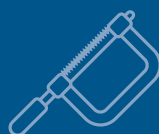


Information about the Repairs Handbook

A guide for North Yorkshire Council housing tenants



Keep this safe for when you need to
report a repair to your home.

Did you know we've improved the way we manage repairs to your home?

We have invested in a new repairs management system which aims to make us more efficient. You can now request a repair online or over the phone.

We've changed how we prioritise repairs so that we use the same method for everyone - this is called our 'Repairs Standard'. There are four categories of repair. This replaces previous policies from the Harrogate, Selby and Richmond areas, making it simpler and fairer for everyone.

You have helped us write a new handbook that explains what to do if you need to request a repair - the handbook is on the North Yorkshire Council website. The handbook is a big document, so we are not sending a copy to everyone, but you can request a copy. Please turn over for more information.

Repairs are now prioritised as follows:

Priority 1 – response within **2–4 hours**, and **made safe within 24-hour timeframe**.

An **emergency** that puts someone's safety, security, or health at immediate risk – for example, no heating or hot water, burst pipes or dangerous electrical fittings.

Priority 2 – response within **72 hours**.

Not an emergency but an **urgent** repair that needs to be done quickly to prevent increased risk to tenants or more damage to the home, (for example, loose handrail, blocked sink/basin, partial loss of electricity or water)

Priority 3 – response **within 7 calendar days**.

Not urgent but a repair which poses a **moderate risk** to tenant safety (for example, missing roof tiles, faulty extractor fan); or work which has been identified, following a safety survey.

Priority 4 – response within **28 calendar days**.

Routine repair that does not pose a risk to tenant safety or the property, for example, plaster work, joinery work to windows/doors, rainwater goods, general surveyor inspection.

Our aim is to provide you with a better service, that is the same for everyone across the county.

How do I report a repair to my council property?

Online **northyorks.gov.uk/housing-repairs**

Where possible please include a photograph of the issue.

Completing the online form is quick and easy, and you can do it at a time to suit you.

By telephone: Call **0300 131 2 131** and say '**housing repairs**' when prompted.

If you're reporting an emergency repair outside normal office hours—including weekends and bank holidays—please use the same contact telephone number.

When you report a repair, we will need the following details:

- The type of repair, including details and the location of the item that needs repairing
- Your full name, address and postcode
- A contact phone number

After the repair is reported, we will:

- Confirm if the repair is our responsibility
- Record the details of your repair
- Inform you of the date of the appointment
- Tell you if the work will be done by the council or the name of the contractor if the work is to be done by one of the council's contracting services
- We may need to inspect the problem before carrying out the repair
- After the work is completed we may inspect the work or discuss it over the phone.

If you have problems with damp and/or mould you can report it in the following ways:

Online:

www.northyorks.gov.uk/dampandmould

By telephone: **0300 131 2 131** and say '**condensation, damp and mould**' when prompted.

If you smell gas call the National Gas Network immediately on **0800 111 999** (minicom **0800 5875055**).

The Repairs Handbook also provides information about who is responsible for different types of repair, how to prepare for repair work and information about home safety and security.

You can request a printed copy of the Repairs Handbook or get the information in a different format such as large print, by emailing **myhousingvoice@northyorks.gov.uk** or asking your Housing Officer.

A copy of the handbook will also be available in your communal area if you live in a sheltered housing scheme and there will be a copy in your local community centre.



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You can request this information in another language or format at **northyorks.gov.uk/accessibility**