as possible.

A request for a repair can be made by the following methods:

- Online at www.lincoln.gov.uk (At all times)
- By telephoning Customer Services on **01522 873333** during the following open times:
 - Monday: 9:00am – 5:00pm
 - Tuesday: 9:00am – 5:00pm
 - Wednesday: 10:00am – 5:00pm
 - Thursday: 9:00am – 5:00pm
 - Friday: 9:00am – 4:30pm
- In the event of an emergency, outside of office hours, telephone **01522 534747**.



When you report a repair we'll give you a **repair reference number**. Keep this safe so that you can quote it later if necessary. We'll send you a text message prior to the appointment and in some instances a follow-up satisfaction survey will be made via SMS.

When a repair request is received the CoLC will:

- Complete priority repairs within 24hours.
- Complete urgent repairs within 3 days.
- Complete all other repair requests within 63 days, in line with the scheduled repairs programme schedule.
- If the repair request is deemed a priority or urgent repair – CoLC will arrange an appointment with the customer at the earliest possible date available, which is suitable for the customer.
- If the repair request is deemed a scheduled repair – the customer can select a preferred appointment date and time when reporting the repair via the online scheduling service. When the customer reports a scheduled repair via email or telephone, customer services will contact the customer to schedule the appointment prior to entering the customers area. Customer Services will then confirm all repair appointments by a phone call, email, or a text message.



If the CoLC is called out to deal with a repair between the hours of 4pm and 8am during any day of the week, including Bank Holidays, and the repair is not a genuine emergency, the CoLC will recharge the full costs of the call-out to the tenant.

Scheduled Repairs

Scheduled repairs is CoLC's new way of carrying out repairs that need to be completed but is not urgent and unlikely to cause a risk to tenants. Once you have reported your repair, it will be scheduled in and carried out when our repairs team are next working in your area. Repairs should take no longer than 12 weeks to be completed.



Further information on scheduled repairs is available at-

<https://www.lincoln.gov.uk/council-housing/scheduled-repairs>



Priority repairs and our out-of-hours service

Priority repairs are only carried out outside normal working hours when it is absolutely necessary to avoid danger to the health and safety of residents or serious damage to the structure of buildings. Please do not call out of normal working hours if the repair is not urgent. **Please remember to always use the out of hours phone number when reporting a priority repair. (01522 534747).** Priority work includes:

- Blocked lavatories if you only have one in your home.
- Overflowing or leaking drains.
- Serious storm, accident, or flood damage to rooms.
- Dangerous structures.
- Serious electrical faults.
- Regaining entry where a tenant is accidentally locked out. (We will, however, charge you for this service at a standard rate)

Out of hours priority repairs will be carried out to make safe the problem and where necessary a full repair will be completed within 24 hours (during normal working hours).

Water leak

If you have a water leak you must act immediately. Report this to us as a matter of urgency and turn off the water at your mains stop tap. Then turn your central heating boiler off and drain everything down by turning your taps on. Immediately call customer services on the number contained within this information booklet.

Gas leak:

1. If you smell gas, or you think that gas is escaping, turn off the main gas tap at the meter [if you know how].
2. Call National Grid on **0800 111 999** followed by City of Lincoln customer service on **01522 873333**.
3. Extinguish all flames. Put out cigarettes. Do not light matches. Do not operate electrical appliances. Do not turn electrical switches on or off as they may create a spark.
4. Open all windows and doors to reduce the chance of a gas build up.
5. If a strong smell of gas persists then leave the property.

Identification cards

All of our maintenance teams and contractors carry an identification card saying who they are. They will show this card when they arrive and explain why they are visiting. If you are unsure, call us on **01522 873510** to confirm that they are one of our technicians or contractors before letting them into your home. Anyone who is genuine will be more than happy for you to check.



Inspections

Orders for straightforward repairs will be issued immediately. If the repair is structural, damp (condensation), severe drainage problems, plastering works or asbestos we will send someone to inspect the problem and investigate exactly what action is required, in line with our scheduled repairs policy.

Asbestos

We have an asbestos management policy to manage safely any homes where asbestos may be present. Asbestos does not present a health risk if it remains undisturbed and is in good condition. We have a separate leaflet available that gives further information about how we deal with asbestos in homes.

Protect your possessions

Some work undertaken can cause disruption in the home. Please move any belongings away from the work area, particularly if they are breakable.

When working in your home, we will use floor protection within the work area and to offer some protection to your belongings. If the work involves moving or lifting any type of floor covering away from the work area then this is your responsibility. Please make sure this has been completed prior to the repair being carried out. If you have young children and/or pets, please make sure that they are kept away from the work area at all times. When we arrive for the appointment, we will endeavour to explain what the repair will involve and the precautions to be taken to ensure the health and safety during the work.

Post-inspections

We do carry out a percentage of inspections following completion of repairs, this is to ensure the work has been completed to a professional standard and to your satisfaction. If an inspector calls to see you please co-operate and explain in detail if the repair has failed to work, this is another way of making sure we get things right for you.

Contractors' code of conduct

The council's city maintenance services team (the repairs contractor) has a code of conduct by which it expects all CoLC staff to abide. The contractor should always:

- Wear standard issue uniforms
- Produce identification.
- Use floor protection.
- Carry out work in a neat and tidy manner.
- Remove all waste from the property when the repair is complete.

- Deal with you in a polite and courteous manner. The contractor should never leave the work unattended without notifying you and without ensuring the work area is left safe.

Complaints

To make a complaint about the City of Lincoln Council please contact us using one of the following methods:

- Online at www.lincoln.gov.uk/complaints
- By email to complaints@lincoln.gov.uk
- By telephoning 01522 881188
- By letter to Housing Services
City of Lincoln Council,
City Hall,
Beaumont Fee,
Lincoln, LN1 1DE



We aim to acknowledge and respond to complaints within 10 working days.
Further information is available at: [Compliments and feedback – City of Lincoln Council](#)

Maintenance contracts

For some specialised equipment such as central heating, alarm systems, or communal television aerials we have maintenance agreements with specialist companies. Any faults or complaints must be reported to us and not directly to the contractor.

If you report a repair directly to any of our contractors, you may receive a bill which you will be expected to pay.

Rechargeable repairs

Your tenancy agreement gives details of repairs for which you are responsible. In general, you are responsible for repairs or replacement of any broken or missing fixture or fitting as a result of any act of neglect (whether wilful or otherwise).

We review and set rechargeable repair costs periodically. For further details contact customer services on **01522 873333**.

Gas servicing

We will ensure that all homes with a gas appliance owned by us receives an annual service and gas safety check. This work is free of charge. We have a separate information leaflet about gas servicing. We have a legal duty to do this check once a year and you must give us access to do it: it is for your safety.

Boilers

Do not attempt any repair to the boiler if it becomes faulty. In the event a fault occurs, please contact the repairs telephone line, and request a response from our heating partner.

Cookers

We will not connect your cooker. You are advised to contact a Gas Safe-registered plumber or qualified electrician.

Communal TV aerials

If you suspect that your communal TV aerial is faulty, please check with your immediate neighbours to see if their reception is also affected before you report the matter. Remember, it could be a fault on your TV set.

Fire doors

When a fire door is fitted to your property, or your communal area it is essential you observe the following to protect yourself and your family-

- Don't swap or fit extra locks
- Don't cut trim or drill holes in the door leaf or frame
- Don't paint the door or frame
- Don't remove or deface tags on the door
- Don't add personal items to the door leaf or frame
- Report any fault and repairs to the housing department quoting the tag number on the front of the door if one is present

CoLC's fire doors, frame and fittings are tested to British standards to perform in a predictable time in the event of Fire. Any alterations to this door could compromise these standards and put your safety at risk.

Condensation and how to prevent it

Condensation is when excess moisture in the air changes to a liquid. Condensation and mould growth can lead to detrimental living conditions. Mould is an indication that moisture

levels are at a higher level than they should be. The effect of this can cause damage to areas and possessions within the property.

Condensation can occur in kitchens, bathrooms, bedrooms and, in fact, any room where there is excess moisture combined with cold surfaces and little ventilation. Typically, it is found in places where there is little air movement, such as:

- In corners on walls and ceilings.
- Behind large pieces of furniture.
- On soft furnishings.
- Around windows.
- On external walls.

Pockets of limited air movement, for example behind sizeable items of furniture such as wardrobes, can also encourage mould to grow, black spot mould being the most common. Many people report condensation as “damp” and believe that it is coming from the fabric of the building. While this may occur occasionally, condensation is much more common. A visit from one of our property inspectors will investigate whether it’s damp caused by external influences or condensation created by other factors.

Reducing moisture vapour

Condensation is something that you can help prevent or reduce. Below are a few tips on how to deal with condensation:

Produce less moisture:

- Cover pans when cooking.
- Avoid drying washing indoors (such as over radiators). If you feel you have no alternative, open the window in that room, if you can.

Ventilate to remove moisture

- Leave a window partially open when somebody is in the room. If you fit draught proof strips, leave a space for a small amount of air to get through.
- Open kitchen and bathroom windows when in use and keep the doors to other rooms closed.
- Ventilate cupboards, wardrobes and keep chimney vents clear.
- Move furniture away from walls.

Heat your home:

- Try to leave background heat on during the day in cold weather. If you don't it may cost you more to heat up your home quickly in the evening.
- Do not use paraffin or Calor gas heaters: for every pint of fuel used they produce a pint of water vapour. That is why we don't allow them in our properties.

Deal with condensation if it does occur

- Dry off surfaces that are wet or damp.
- Remove mould using neat Milton steriliser and dry off afterwards.

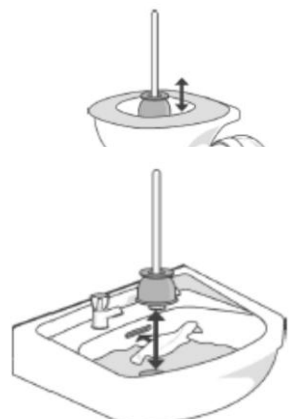
Reducing heating costs Here are some tips that you can use to lower your heating costs:

- Gradually turn down your boiler and heating thermostats. Find a suitable temperature. You may find that lower temperatures are adequate. It may also help you to wear warmer clothing indoors; but do remember that young children and the elderly need to keep warm and feel the cold more than others. Try setting the time control to switch on for a shorter period of time.
- Draw the curtains at night. Do not let curtains hang over radiators and do not cover radiators or place objects directly in front of them.
- Keep doors and windows closed when the heating is on, but do not cover air vents.
- Do not leave heating on at high levels for long periods in unoccupied rooms.
- Do not wash up under a hot running tap.

Blocked drains and sinks

Clearing blockages

If the pan is already full, remove some of the water into a suitable container using a jug or bowl. Push the toilet brush or plunger to the bottom of the pan and pump up and down vigorously about 10 times. This creates a vacuum and pressure which may shift the blockage. Check by flushing the toilet to see whether the blockage has gone. You may need to repeat the process several times before the toilet flushes normally. Do not use plungers with a metal disk, as these may chip or crack the toilet bowl.



clearing a blocked waste pipe

Avoiding blockages

Air fresheners that attach to the rim of the toilet pan should be fastened securely to ensure they do not fall in and cause a blockage. Blockages are usually caused by unusual objects: nappies, toys, sanitary towels, air fresheners, etc. If such a blockage occurs as a result of one or several of these objects becoming lodged, you may be charged for clearing the blockage.

Clearing a sink or bath blockage

Bale out most of the water using a suitable container. Hold a rag firmly over the overflow opening and place a plunger over the drain hole. Pump the plunger up and down rapidly. Plungers can be obtained from most DIY shops. After clearing the blockage, it is advisable to clean out the trap.

Cleaning out a waste trap

First bale out any excess water from the bath, basin, or sink using a jug or bowl. Place a bowl underneath the trap and unscrew the joints to remove the trap. Clean thoroughly and replace the trap, checking that the seal are in place and that all joints are screwed up tightly.

If more than one fitting is blocked

The problem may be in the soil stack or main drain. This will need to be cleared by one of our contractors. Blockages are usually caused by the build-up of fat, tea leaves, hair, etc. It is advisable to clean wastes with hot water and soda crystals.

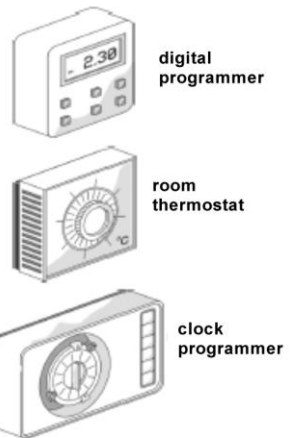
Heating your home

How to set a digital timer

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. Reset the timer switch to 'auto.' Set the 'heating' and 'hot water' switches to come on at once, twice, or stay on all the time, as you require. During freezing spells, keep the heating on all the time and turn the thermostat down during the night and if you are out all day.

How to set a clock timer

Turn the clock until it is showing the correct time. Decide when you want the heating to come on and go off and set the pins or arrows for those times (see below for how to change pins and arrows). Set the timer switch to 'timer' or 'auto' as appropriate to the unit. During freezing spells, keep the heating on all the time and turn the thermostat down during the night if you are out all day.



How to control the temperature

To set the thermostat turn the dial so that the arrow or marker is against the temperature setting you want. A comfortable temperature is between 18C and 22C.

Changing pins on a timeclock

Push them in against any time you want the heating to come on. Pull them out against any time when you want the heating to go off.

Changing arrows on timeclock

Slide the 'on' arrows (usually red) around the clock to the times when you want the heating to come on. Slide the 'off' arrows (usually blue) around to the times when you want the heating to go off.

Electrics in your home

Fuse or trip switch

Check your consumer unit or fuse box: it will either have fuses or trip switches (see diagrams). Modern electric circuits are fitted with a circuit breaker fuse system: if a fault develops, a switch is tripped, and the circuit is broken. Older ones have fuse holders and when the fuse is blown it must either be replaced or rewired using special fuse wire of the correct amperage. Only replace a fuse if you are confident, you can do it safely and have a replacement of the same amperage. If in doubt, contact us or a qualified electrician.

Setting a trip switch

Open the cover on the consumer unit to expose the trip switches. The Consumer Unit is usually next to the electricity meter. Check which switches have tripped to the OFF position and put them back to the ON position. For more detail, refer to any handbook supplied.

If tripping occurs again

It is probably being caused by a faulty appliance. You need to identify which circuit is affected and which appliance on that circuit is causing a problem.

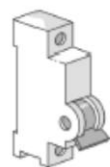
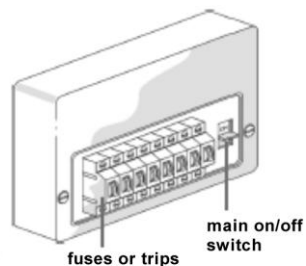
Which appliance is faulty?

Go around the house noting which set of lights or sockets are not working. Unplug all appliances on that problem circuit and switch off the immersion heater. Switch the tripped switch to the ON position and plug in the appliances one by one until the trip goes again. Leave that appliance unplugged. If one of our appliances is at fault, report the repair. If it is your appliance you will need to get it fixed yourself by a qualified electrician or a service engineer.

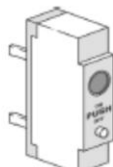
What causes it to trip or blow a fuse?

- Too many appliances being used at the same time
- A faulty or misused appliance
- Overfilled kettles
- Unclean toasters

Electrical Consumer Unit



trip switch



micro
circuit
breaker



cartridge fuse



rewirable fuse

- Cooker rings worn out or cracked
- Faulty immersion heaters
- Faulty connections on leads to appliances, e.g., hi-fi, TV, etc
- Light bulbs blowing

Plugs

The socket outlets in your home will take square pin plugs. The plug which you require will have a fuse inside it. We do not supply plugs and you will have to obtain them yourself. To find out the correct type of fuse to fit in a plug, check the rating plate on the appliance. **Do not overload plug sockets by using multiple plug adaptors.**

Bleeding a radiator

When to do it

If the top part of a radiator is cold, this is because air is trapped in the system. Bleeding the radiator releases this air and allows hot water to fill the whole system.

Do not bleed if

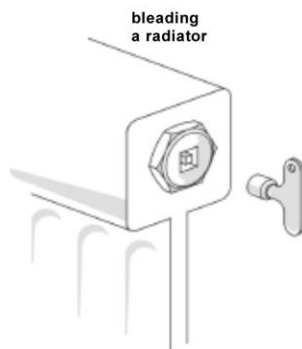
Do not bleed the radiators if you have a Combination Boiler: this type of boiler will have either a pressure gauge or a low-pressure light on the front or underside of the boiler, and you will probably not have a hot water cylinder.

Before bleeding

If the whole radiator is cold, check that the radiator valve is open. If more than one radiator is cold, the whole heating system will need to be checked by a plumber. Turn off the heating system before bleeding, otherwise the pump might draw more air into the system. You will need a special radiator key, available from most DIY and hardware shops. You will also need a rag or cloth and a bucket or bowl.

How to bleed

The bleed valve is the small square nut at the top end of the radiator. Place the key over the valve and hold the cloth around it to catch any water. Gently turn the key anticlockwise until you hear a hiss - this is the air being released. When water



starts to come through, turn the key back clockwise to shut the valve off. **DO NOT** unscrew the valve completely as the plug will come right out.

Insurance

We only insure the bricks and mortar of your property. Damage caused to the contents of your home, such as carpets or furnishings, by fire, flood, or the act of a third party, could cost you money. We advise you strongly to have adequate insurance cover.

We cannot stress enough the importance of your taking out your own contents insurance. Occasionally, damage may be caused to your own possessions following damage or deterioration to a property's fixtures and fittings. We are not responsible for this damage, unless:

- The damage has been caused by our neglect or our contractors'.
- We have not responded to a repair request with the timescale and that the damage was caused by our not responding when we should have.

In general, if you haven't made us aware of the problem, we cannot be held responsible for any damage caused. This may apply for example with a burst water tank or a leaking joint or pipe.

The resultant damage, while unfortunate, is your responsibility. That is why we advise you to take adequate insurance cover for the contents of your home. Many policies will also cover the risks against broken glass (see the section on rechargeable repairs).

We can help with getting you house contents insurance: we operate a low-cost insurance scheme with a national insurance provider. If you require further details, please ring 01522 873333.

Your right to repair

The right to repair scheme ensures that small urgent repairs that might affect your health, safety, or security are carried out quickly and easily. Not all repairs qualify under the scheme.

What defines a 'qualifying repair'?

The list of repairs that qualify is determined by the 'Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994'. Also, a repair only qualifies if the cost of carrying out the work is less than £250.





For details and a comprehensive list of repairs the qualify please visit-
<https://www.legislation.gov.uk/uksi/1994/133/made>

What happens if the repair is not done in that timescale?

You should telephone customer services on 01522 873333. Unless there is a good reason why the work had not been done, we will arrange a second appointment to do the work. We'll give you a new notice and the same timescale will then apply as with the first time you reported the repair.

Compensation

If the repair qualifies under the scheme and if we don't complete your repair within timescale for a second time you will be entitled to £10 compensation and for each extra day you wait you will receive an extra £2 up to a maximum payment of £50. If you already owe us money, we will use your compensation to reduce your debt. There may be a good reason why the work was not completed on time. For example, if you did not keep your appointment to let the contractor into your property no compensation will be paid.

Obtaining copies in alternative formats

The City of Lincoln Council is passionate about promoting equality and diversity. If you have difficulty in understanding anything in this document, please call us on 01522 881188, or email us at customer.services@lincoln.gov.uk, where we can call in an interpreter for you.

Bangla

ইকোয়ালিটি এ্যান্ড ডাইভার্সিটির (সমতা ও বৈচিত্রের) অগ্রগতি করতে এই সিটি অভ লিঙ্কন কাউন্সিল প্রবল ভাবে উৎসাহী। এই নথিতে কোন কিছু বুঝতে আপনার অসুবিধা হলে, দয়া করে 01522 881188, নম্বরে আমাদের কল করবেন অথবা customer.services@lincoln.gov.uk, ঠিকানায় আমাদের ইমেইল করবেন যে ক্ষেত্রে আপনার জন্য আমরা একজন দোভাষীকে ডেকে আনতে পারব।

Lithuanian

Linkolno savivaldybė aistringai skatina lygybę ir įvairovę. Jei jums sunku suprasti tai, kas parašyta šiame dokumente skambinkite mums 01522 881188 arba rašykite el. paštu customer.services@lincoln.gov.uk ir mes galėsime jums suorganizuoti vertėją.

Polish

Radzie Miasta Lincoln zależy na promowaniu równości i różnorodności. Jeżeli mają Państwo trudności ze zrozumieniem treści zawartych w niniejszym dokumencie, prosimy skontaktować się z nami pod numerem telefonu 01522 881188 lub wysyłając e-maila na adres customer.services@lincoln.gov.uk, w ten sposób będziemy w stanie zamówić usługi tłumaczeniowe dla Państwa.

Bulgarian

Община Линкълн изключително много държи да насърчава равенството и разнообразието. Ако се затруднявате да разберете нещо в този документ, моля, обадете ни се на номер 01522 881188 или ни изпратете имейл на customer.services@lincoln.gov.uk, където можем да Ви свържем с преводач.

Chinese (Simplified, PRC)

林肯市议会 (the City of Lincoln Council) 热衷于促进平等与多样性。如果您难以理解本文档中的任何内容，请致电01522 881188与我们联系，或发送电子邮件 customer.services@lincoln.gov.uk，我们可以为您提供翻译服务。

Romanian

Consiliul oraşului Lincoln este pasionat de promovarea egalităţii şi a diversităţii. În cazul în care întâmpinaţi dificultăţi în a înţelege ceva din acest document, vă rugăm să ne sunaţi la 01552 881188 sau să ne trimiteţi un e-mail la customer.services@lincoln.gov.uk, şi vă putem chema un interpret.

Russian

Городской совет г. Линкольн пропагандирует принципы равенства и культурного разнообразия. Если Вы не уверены, что можете прочесть и понять данный документ или его части, убедительная просьба позвонить нам по телефону 01522 881188 или написать по адресу customer.services@lincoln.gov.uk. Мы запросим для Вас услуги переводчика.



Further information

If you have any comments on what you have read in this guide, or any service that you receive from the city of Lincoln council, please let us know. Equally, we are interested in any suggestions that you have on how to make this a more user-friendly document.

Website: www.lincoln.gov.uk

Email: customer.services@lincoln.gov.uk

Telephone: 01522 873333

Write to: Housing Services
City of Lincoln Council,
City Hall,
Beaumont Fee,
Lincoln, LN1 1DE

