

BERN^{IA}ICIA



Repairs

Helping to maintain your home

Reporting repairs

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



My Bernicia -
download on your devices via the App store



www.bernicia.com



repairs@bernicia.com



**Bernicia, Oakwood Way,
Ashwood Business Park, Ashington, NE63 0XF**



By calling at our office.



**0344 800 3800 and choose
from the options available**



What you can expect

As your landlord we want to keep your home in good order and maintain it properly. Delivering a quality and reliable repair service that's easy to access and gets repairs done right first time wherever possible.

To do this, we'll:

- Provide easy and simple ways to report a repair including online and by phone
- Offer an appointment for most non-emergency repairs when you report the repair
- Send at least two text reminders to confirm your appointment before we arrive
- Let you know as soon as possible if we can't make an agreed appointment or, what happens next if we can't complete a repair at our first visit.
- 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.

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 .

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

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

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

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

Inside your home

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

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

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.		
Cupboard door catches, handles and hinge *(adjustment)	✓	✓ *
Worktop (worktop beyond repair will be replaced, but not necessarily to match existing)	✓	
General	Us	You
Curtain rails and battens and coat hooks		✓



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

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

Gas	Us	You
Gas pipework	✓	
Supply of gas and gas meter		✓
Radiant burners for gas fires	✓	
Gas water heaters	✓	
Radiator valves, time clocks and thermostat *(adjustments)	✓	✓*
Gas boilers	✓	
Cookers, but only if owned by Bernicia	✓	
Installation of cooker chains or gas bayonet fittings (where none currently exist) to accommodate a change of cooking appliance		✓
Disconnection and reconnection of cookers, except during improvement work		✓

Adaptations for disabled people	Us	You
Adaptations owned and fitted by Bernicia	✓	
Home security	Us	You
Additional door or window locks		✓
Security door chains and spy holes		✓
Home energy efficiency	Us	You
Separate hot water cylinder jackets (after the first one has been supplied by Bernicia)		✓
Low energy light bulbs		✓
Loft insulation	✓	

Points to note

Sometimes work may be deferred and done as part of a planned programme commonly referred to as batched repairs. 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. 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.





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.

An out of hours emergency will only be responded to where there is a direct threat or risk to life, limb or structure or where there is a definitive need to attend for an identified vulnerability.

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

Some standard repairs that are of a larger scale will be classed as batched repairs. This is where we will group together certain repairs, such as fencing, brickwork and guttering and complete them within a programme of work. We will advise you of when this happens and the timescale for completion.

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 (9.00am to 1.00pm)
- Afternoon (1pm to 5pm Monday to Thursday)
(1pm to 4.30pm Friday).

Should you find that you require more flexibility in our appointment times to suit events in your daily life, please let us know so we can explore options to support you.

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.

Our service

We aim to provide the best possible service which includes:

- Providing a range of ways to report repairs
- Adopting and using safe working practices
- Offering flexible appointments arranged to suit you
- Following up to make sure you are satisfied with our service
- Deploying a skilled workforce to carry out your repair
- Having a complaints procedure when things don't go so well.
- Being polite and respectful in your home

You can help us by keeping your appointment. If you are unable to keep your appointment, please contact us to rearrange. If you constantly miss appointments, you will be charged.





BERNICIA

How to contact us

Online: www.bernicia.com


Email: contact@bernicia.com

Phone: 0344 800 3800

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



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