

BERNICA

Repairs

Your guide to our repairs service



Investing
in homes

Repairs

Reporting repairs

When you need to report a repair you can do this in the following ways:



Online: www.bernicia.com



Email: repairs@bernicia.com



Phone: 0344 800 3800



In person: By calling at our office



In writing: Bernicia Group
Oakwood Way
Ashwood Business Park
Ashington
NE63 0XF

By visiting our website and logging into 'My Bernicia' you can report repairs any time.

Our office and telephone lines are open 8.30am to 5pm Monday to Friday with the exception of public and bank holidays.

You can report emergency repairs outside normal opening hours by calling **0344 800 3800**.



This guide explains what you can expect from our repairs service

As your landlord we want to keep your home in good order and maintain it properly. As a tenant you share this responsibility for looking after your home by making sure that you:

- Treat it with care
- Keep your home and garden clean and tidy
- Repair or replace everyday items that get broken or damaged (light bulbs, fuses, basin/bath plugs and chains etc)
- Report any repairs to us as soon as possible
- Keep any appointments we make with you.

Our promise to you

We will:

- Provide a choice of ways to report a repair including online and by phone
- Offer an appointment for most non-emergency repairs when you report a repair
- Send at least two text reminders to confirm your appointment before we arrive
- Be polite and respectful in your home
- Adopt and use safe working practices
- Make an appointment for follow on work if we can't complete a repair on the first visit.

Repairs

Repair responsibilities

There are some things that are our responsibility and some things that aren't. Here's a list of who's responsible for what.

Outside your home

Communal areas	Us	You
Lifts and stairs	Yes	
Roof	Us	You
Chimney and chimney stacks	Yes	
Roof structure and covering	Yes	
Guttering, rainwater pipes and clips	Yes	
Fascia, soffit and barge boards	Yes	
Walls and canopies	Us	You
External walls and rendering	Yes	
Foundations	Yes	
Concrete canopies over doors or windows	Yes	



Windows and doors	Us	You
Window frames and external sills	Yes	
Glazing	Yes (If failed units)	
Glazing where caused by criminal damage and reported to the police	Yes	
Window ironmongery	Yes	
Door entry systems	Yes	
Doors	Us	You
External doors, frames, weather boards and threshold strips	Yes	
External door locks and ironmongery	Yes	
Door entry systems	Yes	
New/additional keys		Yes
Gaining entry (if keys are lost)		Yes
Garages and outbuildings	Us	You
Garages and outbuildings, if owned by Bernicia	Yes	
Gaining entry, if locking mechanism is fitted by Bernicia *	Yes	
Providing additional keys		Yes

* If keys are lost by the tenant, a charge for gaining entry will apply.

Repairs

Pipes and drains	Us	You
Soil and vent pipes and clips	Yes	
Drains and gully surrounds	Yes	
Gully connected to sinks/basins blocked by household residue (food/laundry etc)		Yes
Gully blockage due to a fault with the main drain/sewer that gully empties into	Yes	
Blocked drain, the first time only unless the drain is faulty	Yes	
Blocked drain, after the first time, where the drain is not faulty		Yes
Manholes	Yes	
Gardens and boundaries	Us	You
Gardens		Yes
Garden walls, but only if owned by Bernicia	Yes	
Boundary fencing, but only to match original standard for that part of the estate	Yes	
Party fencing between gardens		Yes
Front side and rear gates, including ironmongery	Yes	
Paths, steps and other means of access, if owned by Bernicia	Yes	
Washing line posts and rotary driers where previously installed by Bernicia	Yes	
Washing lines		Yes
Car hard standings and gates, if owned by Bernicia	Yes	



Inside your home

Windows	Us	You
Internal timber, PVC or tile window sill (unless affected by rot or woodworm)		Yes
Skirting boards, picture rails and battens (unless affected by rot or woodworm)		Yes
Window vents	Yes	
Window locks		Yes (unless part of the handle)
Doors	Us	You
Internal doors, ironmongery, locks and threshold strips	Yes	
Adjustment of locks, latches, handles and hinges		Yes
Ease doors for carpets and floor coverings		Yes
Walls	Us	You
Major plaster work, plaster air vents and cornice	Yes	
Minor repairs to plasterwork e.g. cracks and small holes		Yes
Wall tiles and grouting to match existing as closely as possible	Yes	
Re-grouting of tiles due to dirt or missing grout		Yes

Repairs

Floors		Us	You
Concrete floor (not including floor tiles)	Yes		
Vinyl floor tiles where fitted by Bernicia	Yes		
Loose floor coverings and fitted carpets			Yes
Floorboards and joists	Yes		
Fireplaces		Us	You
Fireplaces	Yes		
Sweeping chimney	Yes (bi-annual as part of servicing)		Yes (additional sweep)
Staircase		Us	You
Staircase, banister and handrails	Yes		
Bathroom		Us	You
Bath panel (unless damaged by Bernicia whilst carrying out repairs, replacement may not match existing suite)			Yes
Wooden airing cupboard frames and shelving (unless affected by rot or woodworm)			Yes
Internal pipework boxing, but only if originally fitted by Bernicia	Yes		
Shower curtains			Yes



Kitchen	Us	You
Kitchen cupboards and drawers (cupboards and drawers beyond repair will be replaced, but not necessarily to match existing units). In some circumstances your repair may be deferred if you are due to have a replacement kitchen as part of our planned Improvement Programme.	Yes	
Cupboard door catches, handles and hinges	Yes	Yes (adjustment)
Worktop (worktop beyond repair will be replaced, but not necessarily to match existing)	Yes	
General	Us	You
Curtain rails and battens and coat hooks		Yes

Repairs

Electrical items	Us	You
Electrical wiring, sockets and light fittings (where fitted by Bernicia)	Yes	
Wired-in smoke alarms	Yes	
Replacing batteries to battery operated smoke alarms (only if fitted by Bernicia)	Yes	
Plugs, light bulbs and fluorescent strips		Yes
Electrical fuse box	Yes	
Electric storage heaters, but only if installed by Bernicia	Yes	
Electric fires, but only if installed by Bernicia	Yes	
Electric supply is your responsibility. Faults with the meter are the responsibility of the supplier.		Yes
Immersion heaters, but only if installed by Bernicia	Yes	
Cookers or fridge freezers, but only if installed by Bernicia	Yes	
Disconnection and reconnection of cookers, unless owned by Bernicia		Yes
Extractor fans, but only if installed by Bernicia	Yes	
Domestic fuses and resetting trip switches		Yes



Plumbing	Us	You
Water service pipes (from the boundary to stop tap), overflow pipes and water tanks	Yes	
Blocked sink, bath, and hand basin traps and waste pipes (except in tower blocks)		Yes
Washer on dripping taps	Yes	
Blocked toilet, the first time only unless the drain is faulty	Yes	
Taps, stop taps and wheel valves (taps may not necessarily match existing)	Yes	
Sink unit top	Yes	
Wash hand basin	Yes	
Toilet flushing mechanism	Yes	
Toilet seats and lids		Yes
Bath or shower tray	Yes	
Plugs and chains to sinks, wash hand basins and baths		Yes
Shower if owned by Bernicia	Yes	
Seal to bath and sink units and tile joint	Yes	
Bleeding of radiators		Yes
Boxing in of new or existing pipework not included in planned improvement work		Yes

Repairs

Gas	Us	You
Gas pipework	Yes	
Supply of gas and gas meter		Yes
Radiant burners for gas fires	Yes	
Gas water heaters	Yes	
Radiator valves, time clocks and thermostats	Yes	Yes (adjustment & setting)
Gas boilers	Yes	
Cookers, but only if owned by Bernicia	Yes	
Installation of cooker chains or gas bayonet fittings (where none currently exist) to accommodate a change of cooking appliance		Yes
Disconnection and reconnection of cookers, except during improvement work		Yes
Adaptations for disabled people	Us	You
Adaptations owned and fitted by Bernicia	Yes	
Home security	Us	You
Additional door or window locks		Yes
Security door chains and spy holes		Yes
Home energy efficiency	Us	You
Separate hot water cylinder jackets (after the first one has been supplied by Bernicia)		Yes
Low energy light bulbs		Yes
Loft insulation	Yes	



Points to note

Sometimes work may be deferred and done as part of a planned programme. When this happens we will tell you and let you know the timescale in which it will be done, examples may include brickwork and fencing.

There may be occasions when we will carry out repairs that are your responsibility where certain circumstances such as age, disability or vulnerability exist.

We may also agree to carry out works where there will be a charge. An example would be gaining entry if you are locked out of your home or replacing locks if you lose your keys. A typical lock change will cost over £100 - so take care of your keys!

You are also responsible for any damage caused by you, members of your household or your visitors. This damage must be fixed by you or if we have to do work as a result of this you will be recharged.

Before you carry out repairs or do any DIY

If you wish to do any work to your home, you must get written permission from us before you start. You can contact us in any of the ways set out on the back of this leaflet.

We will not give permission if the work could disturb or damage any asbestos containing materials. If there are any asbestos products in your home it's important you don't damage or disturb them in any way.

Decorating/removing textured coatings on walls and ceilings

If the textured coating (artex) was applied prior to 1992 it may contain asbestos. If in doubt you should always seek advice before starting any work.

Contact us immediately if:

- Materials you believe may contain asbestos have been disturbed or damaged
- Textured coatings or sealants are peeling or breaking off.

Repairs

Repair types

We have two types of repairs:

Emergency (including out of hours)
- this is a response within 24 hours to situations such as:

- Complete loss of electricity
- Serious flooding or leak
- Complete loss of cold water supply
- Lift breakdowns
- Damage to doors or windows that make property insecure
- Dangerous structures
- Dangerous electrical fittings.

In most instances only temporary repairs will be carried out to make situations safe and/or secure. Where further work is needed to fully remedy the problem this will be ordered and arranged as quickly as possible.

Standard - most other jobs will be booked on the next available appointment agreed with you.

If you falsely or deliberately misuse the emergency service you may be charged for the call out.



Appointments

We offer appointments for most repairs which will be agreed with you at the time you report the repair.

Appointments are available Monday to Friday (with the exception of bank or public holidays) with a choice of:

- Morning (8.30am to 12.30pm)
- Mid-morning/early afternoon (10am to 2pm)
- Afternoon (12.30pm to 4.30pm).

You will be given a repair reference number at the time of reporting and your appointment will be confirmed by text with two reminders being sent before we arrive.

You can help us by keeping your appointment. If you are unable to keep your appointment, please contact us to rearrange. If you miss your appointment, in most cases, the job will be cancelled.

How to contact us



Online: www.bernicia.com



Email: info@bernicia.com



Phone: 0344 800 3800



Letter: Bernicia Group
Oakwood Way
Ashwood Business Park
Ashington
NE63 0XF

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