

BERNⁿICIA



Repairs

Helping to maintain your home



Scan here
to view online

Reporting repairs

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



My Bernicia -

You can access the MyBernicia portal by visiting my.bernicia.com



repairs@bernicia.com



www.bernicia.com



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



0344 800 3800



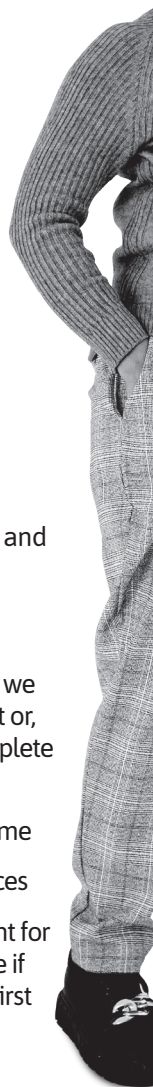
By calling at our office

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
- Endeavour to make an appointment for follow on work whilst at your home 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) See our repair responsibilities list to understand which repairs are your responsibility and which are Bernicia's.
- Report any repairs to us as soon as possible
- Keep all appointments that we make with you. Missing an appointment prevents someone else from receiving the service that they need.

Damp, condensation and mould

Tenants are responsible for managing everyday condensation in their home

Condensation can happen during normal daily activities, such as cooking, bathing and drying clothes indoors. If it is not managed, it can lead to damp and mould, which may affect your health and the condition of your home.

To help reduce condensation and prevent mould:

- Keep your home well ventilated by opening windows or using extractor fans
- Wipe away moisture from windows, walls and other surfaces
- Keep your home heated consistently where possible
- Avoid drying clothes indoors unless the room is well ventilated

These simple steps can help keep your home safe, healthy and in good condition.

Visit the Bernicia website for more information about damp, condensation and mould. You can also read our detailed booklet and watch our self-help videos.

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.

If we carry out a repair that you are responsible for you may be charged the cost of the repair.

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 and fire doors, including frames, seals, closers 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	✓	

If we attend and find the drain, its upkeep and repair, is the responsibility of the local water authority, we will pass this to them on your behalf, or if we know it is their responsibility when you call us we will ask you to contact them. Please do not put household items, such as nappies, down toilets or drains. They can cause blockages. If we find that these items caused the blockage, you may have to pay for the repair.

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
Window vents	✓	
Window locks, catches and safety restrictors supplied as part of the window	✓	
Internal timber, PVC or tiled window sills, unless affected by rot or woodworm		✓
Additional window security devices fitted by the customer		✓
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/mould 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	✓	
Repairing, removing, replacing laminate flooring' including removing to allow repairs to be completed below the floor		✓
Fireplaces	Us	You
Fireplaces	✓	
We sweep your chimney twice a year. You are responsible for any additional sweeping.	✓	✓
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			✓
Internal decoration including following a leak			✓
Moving furniture for work to be undertaken			✓
Removing refitting carpets for work to be undertaken.			✓
Loose screws on cupboards, windows, doors or gate furniture etc			✓
Management of humidity and condensation including cleaning of mild and moderate mould growth			✓

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		✓
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		✓
Portable heaters/oil filled radiators owned by you		✓
Cookers or fridge freezers, but only if installed by Bernicia	✓	
Disconnection and reconnection of cookers, unless owned by Bernicia		✓
Domestic fuses and resetting trip switches		✓
Maintenance/repair of doorbells not fitted by Bernicia		✓

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		✓
Removing/reconnecting washing machine to service supply unless required as a part of moving to and from temporary accommodation		✓

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		✓
Repressurising boilers		✓

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. 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.

We are not responsible for appliances or devices that you bring into your home and own yourself.

There may be occasions when we may work with vulnerable tenants to carry out repairs that are their responsibility, where circumstances require consideration of this.

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

You must get written permission from us before carrying out repairs, alterations, improvements or DIY work in your home.

This helps us make sure any work is safe, suitable and does not affect the building, services, warranties, legal requirements or future maintenance.

Permission is needed because some work could disturb hidden materials, including asbestos or other hazardous materials. These are not usually a risk unless they are damaged or disturbed.

You do not need permission for simple internal decorating, such as painting or wallpapering. This only applies if the work does not involve textured coatings, drilling, sanding, scraping, cutting or disturbing walls, ceilings, fixtures or fittings.

We will not approve work that could put health and safety at risk or damage the property.

You must keep copies of any written permission from Bernicia, as well as any planning permission or building control approval. If you cannot show this, you may be asked to remove the work and put the property back to how it was, at your own cost.

If you carry out work without permission, you may also be charged for any repairs or remedial work needed.

If you are unsure whether you need permission, please contact us before starting any work.

We are not responsible for any equipment you have installed yourself.

Decorating, textured coatings and asbestos on walls and ceilings

Some textured coatings on walls and ceilings, often known as Artex, may contain asbestos if they were applied before the year 2000.

Asbestos is not usually a risk unless it is disturbed. You must not remove, drill into, sand, scrape or damage textured coatings without our written permission.

Please contact us before starting work if:

- You are unsure whether a textured coating is present
- You think a coating may contain asbestos
- Materials you think may contain asbestos have been damaged or disturbed
- Textured coatings or sealants are peeling, flaking or breaking away





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.

We have three types Routine/ responsive repair priorities

Emergency (incl' out of hours)

Our target response is to attend 100% of emergency repairs within 24 hours.

Examples of emergency repairs are;

- Complete loss of electricity
- Serious flooding or leak
- Complete loss of cold water supply
- Lift breakdowns
- Damage to doors and windows that make the 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.

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

We have four Heat networks targets (guidance only) for heat and hot water outages

Emergency (incl' out of hours) for heat and hot water

Our target response is to attend 100% of emergency repairs within 24 hours or sooner, examples of emergency repairs for heat and hot water are;

- Total or partial loss of heating to a full floor
- Serious flooding or leak
- Leak from heating pipe, tank or cistern

If the loss is to the entire scheme;

- Maximum unplanned outage time per annum (for heat and hot water) of less than 1.0% of total supply hours and completed within timescales
- Average time to restore heat and hot water to customers of less than eight hours (complete schemes only)
- Hot water only outages to have an average restore time less than four Hours (complete scheme only)
- There will be no more than one interruption per customer per year (complete scheme only)

Damp and mould

We will investigate any issue that could pose a serious and immediate risk to your health or safety within 24 hours of becoming aware of it. If confirmed, we will start work to make it safe.

Serious damp and mould (Awaab's Law)

These timescales apply where our investigation finds that damp, mould or another hazard could cause significant harm to your health or safety. We will:

- Investigate within ten working days
- Provide a written summary within three working days of completing the investigation
- Complete the work needed to make the home safe within five working days of the investigation

Preventing the problem from returning

If more work is needed to stop the problem from coming back, we will:

- Start the work, or take steps to arrange it, within five working days of completing the investigation
- Make sure all further work begins within 12 weeks
- Explain the expected timescale and complete the work as soon as reasonably possible
- Where follow on repairs are needed we will aim to deliver these in line with our repairs timescales



We have three types Routine/
responsive repair priorities

Standard

Our target response is to complete **80% of standard repairs (including minor aids and adaptations) within 30 working days** on an appointment agreed with you. There may be times where we cannot complete the repair within 30 working days and the appointment agreed with you may be outside of this timescale. Where this happens, we will tell you.

Some standard repairs that are of a larger scale will be classed as batched repairs.

Batched/planned repairs

Our target response time is to complete 80% of batched repairs within 90 working days. Not all batched repairs require an appointment if you do not need to be at home, although we will book one and advise you of the time the appointment will take place.

For batched repairs we will group together certain repairs, such as fencing, brickwork and guttering and complete them within a programme of work. For works such as whole kitchens, bathrooms, windows and doors we will also book these as batched repairs and we will advise you of when this happens and the timescale for completion.







Heat Networks repairs and maintenance

Heat Networks are defined as a system that supplies heat from a central source to multiple buildings or dwellings through a network of insulated distribution pipes. The full policy is appended to this guidance.

Living on a heat network can offer efficiency and carbon-saving benefits, but unlike individual gas boilers or electric systems, a shared network introduces some collective risks which are Bernicia's responsibility.

Common disruptions include:

1. A loss of heating supply, from plant room failure for example, which will affect all parts of the building simultaneously.
2. Loss of domestic hot water, which may occur from faults in the heat interface unit, this could be localised to individual dwellings or be network-wide depending on the design.
3. Planned maintenance interruptions could be necessary for safety purposes when upgrading the network or servicing elements in the plant room. Though planned, if these are not communicated to tenants these could still cause inconvenience.
4. Supply quality issues can arise from inconsistent temperatures, low flow rates or poor controls, which could lead to unsatisfactory heat levels, perceived partial outcomes or discomfort.

To ensure we provide a reliable heating and hot water supply to tenants on a heat network, Bernicia has set the following standards in line with the Heat Trust Guidance to ensure reasonable benchmarks. These targets ensure that.

- Supply interruptions are kept to a minimum
- Residents are informed promptly and supported during outages
- Restoration of supply is achieved within a reasonable timeframe; and
- Performance is reviewed and improved annually

Bernicia offers a Priority Services Register (PSR) service for vulnerable heat customers. This is a free support service which will ensure that additional services and support are available for customers on heat networks.

Repairs and Maintenance services will be tailored to support vulnerable customers to suit their needs where possible.

Rechargeable repairs

Some repairs may be rechargeable if damage is caused by misuse, neglect or accidental damage, rather than normal wear and tear.

This can include things like broken windows, damaged internal doors, blocked drains caused by unsuitable items being put down them, or damage to fittings such as kitchen units, toilets and sinks.

We will not charge for repairs caused by fair wear and tear. This means the normal ageing of your home through everyday use.

You may also be charged if:

- A repair is not reported within a reasonable time and the problem gets worse
- Work is needed because you made changes to your home without permission
- Tenancy responsibilities have not been met, such as looking after your garden or keeping your home clean and safe

If damage is caused by a crime, such as vandalism or a break-in, you will not usually be charged if you report it to the police and give us a crime or incident reference number.

We know some tenants may need extra support. If you are in vulnerable circumstances, we will consider this when deciding whether to recharge you and will work with you to provide support where needed.

We will usually tell you before the repair is carried out and explain any costs in advance. This may not always be possible in an emergency or if urgent work is needed to make your home safe.

To help avoid rechargeable repairs, please take care of your home and report problems as soon as they happen.





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 9am to 1pm
- Afternoon 1pm to 5pm, or 4.30pm on Fridays

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.

Changing or cancelling your Appointment

If you can no longer make your appointment, please let us know as soon as possible. We will arrange a new time that works better for you.

By telling us early if you need to change or cancel an appointment, you help us offer that appointment to another customer.

Access to Your Home

Please make sure we can access your home at the agreed appointment time.

If we cannot get into your home when we arrive, we may need to delay or cancel your repair. You will need to report the repair again if it is cancelled.

If we are unable to attend your appointment, we will contact you as soon as we can to explain why and arrange another suitable time.

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.

The full range of details regarding the repairs service and the supporting guidance document can be obtained from Bernicia upon request.





Complaints and Compliments

We welcome your feedback about our repairs service. It helps us understand what we're doing well and where we can improve.

If you're unhappy with any part of the service you've received, you can make a complaint using our Complaints Procedure.

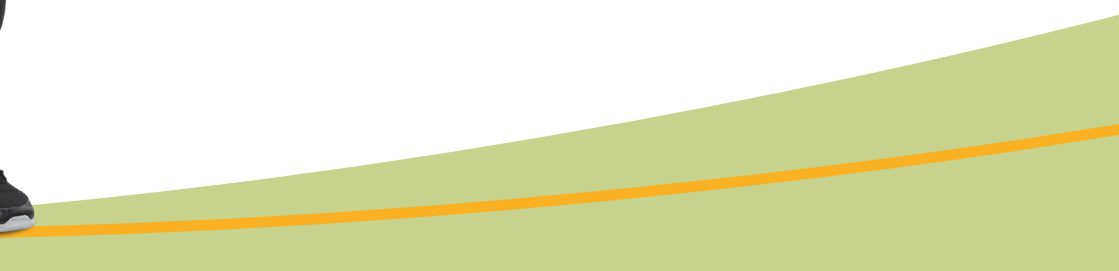
If a member of our team or one of our contractors has provided excellent service, we'd love to hear from you through our Compliments Process.

Your feedback helps us:

- Improve our services
- Learn from your experiences
- Recognise and celebrate good performance

You can find details of our Complaints Procedure and Compliments Process on our website, or by getting in touch with us.

Thank you for taking the time to share your views.



Working with tenants

We're committed to working with customers to improve our repairs service.

We use customer feedback, satisfaction surveys, complaints, compliments and engagement activities to understand what's working well and where we can do better. This helps us make changes that matter to our customers and improve the services we provide.

We encourage customers to share their experiences, feedback and ideas. By listening and working together, we can help make sure our repairs service is reliable, responsive and focused on customer needs.

There are also lots of ways to get more involved. If you'd like to have a greater say in how services are designed and delivered, you can take part in our customer involvement opportunities and help shape the services Bernicia provides.

You can find out more on our website or by getting in touch with us.





Performance and Service Improvement

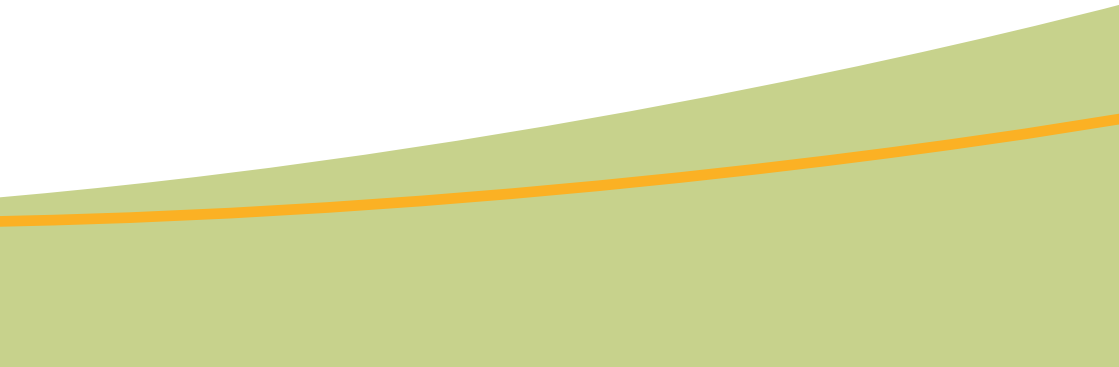
We regularly monitor our repairs service to make sure we're providing a reliable, high-quality service for our customers.

We look at things like how quickly repairs are completed, whether appointments are kept, customer satisfaction levels, and any complaints we receive. This helps us understand what's working well and where we need to improve.

We also listen to customer feedback and use what customers tell us to help shape and improve our services.

By reviewing our performance and learning from customer experiences, we can make improvements that help us deliver safe, effective and customer-focused services.

This helps us make sure our repairs service continues to meet the needs of our customers and the communities we serve.





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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