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RHP SERVICES: INFORMATION ON REPAIRS FOR RESIDENTS

Repairs Service for Residents

At RHP Services we refer to anyone living in property we as a resident or occupier. This is because we have many different arrangements for the occupation of the property and not all occupiers will have a tenancy or licence.

General Upkeep

As a resident you are responsible for keeping the property and gardens clean and tidy at all times. RHP Services and the local authorities (councils) we work with will carry out regular inspections of the property you live in to make sure it is in a good condition. We will usually contact you before an inspection, though we will sometimes carry out unannounced occupancy checks if requested to do so by the council that has placed you in the accommodation.

Safety Certificates

We are also required to have up-to-date electricity and gas safety certificates. Properties with gas have to be inspected by a Gas Safe engineer every year, while the electricity certificate has to be renewed every five years. We will always contact you to agree a date and time for gas and electrical safety inspection. You have to allow these inspections to be carried out.

Light bulbs and Batteries

You are responsible for replacing burnt out light bulbs and batteries in battery powered door bells and smoke alarms, unless you are not able to easily access the fittings – for example in buildings with high ceilings where a ladder is required, or the fitting has screws and bolts that cannot be undone by hand, or you have a disability that makes it difficult for you to access the fittings or change the bulbs or batteries.

Damp, Condensation and Mould

Condensation and mould is an increasingly common problem due to the type of homes in the UK and the significant change in lifestyles over the last few years.

We will investigate all reports of damp, condensation and mould, and where it is caused by a defect in the fabric of the building – for example water leaks or rising damp – we will do our best to identify the source and rectify the problem.

However condensation and mould can be caused and exacerbated by lifestyle. We expect all our residents to take reasonable measures to prevent and deal with condensation such as opening trickle vents on windows (where available); not covering passive vents and not disconnecting mechanical vents; making sure

mechanical vents are run when cooking, bathing or taking a shower; and regularly cleaning surfaces such as window cills if there is condensation.

Reporting Repairs

Residents must report any problem requiring a repair to RHP Services by calling 020 8925 8141 during office hours or 07984 887 565 for out-of-hours emergency repairs. Residents can also request repairs by email or by using the online repairs request facility on our website at www.rhpservices.co.uk.

Please make a few simple checks before you request a repair – for example, if you have pre paid electricity and gas meters check that the credit has not run out; if there is no electricity to some rooms or lights check the consumer unit to see if the circuit protection switches (RCD or MCB) have not been tripped; if one light does not work have you tried another light bulb; or if heating or hot water is not working have you checked the boiler controls and thermostat settings.

It is also important to be clear about what the problem is when reporting a repair so we can send the appropriate tradesman to carry out the repair. You must tell us the part of the property (for example: the kitchen), the item (for example: kitchen sink tap) and a clear description of the problem (for example: cannot fully turn off cold water tap).

We will usually call you to let you know when to expect someone to check the problem and carry out the required repairs.

Repairs Priority

Our staff and suitably qualified contractors will carry out repairs in this order:

(1) Emergency Repairs

An emergency is when there is immediate danger to the health and safety of people in and around the property and a threat of serious damage to property. These will include:

- burst water pipes
- gas leaks
- no electricity
- unsecure entrance and exterior doors and windows
- unsecure structure such as damaged roofs

An emergency will be attended to within 24 hours of notification, though it may take longer to carry out a full repair.

(2) Urgent Repairs

Repairs are urgent if there is significant disruption and inconvenience to residents. These will include

- problems with space and water heating

- cookers and fridges not working (we do not normally repair washing machines)
- blocked sinks, drains and toilets
- lock replacements

An urgent repair will be attended to within 7 days of notification.

(3) Routine Repairs

Routine repairs are non-urgent repairs. These will include:

- Repairing electrical fixtures (where there is no immediate hazard)
- Carpentry and joinery repairs – internal doors, stair hand rails and spindles, kitchen cabinets, flooring and floor coverings, wall tiles
- Non urgent plumbing – such as repairing a slow dripping tap
- Dealing with vermin and infestations (rats, mice, cockroaches, bed bugs)

Routine repairs will be carried out within 6 weeks of notification.

(4) Improvements

All cosmetic work (for example filling in non structural cracks) and decorative work (such as repainting) is classified as improvement, unless required as part of another repair. Windows are replaced and kitchen and bathroom fittings changed when they are considered to have come to the end of their 'useful product life'. We try to do these improvements when properties are empty between lets to cause the minimum amount of disruption to residents.

Malicious Damage

You are responsible for repairs for any damage you, your family and any of your visitors cause to the property, excluding normal 'wear and tear'. For example if you lose your keys and break a window or door to get into the property you will be charged for the full cost of all resulting repairs we carry out.

Lost Keys

We will charge residents £5.00 for each key we have to replace if they are lost or not returned to us.

Request A Repair

You can call in a repair, send an email, or fill in the repair request on our website. We need the following information when you request a repair:

Property Address
Your Name
Your Contact Phone Numbers
Location or Room
Item Requiring Repair
Description of Problem