



# Repairs handbook for residents

Everything you need to know about repairs

east HOMES



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# Introduction

Welcome to your repairs handbook which includes everything you need to know about the East Homes repairs service. Within this handbook you'll find useful information about:

- The types of repairs we will carry out for you
- How to report a repair and make a repairs appointment
- How long your repair should take and the standard of service you can expect
- The annual maintenance programme to ensure your safety
- Your responsibilities for maintaining your home
- Help to diagnose your repair and handy hints

This handbook is for residents with assured and secured tenancies (sometimes referred to as general needs tenants) and residents in intermediate and market rented homes.

If you are a leaseholder or shared owner, please refer to your new home handbook for more information.

## Contact us about your repair:



**Phone:** 0845 600 0830



**Email:** [repairs@east-homes.co.uk](mailto:repairs@east-homes.co.uk)



**In person:** 29-35 West Ham Lane,  
Stratford E15 4PH (Mon-Fri 8.30am-6pm)



**Web:** [www.east-homes.co.uk/reportrepair](http://www.east-homes.co.uk/reportrepair)

# The repairs service we offer

As your landlord, East Homes offers a comprehensive repairs service to ensure your home is well maintained.

## The service is divided into four parts:

1. Reactive repairs completed as and when they are needed. These are sometimes called responsive repairs or “day-to-day” repairs;
2. Planned minor repairs which are larger ‘one-off’ repairs such as dealing with repairs following a fire or a flood;
3. Planned programmes of repairs or improvements such as the decent homes programme to meet the decent homes standards; and
4. Cyclical programmed maintenance and servicing works, including gas servicing and other scheduled repairs and improvements to your home and estate like the cyclical external repair and redecoration programme.

As a general guide, the following types of repairs are the responsibility of East Homes and are part of the service provided:

## External repairs to the fabric of the building

- To keep the exterior of the building wind and weatherproof including repairs to windows, external doors, and roofs
- Drains, gutters, external pipework
- Boundary walls and boundary fences
- Garages and stores belonging to East Homes

## Repairs to communal areas

- Pathways, steps or other means of access that we have provided (but not paths in private gardens)
- Communal entrances, hallways, stairs, lifts, entry phones, rubbish chutes and internal communal lighting

### Repairs within your home

- Internal walls, floors and ceilings
- Chimneys and chimney stacks and flues, but not chimney sweeping
- Major plastering work
- Basins, sinks, baths, toilets, flushing systems and waste pipes
- Electrical wiring including sockets and switches, gas pipes and water pipes
- Heating and hot water
- Fixtures and fittings provided at the start of your tenancy



# Reporting a repair and making an appointment

Reporting a repair and making an appointment is simple.

## How to contact us

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**There are three main ways you can contact us:**

### 1. Phone

You can phone the Customer Contact Centre on **0845 600 0830**, 24 hours a day, 7 days a week.

Our main hours are Mon-Fri, 8.30am-8.30pm and Sat 8.30am-12.30pm, but if there is an emergency outside of these hours you can phone the same number.

We also have a minicom service available, which is a text telephone for people with hearing difficulties.

This service is available on: **0208 522 2006**   
(Mon-Fr, 8.30am-8.30pm, and Sat, 8.30am-12.30pm)



### 2. By email or online

You can report your repair by email **repairs@east-homes.co.uk** or by visiting the website **www.east-homes.co.uk/reportrepair**



### 3. In person

You can visit our head office at  
29-35 West Ham Lane, Stratford, London E15 4PH  
Monday-Friday 8.30am – 6.00pm.

Or you can visit your local neighbourhood surgery.

## Finding out more about your repair

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It doesn't matter how you contact us, we'll need to find out more about your repair so we can work out what needs to be fixed and send the right person and tools. The repairs guide at the end of this handbook can help you identify the problem.

## Making an appointment

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Once we've got all the information, we'll make an appointment for one of our repairs contractors to carry out the repair. The majority of repairs can be completed in one visit, but sometimes we'll need to send a surveyor first and more complicated repairs can take multiple visits. We'll let you know if this is the case.

The majority of our repairs are carried out from Monday to Friday, when our main contractor can call to start the repair within the following 2-hour time slots:

- 8.00am to 10.00am
- 10.00am to 12.00pm
- 1.00pm to 3.00pm
- 3.00pm to 5.00pm

If the job will take more than two hours we will inform you. We also offer a limited number of early evening appointments after 5pm during the week and on Saturday mornings (for multi trades work only).

We'll give you a job ticket number for your reference and send you a text reminder if we have your mobile. If we only have a landline phone number you'll get a recorded reminder message on your phone the day before your repair is due to be carried out.

## Priority needs

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Our aim is to run an efficient service, but to also provide extra help for those who need it. If you believe that you have a personal need that means a repair would need to be done quicker, please tell us when you contact us. Your neighbourhood manager will contact you to talk with you in more detail about your needs.

# Carrying out your repair

East Homes works with a number of contractors to provide the repairs service for residents.

We have a code of conduct for all our contractors which sets out what you can expect:

## 1. Appointments

- Contractors aim to arrive during the two hour slot agreed. If the contractor misses the appointment and doesn't contact you, let us know as you may be able to claim compensation.
- If an appointment needs to be re-scheduled or they are running late they will contact you.
- If a part needs to be ordered or the repair can't be completed at first visit, you will be advised and offered a new appointment.
- If you are not at home to allow the contractor

access and meet the appointment, we may charge you for this, and the job order will be cancelled so you will need to report it again and make a fresh appointment.

## 2. Identity

- All contractors will be wearing uniforms, carrying photo identification and will present you with an official works order.

## 3. Preparing for work

- It may be necessary to move fragile or easily damaged items to allow our contractors access to the repair. The contractor will offer to help you move larger items.

## 4. Respecting you and your property

- Our contractors will respect you and your property. They will not use your facilities or equipment without first asking your permission.

- In the unlikely event that you experience loss or damage to your goods, please immediately report this to the contractor.

If the matter can't be resolved, contact us on **0845 600 0830**.

## 5. Cleaning up

- Our contractors will try and keep mess and disruption to a minimum, but sometimes dirt, dust and mess will be caused by the repair. Our contractors will use dust sheets and will tidy up after the repair.

## 6. Health and safety

- Contractors will follow relevant health and safety guidelines. If you believe a contractor is working unsafely, please call **0845 600 0830**.

## Types of responsive repairs and how long it will take

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Not all repairs are the same and we need to make sure we take care of the most urgent repairs first to ensure your safety. We have three repairs categories for reactive repairs – emergency, urgent and routine – and we have standards for how quickly we will complete each of these types of repairs.

Regardless of the category of your repair, we aim to complete your repair right the first time.

*A right first time* repair is a repair that is completed by the operative within the agreed appointment period and to the satisfaction of the resident.

We measure the performance of our repairs contractors to get this right.

## Emergency repairs

Emergency means a problem which puts a person or property in danger. You can report an emergency to us, 24 hours a day, 7 days a week on

**0845 600 0830.**

If you can smell gas, call the **National Gas Emergency Helpline** straight away on

**0800 111 999.**



**IF THERE IS A FIRE OR EXPLOSION,**  
contact emergency services on  
**999 straight away.**

### **Our response time: within 24 hours**

We will arrange for a contractor to attend within 24 hours to make your home safe. Where possible the contractor will fix the problem there and then but if not an appointment will be made to return during normal working hours.

### **Examples of the types of repairs:**

- Burst pipes or major water leaks
- Total loss of heating or hot water\*

- Toilet damaged beyond use (if you only have one toilet in the property)
- Faulty electrical wiring
- No electricity or lighting in whole property (but check you have credit on your meter and that there is not a power cut)
- Broken external doors, locks or windows where the property is insecure. If this is the result of a crime, we need a Crime Reference Number, which you will be given when reporting the crime to the police
- Broken communal door or door entry system if property not secure or unable to get in or out
- A blocked flue (chimney), or carbon monoxide detector sounding
- Broken or missing inspection cover (man hole) causing significant trip hazard
- No communal lighting
- Lift breakdown (if there is only one working lift)
- Dangerous structure, including loose tiles or slates on the roof

*\* If you have no cold water, it's best to contact Thames Water or your regional water company first just to check there's not a supply problem. You can phone them on **0845 200 800.***

## Urgent repairs

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Urgent means that you cannot reasonably live with the problem for long, or it is likely to get much worse if nothing is done.

This includes where it could result in the loss of an essential facility for example like electricity or water. It also includes any problem likely to cause further damage to the structure, fittings or services of the building if we do not deal with it quickly.

**Our response time: within five calendar days**

### Examples of the types of repairs:

- A toilet that will not flush
- Leaking waste pipe from sink or toilet
- Water coming through an overflow pipe
- Defective light fittings or sockets not working
- Door entry phone not working
- Loose handrail or banister
- Leaking roof
- Partial loss of water supply
- Partial loss of electricity supply

## Routine repairs

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Routine means that the repair does not pose a threat to the health and safety of the occupants or their property or it may be a follow on repair following an emergency. We may need to take longer if we need to order parts or get more quotations for high value works. Sometimes a surveyor may need to call to carry out an inspection before the repair can be carried out.

**Our response time: within 21 calendar days**

### Examples of the types of repairs:

- Repairs to paths and communal areas where there is no danger to residents
- Plastering and tiling repairs
- Extractor fan in bathroom or kitchen not working
- Kitchen unit repairs
- Minor plastering
- Floor tiles and boards
- Non urgent glazing
- Doors or windows sticking
- Repairs to communal TV aerials
- Brickwork
- Guttering
- Gate repairs

# Your responsibilities

As a tenant we expect you to keep your property clean, tidy and in good condition. There are also some repairs which are your responsibility.

- Replacing locks and keys if you lose your keys
- Replacing or repairing door handles, kitchen cupboard doors and handles and door hinges (within your property only)
- Replacing sink and bath plugs if they are lost or damaged
- Repairs to hat and coat rails
- Accidental damage to kitchen and bathroom fittings caused by you or anyone staying at your property
- Damage to toilet seats, baths and sinks
- Window and door glazing (unless they need replacing as a result of criminal damage)
- Blocked sinks, basins and any damage to plumbing services caused by you or anyone staying at your property

- Replacing electrical fuses
- Fixing minor plaster cracks
- Keeping communal areas and private gardens clean and tidy
- Anything you have fitted in your property that was not provided by East Thames including electrical appliances, cookers, free-standing heaters
- Any damage to fittings and fixtures, including heating and plumbing services, caused by misuse, negligence or carelessness by you or anyone staying at your property

## Rechargeable repairs

If we repair an item that is your responsibility, you may be charged the cost of the repair.

If we attend a repair and we find the property's occupiers or visitors have caused any damage, we'll explain to you that you will be re-charged. If you agree with the charge, we'll carry out the works straight away.

If you call us for a repair that is your responsibility you will be advised by a Customer Service Adviser who will ask you how the damage occurred. If the repair is rechargeable to you, you will be advised of the cost of it, and you will be asked to pay for the repair before the contractor attends.

You are free to use other contractors if you have either caused damage or have a repair which is your responsibility. Any contractor you use must be qualified and competent to undertake the repair. If you select East Thames we will provide you with a quote including our administration fee and VAT and will arrange to collect payment prior to the works being carried out

If you use our contractor and cannot pay the full amount, a deposit amount may be paid and the remittance paid in full following the repair. You may pay by credit or debit card, but we cannot accept cash. If the repair is not paid for, East Thames will seek a court order to ensure the debt can be recovered.

## Home improvement and DIY

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If you are planning any changes or improvements to your home you should contact us first to get written permission. Requests to make alterations to your property should be submitted on a Tenant Improvement application form. These are available from your neighbourhood manager or the Contact Centre. Changes or improvements include:

- Putting up an aerial or satellite dish
- Installing new kitchen or bathroom units
- Fitting a conservatory or extension
- Electrical improvements such as fitting a new shower, installing low voltage lighting or adding sockets
- Installing a gas or electric fire

Some changes will also need planning permission and/or building control approval. If you would like any advice, please contact us on **0845 600 0830**.

If you are installing a gas cooker or gas fire, you must ensure the contractor is GAS SAFE registered. You can check this by calling **0800 408 5500** or visit **[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**.

# Annual repairs and maintenance programme

East Homes is responsible for repairs to the structure of the property and the major services in it. These include gas, water and electricity.

## Cyclical Decoration

We also have some responsibilities for redecoration and maintenance of exterior and communal areas of our properties, and for certain fixtures and fittings.

Most properties are redecorated on a six-year cycle, unless a different frequency is stated in your tenancy or leasehold agreement.

Works include: painting windows and external doors, repairs to brickwork and roofs, painting of fencing and washing down PVCu windows and doors.

## Decent Homes Standard

Each year we undertake a programme of renewal of bathroom and kitchen fixtures, windows and heating systems, subject to funding. Our team of surveyors has extensive experience in conducting stock condition surveys on a variety of different types of housing. We aim to survey 20% of our properties each year. We survey properties to establish future maintenance requirements for the Decent Homes Standard. This is a government standard.

The Decent Homes Standard, set by the government, which ensures homes are safe, in a reasonable state of repair, have reasonably modern facilities and services and provide a reasonable degree of warmth and insulation.

East Homes can arrange to inspect properties where residents advise us their property is in poor condition and it has not yet been inspected as part of the stock condition survey.

## Aids and adaptations

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If you have a disability and find some day to day tasks difficult, your home may need adapting to suit your needs.

If you think your home needs adapting, we will arrange an assessment by an Occupational Therapist who will look at your home and your ability to care for yourself and complete daily tasks. These are usually through your local council, but we can help you arrange this.

The assessment helps us determine if you need specialist equipment or adaptations to your home. This could include grab rails, stair rails or lever taps, or more major adaptations such as stair lifts, ramps to your door or level access showers.

If you would like to know more about aids and adaptations, please call our customer contact centre on **0845 600 0830** or email **enquiries@east-thames.co.uk** and ask to talk to the aids and adaptations manager.

## Asbestos

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Asbestos is commonly found in homes built or renovated prior to 2000. It is a naturally occurring mineral fibre, but it can be dangerous to people's health if the fibres are inhaled.

Asbestos is only a risk when it is damaged or moved without being made safe first.

Before doing major works, East Thames carries out asbestos surveys and we maintain a register of the location, type and risk of materials containing asbestos where they are known to exist. We follow the recommendation and guidance of experts on when to leave the asbestos materials undisturbed and monitor them and when to remove them.

If we are going to carry out an asbestos survey in your home, we'll let you know and provide more information.

# Annual gas safety programme

Gas leaks are very serious and require your immediate attention.

If you can smell gas or have any suspicion that gas is leaking, follow these simple steps:

1. Put out cigarettes, turn off gas cookers and fires and anything with a naked flame
2. Turn off the main gas supply. The main gas on/off lever can be found next to your gas meter.
3. Open windows and doors. This will allow any gas that has built up in the house to disperse.
4. Do not turn any lights/sockets on or off or light any matches. Using a light switch or similar can often generate a spark which could be enough to ignite any escaped gas in the air. This includes the use of phones.
5. Ring TRANSCO on **0800 111 999** from outside the property.

## Annual gas safety checks

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Your safety is of the utmost importance to us. East Homes is required by law to carry out an annual gas safety check on the gas pipes and appliances which have been fitted by us.

Not only does this ensure your safety, it also means that your heating system is likely to be more reliable and less likely to break down. If we cannot obtain access to carry out the annual check, we will get permission to enter your home from the court and charge you for all the extra costs incurred.

We will contact you with an appointment when your annual check is due. If you need to reschedule the appointment, just let us know before the appointment date. When we carry out gas safety checks for tenants, we check gas appliances to make sure they are safe as well as servicing and maintaining the gas appliances that we have installed.

Leaseholders are responsible for maintaining and servicing their gas appliances.

## Carbon monoxide (CO) poisoning

Carbon monoxide (CO) is a colourless, odourless, poisonous gas. Carbon monoxide can kill without warning – it does not have a smell and you cannot see it. The initial symptoms of CO poisoning are similar to the flu (but without the fever). They include headache, fatigue, shortness of breath, nausea and dizziness.

### What should you do to prevent CO poisoning?

#### Do...

- Have your heating system (including chimneys and vents) inspected and serviced annually by a GAS SAFE engineer.
- Make sure appliances are installed according to the manufacturer's instructions and gas regulations
- Install CO detector/alarms

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ধাৰ্মস কাউল

নীৰব হত্যাৰী

خاموش قاتل

ধাৰ্মস কাউল

নীৰব হত্যাৰী

# The Silent Killer.

CARBON MONOXIDE CAN KILL!

خاموش قاتل

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The Silent Killer.

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## Do not...

- Service fuel-burning appliances without the proper knowledge, skills, and tools. Always use a GAS SAFE registered contractor to install and service your gas cooker and appliances
- Block air vents on an appliance
- Block outside grilles, flues or air bricks
- Use an appliance if you think it's not working properly
- Sleep in rooms that have a gas back boiler
- Burn charcoal inside a home, garage, vehicle or tent
- Use portable fuel-burning camping equipment inside a home or garage
- Leave a car running in a garage attached to your home
- Use gas appliances such as ranges, ovens or clothes dryers for heating your home

- Operate un-vented fuel-burning appliances in any room with closed doors or windows or in any room where people are sleeping
- Use gasoline-powered (petrol) tools or engines indoors

## What should you do if you experience symptoms of CO poisoning?

If you suspect carbon monoxide poisoning, stop using any gas or coal appliances immediately. Turn gas off at the mains and open the windows and doors for ventilation. Ring us on 0845 600 0830 (24 Hours), so that we can find out if any appliances are not working properly.

Seek immediate medical advice and report your symptoms. It's important to tell your doctor that you suspect carbon monoxide poisoning.

Do not turn your fuel-burning appliances back on until a GAS SAFE registered service engineer has confirmed that the appliances are safe.

# Insurance

## What type of insurance does East Homes provide?

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East Homes is only responsible for insuring the fabric of the building – this means the brickwork, concrete, roof etc.

East Homes' insurance **will not** cover damage to your possessions unless the damage was because of our negligence. This does not mean that East Homes will compensate you if your possessions are damaged by something like a roof leak. East Homes would have had to have been negligent, such as knowing about a roof leak but failing to repair it in a reasonable period. In such circumstances we may accept responsibility for damage caused by the delay.

## What sort of insurance should you have?

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We would strongly advise you to get contents insurance for the value of your furniture and belongings, including any carpets and laminate flooring you have installed.

Contents insurance covers damage to your possessions due to unforeseen events such as leaks, burst pipes, theft and fire. For example, if a flood from your washing machine caused damage, you would need contents insurance to recover the costs. The East Homes insurance will not cover this kind of damage.

## 'My Home Contents Insurance'

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The National Housing Federation and a major insurer have got together to offer an affordable policy. Called 'My Home Contents Insurance', this offers a range of benefits and instant cover is available over the telephone. If you would like more information call **0845 337 2463** and ask about 'My Home Contents Insurance' or email us at **info@east-thames.co.uk** and we'll send you an information pack.

To ensure that it offers the best deal for you, talk to an independent broker or independent financial advisor or other insurers about other policies available.

# Reporting guide and handy hints

Unless you're an expert, it's sometimes hard to explain what is going wrong.

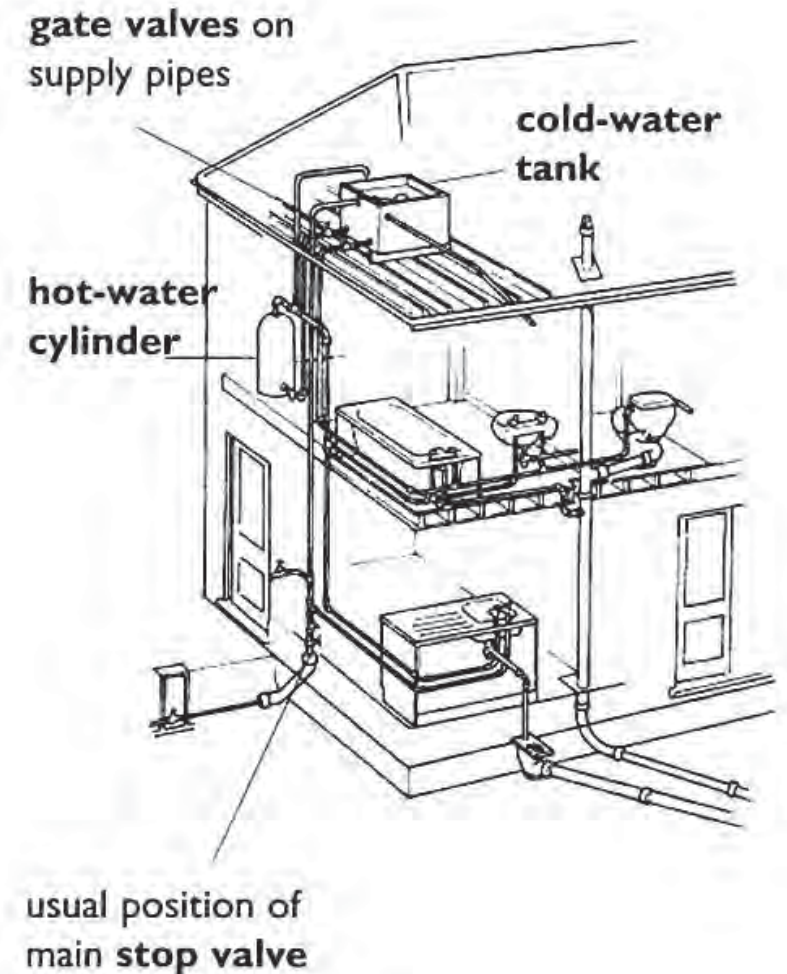
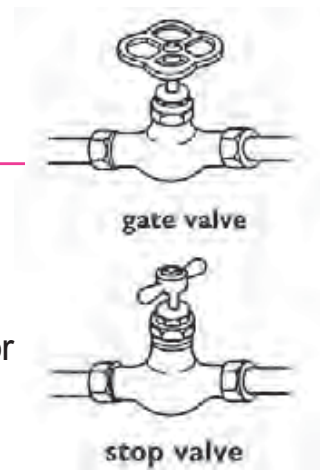
There are lots of technical terms, and it helps if you can explain to us where the problem is so we can get the right repair and tradesperson for you.

This guide gives you some help in diagnosing your repair and some handy hints to keep your home running well.

## Water services

### Please tell us:

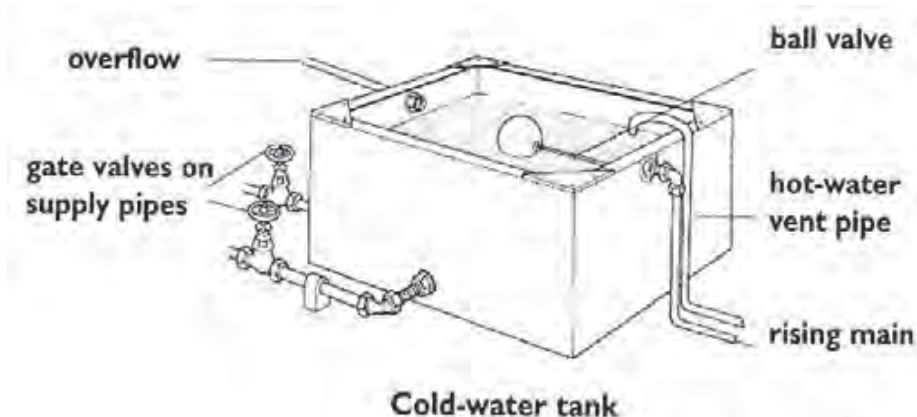
- Where is the leak coming from?
- How serious is the leak? Is it a mains supply pipe or a pipe from the water tank? Is it cold or hot water?
- Have the electrics been affected?
- Is there any other damage?



## Overflows

### Please tell us:

- Which overflow is causing the problem e.g. toilet cistern, cold water tank etc?
- Where does the overflow discharge?
- Is the overflow running continuously or not?



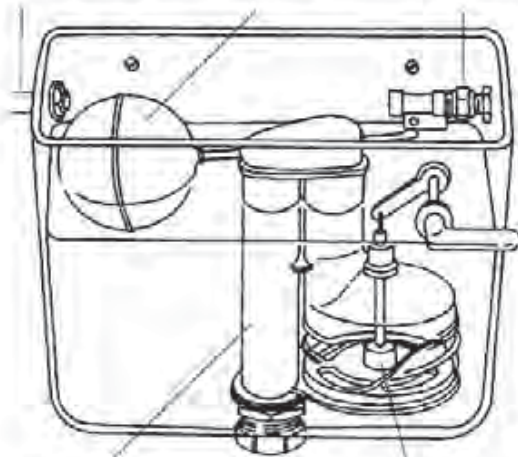
## Toilets

### Please tell us:

- Where any leak is coming from
- If the pan is cracked or there is a leak from the pipe work
- Whether you have been able to turn the isolation valve off
- How the damage happened
- If the toilet will not flush, whether you can see any broken parts in the cistern
- If you have another toilet you can use

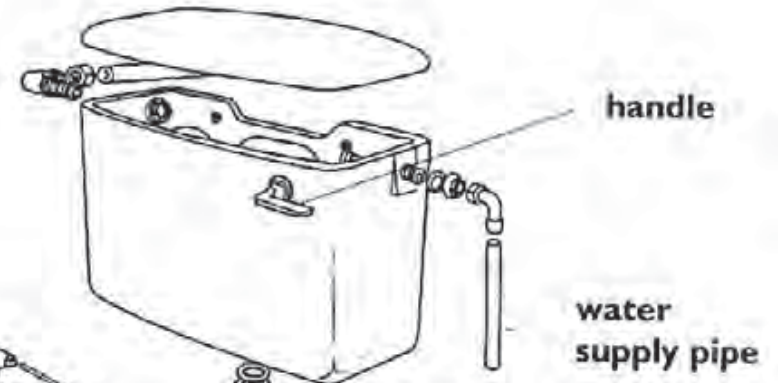
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overflow float ball valve



syphon piston

A typical toilet cistern



handle

water supply pipe

seat cover

seat

pan

The flush pipe and the joint between the flush pipe and the pan (the cone joint) can both leak.

cone joint  
soil pipe

The soil joint can leak.

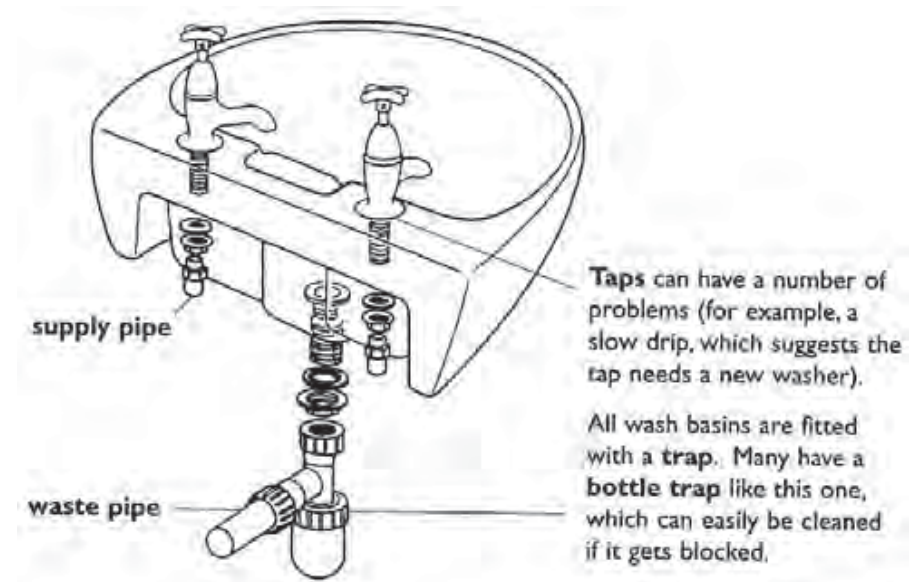
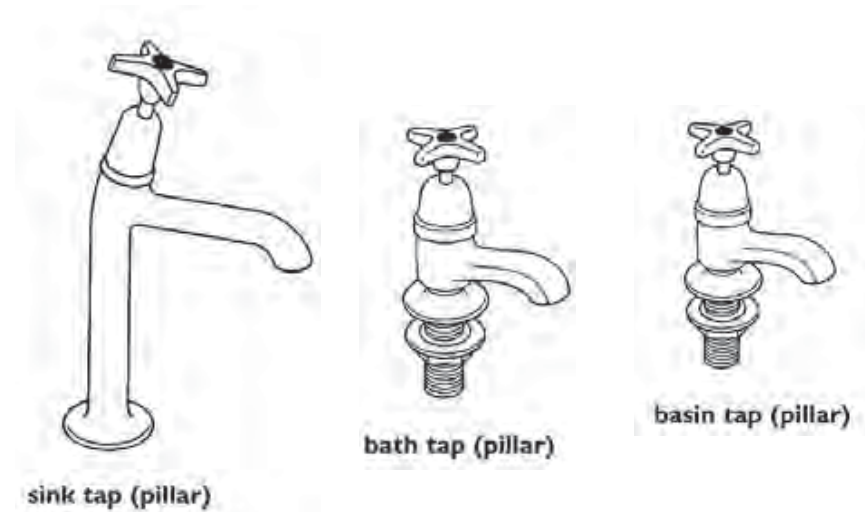
A toilet that won't empty when it's flushed may be blocked in the pan outlet.

## Sinks and washbasins

### Please tell us:

- Is the problem with the sink (in your kitchen) or a washbasin in your bathroom or toilet?
- Is it a blockage, leak or crack?
- Is the leak on a supply tap and is it the hot or cold tap?
- If the sink is blocked, have you tried to clear it?
- How did the damage occur?
- If the problem is with the tap, do you know what kind of tap?

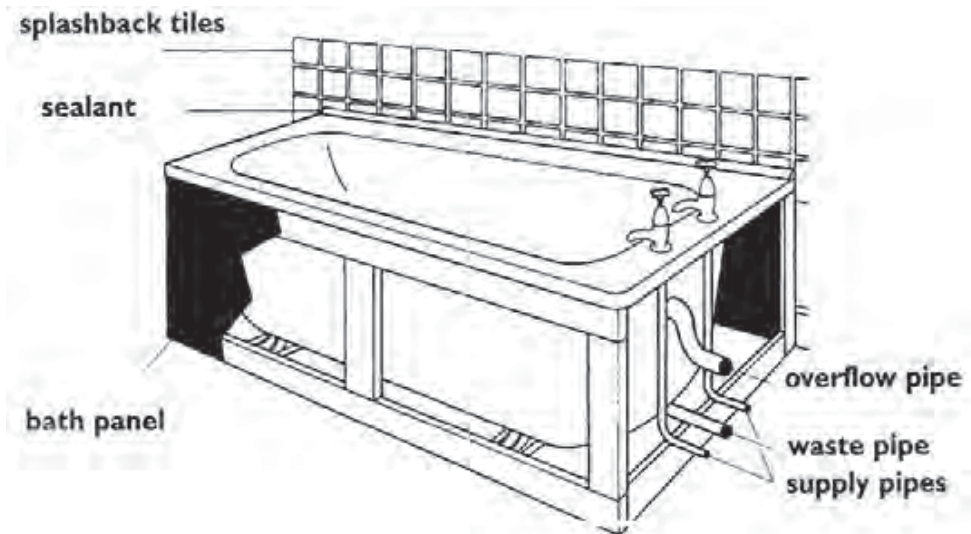
**Handy hint:** Do not to pour fat, tea leaves or coffee grains down the sink – as this will cause the sink to become blocked.



## Baths

### Please tell us:

- If there is a leak, where is it coming from (which pipe)?
- Is the leak on the hot or cold tap?
- If there is a problem with an overflow pipe, where does it discharge?
- If the splashback tiles are damaged, how many tiles and what colour and size are they?
- Has the leak caused any further damage?

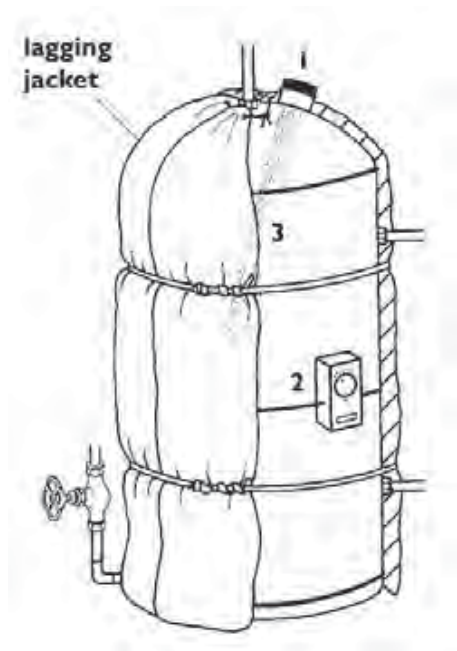


## Heating, boilers: water heaters

It is common to have a hot water cylinder which is heated by an immersion rod (3) at the top of the cylinder. There is often a temperature control switch (1) at the top of the rod, or a thermostat on the outside (2).

### Please tell us:

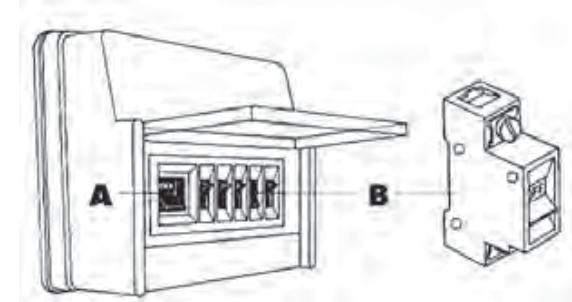
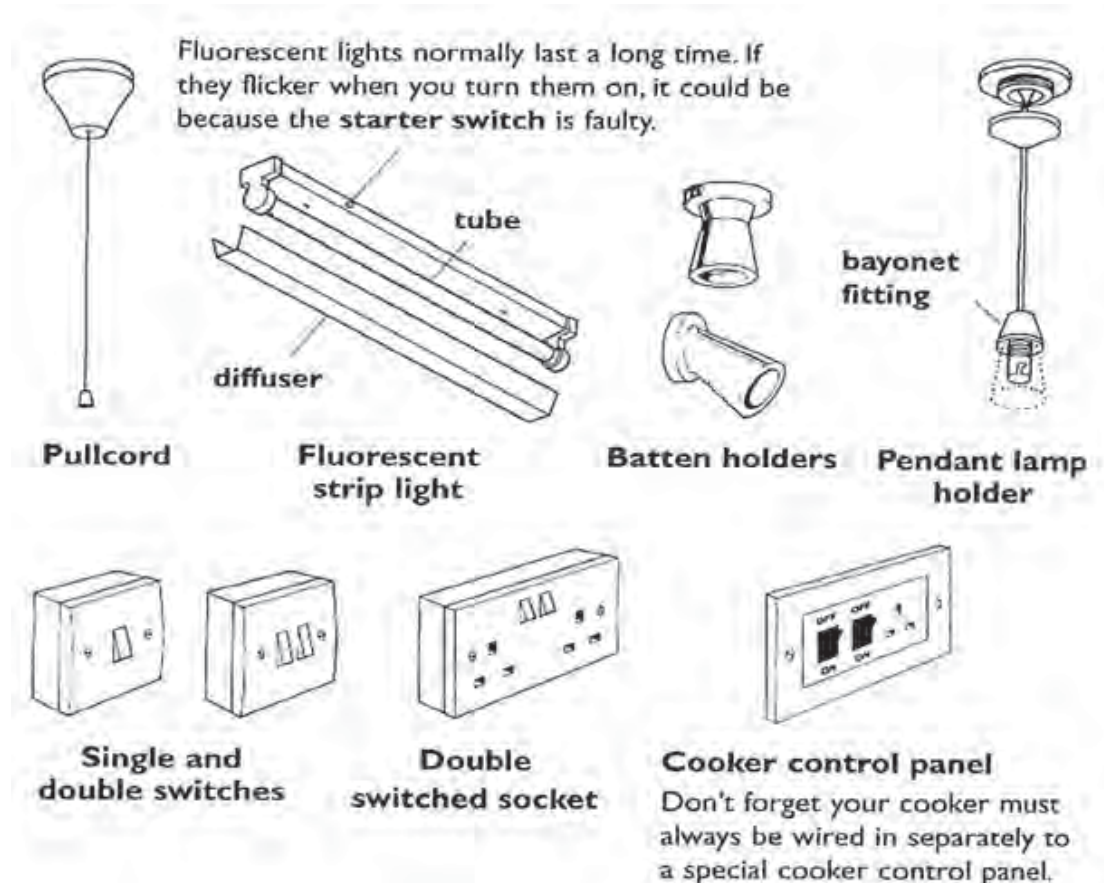
- What kind of heating system do you have?
- Do you have any hot water?
- Is the water cylinder hot?
- Do you have any other way of heating water in your home?
- Do you have any other problems with water supply?



## Electrical fittings

### Please tell us:

- Is it a socket or switch which is not working?
- If it is a light, have you checked whether it is the bulb?
- Have you checked the fuse box and power supply?
- Were you using a particular appliance at the time of the power failure?



The diagram above is of a residual circuit breaker (A) and a miniature circuit breaker (B). They both control lighting circuits and electric sockets. If these switch off there is usually a fault with an electrical item plugged into that socket. Occasionally it will be a problem with the electric wiring.

If your circuit breaker switches off, you can check for faulty items by switching off all the miniature circuit breakers and unplugging all electrical equipment such as toasters and kettles. Switch the residual circuit breaker back on. Now switch on each miniature breaker and start to plug in electrical items, one at a time, until you have identified what is causing the problem. You may need to check the fuse or wiring in the plug.

## Handy hints - Heating

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**Just a few tips to help you change the heating in your home. This is especially important at the start of the winter.**

### Setting the temperature in your home

The room thermostat – this is usually on the wall in your hall or a cool part of your home.

- Keep the temperature in your home between 18 and 21°C as this is a comfortable and efficient temperature
- The thermostat will check the temperature of the air around it and switch the heating on if it gets too cold, or turn it off if it gets too hot. It means you don't need to change the thermostat – just set the temperature and leave it
- Please remember that the higher the temperature, the more fuel you use and the higher your bill will be
- If it's cold, it's most efficient to keep a low heat on all the time

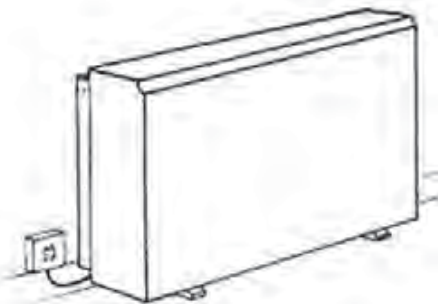
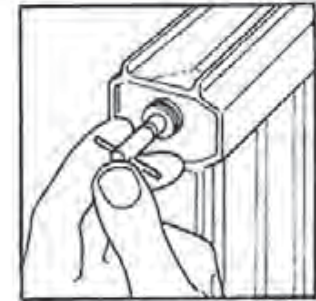
### How storage heaters work

If you have this kind of heater, you'll have one in each of the main rooms of your home. This means you can change the temperature of each heater to suit your needs.

- You can set these heaters for an extra boost of heat in the afternoon or evening
- These heaters use electricity at night when it costs less. The heat is released during the day and cools off at night time
- You need to plan ahead when changing the settings, as it can take 24 hours for the change to come into effect – it doesn't happen immediately
- To set the heating level, there are two controls on the top of the heater, usually under a hinged cover. The 'output' sets when the heat is released. It can either be the same all day, or set to provide a boost in the afternoon/evening. The 'input' sets the level

of heat. It controls the amount of heat you need to build up in the heater overnight depending on what temperature you want and whether you want it to have a boost later in the day.

If your radiators are not heating up enough, it might be because air is trapped in them. Use a **radiator key** to **'bleed'** them. Only open the valve enough to let the air out. When the hissing noise stops and water appears, the radiator is free of air and you need to close the valve tightly.



storage  
heater



thermostatic  
valve



central-heating  
pump

## Handy hints - Fire safety

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### Just a few tips to help avoid a fire in your home:

- Make sure you have a smoke alarm and check the batteries regularly
- Make sure you put out cigarettes and matches carefully
- Never leave lit candles unattended
- Keep portable heaters away from clothes, curtains and furniture
- Take great care if using a frying pan and never leave chip pans unattended
- Regularly check electrical equipment such as electric blankets
- Keep fire doors closed at night and do not remove self closing devices from doors
- Don't block passageways or hallways. Also keep access roads clear by parking considerately

### IN THE EVENT OF A FIRE IN YOUR HOME

1. Leave the room immediately and close the door
2. Raise the fire alarm
3. Call **999** and ask for the fire brigade
4. Do not try and put the fire out unless you can do so safely
5. Do not throw water on an electrical or chip pan fire



## Handy hints - Security

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### Just a few tips to help keep you safe at home:

- Close all windows and lock all doors when you leave your property and at night
- Lock up before you go to bed at night, but make sure you know where the keys are in case you need to leave in an emergency
- Keep keys safe – give a set of keys to a relative or trusted friend. Make sure keys are hidden from view. Please remember that if keys are lost or stolen, you will be responsible for replacing them
- Never let strangers into your property. All East Homes staff and contractors will display photographic identification so you know who they are

## Handy hints - Condensation

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Condensation is caused by excess moisture in your home. If left untreated, it can cause mould growth in your home. Here's a few tips to avoid condensation:

- Ensure your house is well ventilated by keeping windows and internal doors open a few inches. Use the extractor fan in the bathroom when you're using the bath or shower. Also try to leave a space between the back of furniture and internal walls
- When cooking, cover saucepans, use the extractor fan and don't leave the kettle boiling
- Only use the heating when you need to, and allow your home to heat up gradually at the start of the winter season
- Try and keep the windows open slightly if you're drying washing inside. Never dry wet washing on a radiator as this is dangerous and a fire hazard
- Try to avoid overfilling your cupboards and open the doors regularly to circulate air

# Feedback, complaints and compliments

## Your feedback

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We value your feedback about our repairs service. We may contact you to arrange to inspect recently completed repairs. We also carry out telephone surveys to ask you what you think of our repairs services and what improvements you would like to see.

## Get involved

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We also have a range of resident involvement opportunities. You might like to join a resident panel or take part in more regular surveys, or even become a mystery shopper.

You can contact our resident involvement team on **020 8522 3957** or email: **resident.involvement@east-homes.co.uk**

## Making a complaint

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From time to time, things can go wrong. We will try to put things right as quickly as possible and make sure the same problems doesn't happen again for you or other residents.

You can make a complaint to us if you are a tenant or former tenant, a tenant group or a member of the public affected by our work. You can also ask someone to complain on your behalf, but they'll just need your permission to do so.

### **If you're unhappy with a repair or one of our contractors you can complain by:**

- **Phone** 0845 600 0830
- **Online** [www.east-homes.co.uk](http://www.east-homes.co.uk)
- Sending a **letter** to the Customer Relations Unit, 29-35 West Ham Lane, Stratford, E15 4PH or faxing your letter to 020 8522 2009

- **Minicom** 020 8522 2006 (for hearing impaired)
- **In person** at any of our offices

You will receive an acknowledgment letter of your complaint and our service standard is that we'll respond to your complaint within 21 calendar days.

## Compliments

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If you've had a really good service, we're always pleased to hear from you. You can send us an email [info@east-homes.co.uk](mailto:info@east-homes.co.uk), give us a call 0845 600 0830 or tell us next time you see us.

## Compensation and Right to Repair

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If we have agreed to complete an emergency or urgent repair, which puts your health or safety at risk, in your home and we do not do this within the agreed timescale, we will consider paying you compensation. This is in line with government legislation.

If the repair is extensive, the timescale set is not necessarily that for completing the whole repair, but it is the time within which a contractor should come to your home and make it safe (for example secure a door or provide temporary heating). Damage caused by vandalism is not covered, for example a smashed window.

Compensation will not be paid if you were not at home to let the contractor into your home, or if you did not inform us that the repair was needed.

If you believe you are entitled to compensation, you should contact us on **0845 600 0830** and we will be able to advise you.

Repairs, maintenance services and reporting a repair to your home.

For free translation phone:

আপনার বাড়ির মেরামতের কথা জানানো  
মেরামত, রক্ষণাবেক্ষণ সার্ভিস বা সেবা এবং  
বিনামূল্যে অনুবাদের জন্য ফোন করুন

Services de réparations et d'entretien et comment rapporter les réparations  
nécessaires à votre domicile. Pour une traduction gratuite, téléphonez à:

সমারকাম, মধানজাণবহাণীনী সর্বিসীস অনে  
তমারা ঘরমাঁ সমারকামনো হিপোর্ট করো  
মহঁত আখাতের মাটে ফোন করো.

Dayactirrada, adeegyada hagaajinta iyo sida aad u soo sheegi  
lahayd dayactirka guriga. Para traduções gratis telephone para:

Reparações, serviços de manutenção e comunicar a necessidade de  
uma reparação na sua casa. Turjabaad bilaasha kasoo wac talafoonkan:

Onarım, bakım hizmetleri ve evinizde yapılması  
gereken bir onarım işini bildirebilmeniz için.

Ücretsiz çeviri için telefon edin:

مرمتیں، دیکھ بھال کی سرورسز اور آپ کے گھر کی کسی مرمت کی رپورٹ کرنا۔  
مفت ترجمے کے لئے فون کریں

For large print or braille phone

**0800 952 0119**

Monday - Friday 9.00am - 5.00pm

**48937**

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## Contacting us

If you have any questions about the repairs service, please contact us:

- Phone: 0845 600 0830
- Email: [repairs@east-homes.co.uk](mailto:repairs@east-homes.co.uk)
- In person: 29-35 West Ham Lane, Stratford E15 4PH (Mon-Fr 8.30am-6pm)
- Web: [www.east-homes.co.uk/reportrepair](http://www.east-homes.co.uk/reportrepair)

## Emergency contacts

- Fire – in the event of a fire call 999
- Gas – if you smell gas and for all gas emergencies call 0800 111 999
- Burst water pipe or loss of water supply – if there is a disruption to your water supply contact Thames Water on 0845 9200 800
- Electricity – if there is a lack of supply call 0800 028 0247

east HOMES

All address and contact details correct at the date of publication. Published by East Thames Group.



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business for neighbourhoods