Housing Services

Repairs and maintenance to your home

All about your repairs and maintenance service
How to report a repair

To report a repair please call the Repairs Call Centre on 273 5555.

You can also call in person into First Point.

You can also report non-urgent repairs in the “Do it Online” section of the Sheffield Council website www.sheffield.gov.uk/councilhousing.

Urgent repairs cannot be reported via Do it Online, e.g. burst pipes, blocked drains, board ups. Please call 273 5555 with these repairs.

When reporting a repair to 273 5555 please give the following details:

- Your name and address.
- What the repair is.
- Where it is.

When you report a non-urgent repair, you will receive a receipt that shows what repair has been ordered and a target completion date for the repair.

Identity Check

Before you let anyone into your home, ask to see an identity card. You can ask the Repairs Call Centre staff to give you a password that your repairer will quote when they visit you. You can also call 273 5555 to double check if you are not sure.
How soon will the repair be done?

We set different timescales for different types of repairs.

EMERGENCY REPAIRS
4 HOURS
These include works to burst pipes, gas leaks and total electrical failure.

URGENT REPAIRS
24 HOURS
These include works to heating breakdowns where you have no other form of heating, replacement door locks and blocked drains

APPOINTABLE REPAIRS
UP TO 25 DAYS
Repairs will be completed as soon as possible by appointment. You can choose from four 2-hour appointment slots – two in the morning and two in the afternoon.

These include works to loose fitting doors and windows, leaking guttering, loose floor boards, a light or electric socket not working.

Please make sure you are at home at the appointment time. If you are not, the job will be cancelled. You will then have to call us again to reorder the repair.

PLANNED WORK
UP TO 55 DAYS
For jobs that need planning due to the nature of the work required.

These include manufactured items like external doors and windows or where large amounts of plastering are required. We will contact you with a suitable appointment.

Emergency repairs outside of normal office hours

The emergency repairs service operates overnight from 5.30pm to 8.00am during the week and throughout weekends and bank holidays.

If you have an emergency such as a burst pipe, boarding up of doors and windows, no electricity supply or a heating breakdown with no other form of heat (i.e. gas fire) that needs immediate attention out of office hours, weekends or bank holidays, then please telephone 273 5555.

Please do not call the out of hours service if your repair is not an emergency. You could be charged for the time taken to attend your home if the repair is not an emergency situation.

Numbers for other repairs emergencies:

- 0800 111 999 for Gas Leaks (National Grid)
- 273 7693 for Lift Breakdowns
Annual gas servicing

We will visit every council home once a year to ensure that gas fires and heating systems are working safely. We will contact you in advance to arrange a suitable time.

Don’t miss this appointment – it’s free and it could save your life!

Why do my appliances need servicing?

If they are not working properly, you will be at risk of carbon monoxide poisoning.

Carbon monoxide kills – You can’t see it, taste it or smell it.

It can be given off by appliances which burn gas, oil, coal or wood that are faulty – or if the room is not properly ventilated or the chimney/flue is blocked.

Gas servicing is compulsory

Tenancy condition 29 requires tenants to give us or our contractors access for gas servicing. We take legal action against any tenants who don’t allow access. That’s how seriously we take it.

What if I can’t make my gas service appointment time?

If you miss your gas servicing appointment or need to rearrange it, just call us. For this and more information about gas servicing, call us on 273 4567.

Other precautions against carbon monoxide poisoning

Annual gas servicing is essential but there are other things you can do as well to help protect yourself and your family:

- Make sure your home is properly ventilated
- If you’re buying a carbon monoxide detector, look for one which complies with BS 7860, although you should never rely entirely on these devices
- If you smell gas or fumes or suspect you have a leak please call the National Gas Service Emergency Line 0800 111 999
Repairs and maintenance we are responsible for

We will repair and maintain the following:

- The structure and outside of the buildings (roofs, outside walls, outside doors, window sills and frames, chimneys and chimney stacks, drains gutters and outside pipes)
- Inside walls, skirting boards, doors, door frames, floors, ceilings and major replastering work
- Electrical wiring, sockets and light fittings, gas and water pipes
- Heating equipment (such as fires, radiators and storage radiators) and water heating equipment (such as boilers and immersion heaters)
- Kitchen and bathroom fixtures (such as sinks, basins, baths, showers and toilets)
- Pathways and steps which are the main means of access to your home
- Shared T.V aerial
- The glass in outside doors and windows
- Supporting or retaining walls. Metal railings to the property if deemed to be causing health and safety issues

We will decorate the outside and any shared parts of the building when necessary.

With your help we will maintain the shared parts of the building.

Repairs that are your responsibility

You must look after your home and put right any damage that you, a member of your family or a guest in your house has caused either deliberately or through neglect or carelessness. If you do not, we will repair the damage and charge you for the work. We call these jobs “rechargeable repairs”.

If there is a doubt about how damage was caused, we will come and check the problem before we make a decision.

This might include:

- Alterations carried out to your property without permission
- Broken doors or door frames
- Lost keys
- Replacement locks
- Forced entry
- Broken window frame
- Broken kitchen units, toilets, baths or basins
- Broken electrical fittings

We are not responsible for decorating the inside of your home.

We will not carry out work to your own electric fires or electric heating systems.

Permissions

If you are thinking of making any alterations to your home, you must contact us in writing requesting permission before you can carry out the work. Please send your request to your local housing office. The telephone numbers are on page 15. It is essential that you do this. You may also need to apply for planning permission or Building Consent.

This is highlighted in “You and your Home”, Conditions of Tenancy. Condition 12 states that you must not alter or improve the property unless you have written permission from us. This includes any type of alteration. For example:
• Kitchen renewals
• Renewal of bathroom suites
• Extra electrical sockets or alterations to wiring
• Renewal of central heating and gas fires
• Renewal of internal and external doors
• Construction of a garage or outbuildings
• Vehicular hardstanding / drop kerb
• Window renewals or patio or French doors
• Installation of electric or mixer showers
• Patio paving or wooden decking
• Laminate or wood flooring

We will give you a decision within 21 days of receiving your request.

Contact us when the alterations are completed
If we give you permission you should carry out the work within 90 days and let us know when it is complete. We will then inspect the work to make sure that it is satisfactory to us and complies with any planning and building regulations.

If we have not heard from you within the 90 day period we will contact you to find out if you still intend to carry out the work. If we don’t hear from you the permission will be withdrawn and you will have to apply again if you want to do the alteration.

Past alterations
If you have altered your property without permission, please write and tell us. We will make every effort to grant you “retrospective” permission if the work is to a decent standard and complies with any planning requirements and Building Consent Regulations.

For advice or information please contact us on 0114 293 0000 or 205 3333, online at www.sheffield.gov.uk/contacthousing.uk or visit your local office.

Your right to repair
For certain types of repairs you can arrange to have the work carried out yourself if:
• You have ordered a repair
• The repair has not been completed in the time promised
• The value of the repair is less than £250
• You use a contractor on the Council’s approved contractor list.

How to claim
Complete the “Notice of Claim” form on the upper half of page 13 of this leaflet. Or hand in to your local office or send it by recorded delivery to:

Sheffield Council Housing Service
PO Box 10589
NG6 6DN

After giving us your notice of claim, you can get an approved contractor to do it for you unless:

• The repair is done
• Or you receive a letter denying your Right to Repair. This letter should be sent within 10 working days (or 5 days if the repair should have taken a week or less).
Are you insured?

Please make sure the contents of your home are adequately insured. The Council will not compensate you for damage caused to fittings or personal possessions when we are not at fault.

We can provide this insurance for you through our tenants’ contents insurance scheme as long as you don’t have rent arrears.

Why not take advantage of the great deal we have in place. Contact us on 293 0000 or 205 3333 for more information.

Decoration Grants following major works

When Sheffield City Council carry out major works which spoil your decorations, you may claim money to help you redecorate. For further information download “Decoration Grants” leaflet from our website, www.sheffield.gov.uk/councilhousing

Other useful information

For more information and advice about using your home safely and efficiently, please visit our website at www.sheffield.gov.uk/councilhousing

Your right to repair

Notice of claim

Name ..............................................................
Address ..............................................................

Repair No. (on Receipt) ..............................................................

This repair has not been done in the time promised on the receipt and I claim my Right to Repair.

Unless I hear from you within 10 working days, (or 5 days if the repair should have taken a week or less), I shall get it done myself and send you the bill.

Signed ....................................................... Date ..................................

Your right to repair

Notice of completion

Name ..............................................................
Address ..............................................................

Repair No. (on Receipt) ..............................................................

Type of repair ..............................................................

I gave you notice of Claim of my Right to Repair on ................. (date). You accepted it. The work has been completed to my satisfaction and I attach a proper invoice. Please pay it.

Signed ....................................................... Date ..................................
To:
Sheffield Council Housing Service
PO Box 10589
Nottingham
NG6 6DN

Contact Sheffield Council Housing Service

Phone: Call Centres 0114 293 0000
       Repairs 0114 205 3333

Online:
Enquiries: www.sheffield.gov.uk/contacthousing
Website:  www.sheffield.gov.uk/councilhousing
Follow us:

Write: Sheffield Council Housing Service
      PO Box 10589
      Nottingham
      NG6 6DN

Visit Us: To find your local office please telephone us or alternatively you can visit our website and search for your local office using our interactive map.

Some calls may be monitored by Sheffield City Council and its partners for quality and training purposes.
Need help accessing our services?

A translation of this leaflet is automatically available in the languages below. It can also be made available in other languages on request.

Arabic

تتوفر نسخة مترجمة من هذه الكراسة باللغة العربية

Farsi

ترجمه ان برگچه در فارسی دستیاب است

Somali

Turjibaanka guub-yarahaan waxaa lagu heli karaa Soomaali

This document can be supplied in alternative formats, please contact 0114 293 0000

Sheffield City Council
www.sheffield.gov.uk/councilhousing