



Building Independence

Your Getting Things Fixed File



GETTING THING FIXED FILE

Including Defects Procedure for New Properties

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PROCEDURES FOR REPAIRS OR FAULTS IN YOUR HOME DURING THE DEFECTS LIABILITY PERIOD

When FCHA has a newly finished property, the contractor who did the work on your home (known as the principal contractor) needs to put right anything that goes wrong for the next months. These are called DEFECTS. This period is called the DEFECTS LIABILITY PERIOD. The Contract Administrator will decide whether any reported repair or fault is a defect, and therefore should be completed by the principal contractor, or whether it is a maintenance matter which is the responsibility of FCHA.

At the end of the defects liability period the property will be inspected by the Contract Administrator and an officer of FCHA to identify defects which are outstanding and which the principal contractor must put right.

The principal contractor is responsible for the electrical installation, including the fire alarm system and the central heating until . Again, the principal contractor is responsible for rectifying any faults, so you should continue to contact FCHA for any electrical or central heating defects.



WHITE GOODS

FCHA may have installed new appliances such as a washing machine, tumble dryer, fridge, freezer, cooker and hob etc. These items have been gifted to you. The guarantees have been left for you and it is your responsibility to register them to protect the manufacturers guarantee. The ongoing repairs, maintenance and replacement of all white goods is the responsibility of the tenant(s) and/or support provider.

FCHA CONTACT DETAILS

Address: First Choice Housing Association Ltd
10 Village Way
Greenmeadow Springs
Tongwynlais
Cardiff CF15 7NW

In Office Hours: 029 2070 3758
Monday – Friday (except Bank Holidays)
9am to 4pm
Select Option 1 for Customer Services

Out of Hours: 029 2070 3758
Select Option 1 for Gas and LPG Heating,
Plumbing and Drainage Repairs
(provided by British Gas & Dynorod)
Select Option 2 for all other Emergencies Repairs
(provided by Car Call)

Alternatively to phone direct:

British Gas & Dynorod – 0333 202 9797
Car Call – 0149 532 5282

Email: customerservices@fcha.org.uk

Website: www.fcha.org.uk/contact

DEALING WITH EMERGENCIES

If there is an emergency, please deal with it immediately.

Please refer to the Emergencies document provided, this will tell you what to do if you have a:

- Gas leak
- Burst pipe
- Blocked or overflowing WC or drains
- No water supply
- Dangerous electrical equipment
- Loss of electricity supply
- Activated carbon monoxide detector
- Activated fire alarm system

Remember our contact details are:

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HOW TO GET THINGS FIXED

Repairs

To report a repair you can:

- Telephone 029 2070 3758 and select Option 1 for Customer Services
- Send an email to customerservices@fcha.org.uk
- Complete a repair form on our website www.fcha.org.uk/contact

When reporting a repair via email, if you are able to send us photographs of the problem this will help us to make sure we send the right contractor and hopefully achieve a first time fix.

Appointments

We do our best to book appointments that are convenient to you. You will be asked to provide us with some dates for when it will be convenient for the contractor to attend. Our appointments are Morning (8.30am to 12.30pm) and Afternoon (12.30pm – 5pm).



We will contact the contractor to book the appointment and will phone you back to confirm the date and time agreed. We will ask you to write this appointment in your diary or communication book.

Work Orders

If you have an email address, we will send you a copy of the work order which will tell you the name of the contractor and the work we have asked them to do and the appointment agreed.

Satisfaction Surveys

The next working day after the appointment, FCHA will telephone you to check that the contractor attended and completed the work and if further works are required.

If the work is completed, FCHA will ask you some questions to find out how happy you are with the work, the contractor and FCHA. This helps us monitor the performance and work carried out by our contractor and our staff, to ensure a responsive and good quality service is provided to all our tenants.

This is your opportunity to let FCHA know what you think whether that is something good or bad about the work that was done.

If a contractor or a member of staff did not do a good job, then FCHA will review their performance and look to put things in place to make improvements. If the service was very bad, FCHA will not work with the contractor until improvements are made or will stop using them.

This is what the work order would look like when it arrives.

First Choice HOUSING ASSOCIATION

Major Repair

Work Order No: _____
Order Date: _____
Appointment By: _____
Created By: _____

IMPORTANT
Contractor to be inducted by member of staff prior to accessing property.

Property Tel. No: _____

****IMPORTANT****
These works adhere to CDM Regulations 2015. You must produce a Construction Phase Plan. By following the HSE guidance First Choice has produced an automated Construction Phase Plan. Please follow the following link to complete the form. You will require the works order number.
Link: <https://goo.gl/forms/g58tG4TR70Z7J2122>

Reported Fault: _____

Works Description Ensure signature is obtained upon completion of this work	Contractor's Please Note
_____	Invoice payments will be delayed whenever a tenant or staff member's signature has not been gained on the work completion form. The signed copy of the Work Complete Form must be returned to FCHA on completion. Invoices must be forwarded within 14 days following completion. Contractors must respect tenant's confidentiality at all times.
_____	Information contained on this work order may have been obtained under the Data Protection Act 2018. This information should remain confidential and should not be divulged to third parties, without the explicit consent of the

DIFFERENT TYPES OF REPAIRS

Emergency Repairs

Emergency repairs are those repairs which may cause harm to someone or seriously damage the property e.g. dangerous boiler, burst pipes and serious plumbing leaks etc. We will fix emergency repairs as quickly as we can.



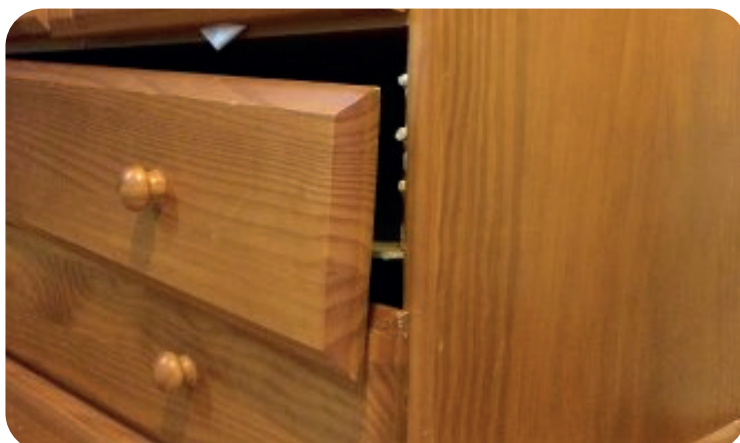
If there is an emergency, you should phone FCHA straight away.

We aim to fix emergency repairs within 24 hours.

If the contractor cannot carry out the repair immediately e.g. as a part is needed, the contractor will always make it safe and come back as soon as possible.

General Repairs

General repairs are repairs which may affect your comfort and cause inconvenience, but are not a danger to health, a risk to you or cause serious damage to the property e.g. a loose door handle or a loose drawer front in the kitchen. We will make a convenient appointment with you for a contractor to attend.



HEALTH & SAFETY AND COMPLIANCE

Getting Things Fixed also means making sure fittings and fixtures in your home are safe. FCHA are required by law to carry out certain checks, these include:

- **Gas, LPG and oil boilers**, including carbon monoxide detectors
- **Fire safety systems** – fire alarms, smoke and heat detectors, sprinklers and emergency lights
- **Emergency door closer units** (EMDC)
- **Lifts and fixed hoisting equipment** including specialist baths and toilets
- **Anti-scald valves** (also known as thermostatic mixing valves or TMVs) fitted to baths and wash hand basins
- **Electrical tests** for the fixed wiring in your home (carried out every 5 years)

Daniel our Compliance Officer is responsible for monitoring and making sure that these checks are carried out on time.

Copies of new certificates are available on request – please contact the Customer Services Team on telephone number 029 2070 3758 and select Option 1 or send an email request to customerservices@fcha.org.uk

Accidents, Incidents or Fires

If there is an accident, incident or a fire in your home or garden caused by the fixtures or fitting in your home, please report it to FCHA as soon as possible. We will ask Sarah our Health & Safety Assurance Manager to call and check what happened so it does not happen again.



WHO HELPS GET THINGS FIXED AT FCHA

When you phone FCHA and select Option 1 for Customer Services, Lisa, Claire, Shelagh, Morgan or Chloe will answer the phone

Lisa is the Customer Services Manager



These are the Customer Services Advisors:



Claire



Shelagh



Chloe



Morgan

Others that help get things fixed in your home are:

Daniel is the Compliance Officer



Sarah is the Health & Safety Assurance Manager and she is in charge of Health & Safety and Compliance



Andrew is the Technical Services Manager and he is in charge of Getting Things Fixed in your home.



These are our Technical Officers:



Phil



George



Rob



Dafydd

Rob is our Handyman in North Wales



GIVING ACCESS TO YOUR HOME

It is important that access is provided to all contractors to carry out necessary repairs, servicing and maintenance. This also includes FCHA staff who undertake visits and surveys e.g. maintenance visits, fire risk assessments, legionella survey, asbestos surveys etc.

If an appointment date has been agreed or at least 48 hours' notice has been provided, then access must be given when requested into your home. If there are exceptional circumstances where this might not be possible, FCHA must be notified immediately.

FCHA will always try to arrange a convenient date and time, however this is not always practical for servicing & compliance repairs due to distance travelled and other works and appointments booked for the area. FCHA try to keep costs we charge you through your variable service charge to a minimum, so some servicing repairs will be grouped with other properties in your area.

FCHA will expect tenants and staff to stay in to provide access. FCHA would expect our contractors and FCHA staff to show their ID badges to gain entry into your home. If they do not provide this information you are entitled to refuse them access. Please notify FCHA immediately if this happens.

This requirement is outlined in your Tenancy Agreement under the section "The Tenants Obligation".

In relation to servicing and repairs of gas appliances, tenants and staff are legally required to give access when requested.

MAINTAINING YOUR HOME

FCHA is responsible for keeping the structure of your home in good repair.

This includes things like the roof and chimney stack, doors and windows, kitchen units, toilets, baths etc.

However there are many things within the property that are your responsibility to maintain. This includes:

- Keeping the garden tidy and pruning trees
- Ensuring appropriate use of heating and ventilation to keep the property free from condensation
- Keeping sinks and waste pipes clear of debris and blockages
- Replacing plugs and chains on sinks, basins and baths
- Replacing electrical plugs
- Replacing shower riser rails, clamp brackets, hoses and heads
- Replacing pull cords to light fittings and shower controls
- Replacing domestic fuses and resetting trip switches
- Keeping smoke and CO detectors clean and free from dust
- Keeping vents clean
- Maintain telephone sockets.
- Install, manage and maintain TV aerial systems and sockets.
- Repair and replacing carpets and floor coverings
- Replacing toilet seats
- Putting right any damage.
- If you are reporting damage caused by vandalism or a break-in, you must ensure that this is reported to the Police and a crime number obtained, however minor the damage. This is necessary to enable FCHA to claim against its insurance policy. If this procedure is not followed, the repair could be recharged back to the property.

MAKING CHANGES TO YOUR HOME

FCHA understand that tenants and support providers would sometimes like to make improvements to their home e.g. new lifting equipment, specialist baths, stair lifts, gas appliances, putting up satellite dishes, installing extra electrical sockets etc.

These works **MUST NOT** be undertaken without prior approval or agreement being obtained from FCHA. It is vital that this policy is adhered to as there are serious health, safety and legal implications to tenants, their support staff and the Association, particularly in relation to lifting equipment, gas and electrical works.

Any works undertaken without prior consent from FCHA will need to be reinstated to its original condition and all the works costs will be recharged.

Please contact FCHA to discuss any improvement works you require as we may be able to help you e.g. for lifting equipment or specialist baths we may be able to obtain a Physical Adaptations Grant (PAG).



SUPPORTING INFORMATION

More detailed information can be found in:

- FCHA Repairs and Maintenance Guide
- FCHA Emergencies Policy

Both documents should be provided with this Getting Things Fixed & Defects File. If you require another copy please contact the Customer Services Team on telephone number 029 2070 3758 and select Option 1 or send an email request to customerservices@fcha.org.uk

Website: www.fcha.org.uk/contact

You can find an online version of the getting things fixed file by scanning this QR code:

