



Working together

ODS™

www.oxford.gov.uk



A GUIDE TO OUR
**REPAIR &
MAINTENANCE
SERVICE**
FOR OXFORD CITY COUNCIL TENANTS



CONTACT
CENTRE

01865 249811

Monday to Friday

8am - 5pm

(Out of hours emergency only)



Welcome...

to our repair and maintenance booklet which we have created with Tenant Ambassadors, colleagues in ODS to explain what services ODS provide to tenants and how to access them. It also provides some helpful links for those areas that are not supported by ODS.

This booklet caters primarily for council tenants and we will be publishing a version aimed at leaseholders in the near future.

Our Purpose

- Fix your repair
- At your convenience
- In one visit
- And the repair stays fixed

We are working hard to review our feedback, systems and processes in order to achieve this. We will also use data received from the Annual STAR Survey and we will provide regular updates in future editions of Tenants in Touch.



Tenancy Agreement

Your Tenancy agreement provides more detail on many of the items raised in this document.



How to Report a Repair

All repairs should be reported through the contact centre (details on the front of this booklet). Depending on the severity of the problem we work to four different targets:



■ Emergency

Respond and make the situation safe within 24 hours. This is used when there is a real risk of injury or major damage to the property, or the property is not secure. Any follow-up work will be completed as soon as possible.

■ Urgent

We will complete the repair within three days (not including weekends and bank holidays). Covers small repairs that need to be done urgently to overcome major inconvenience to the tenant; to prevent immediate damage to the property or where it might lead to a health or security problem.

■ Routine

We will complete the repair within 28 days or it will be put into a programme of work. This is used for non-urgent repairs that do not cause immediate inconvenience or are not dangerous to members of the household or the public.

■ Planned

We will complete the planned work within 90 days. This will cover any work that is outside of the other criteria and not part of the Council's annual programme of work i.e. replacement doors and windows programme, planned within 90 days

ODS have teams who carry out different services



Responsive Repairs



Electrical Quality Control (EQC)



Planned Maintenance



Gas



External Works



Disabled Adaptations

Is my repair job urgent?



What is an emergency repair?

If there is a risk of injury or death or major property damage, or if insecure. We aim to attend within 24 hours to any emergency repair reported. Our duty officer will assess the urgency following a conversation you have with yourself which may require an urgent visit by one of our trained staff or they may be able to address the problem over the phone with you.

If you cannot get through and have to leave a message it is essential that you leave your name, telephone number and address so that we can call you back.

We have listed key numbers for you on the back of this document and also space for you to add others that you might find useful.

Emergency jobs

- Blocked toilets or soil stacks
- Uncontrollable leaks
- Unsafe structures
- Boarding up
- Loss of electricity (make sure your meter is on and in credit!)
- Faulty smoke and carbon monoxide detectors



Emergency Jobs are not

- Routine works
- For booking appointments
- Contacting outside utility agencies such as:
 - SEN in the event of a power cut
 - SGN in the event of loss of gas supply or a gas leak
 - Thames Water in the event of loss of water supply to an area or a blockage of a drain that services more than one property
 - Any other outside utility agency that other residents would expect to call themselves



Please remember that timescales for heating repairs are different depending on the time of year:

- 72 Hours 1 May to 31 October
- 24 Hours 1 November to 30 April

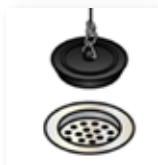


Whose responsibility is it?

Here's a quick overview of what you are responsible for.



- Decorate the inside of the property



- Replace plugs and chains in baths, basins and sinks



- Replace lost or broken keys, if you get locked out



- Replace light bulbs and fluorescent tubes and starters, and fuses in appliances.



- Reset trip switches



- Fill small cracks and holes in plaster



- Replace toilet seats and try to clear blocked sinks, baths, basins and toilets



- Replace glass, unless you have a police crime report number (not an incident number)



- Repair/maintain your own fixtures and appliances, inc. the pipework to your washing machine, dishwasher and tumble dryer



- Replace clothes lines between posts, and replace or re-string rotary dryers (except in shared areas)



- Replace shelves, curtain rails and roller blinds



- Maintain garden paths (not ones leading from the road to the front or back door)



- Maintain patio areas



- Repair/replace handles, locks and catches on internal doors and cupboards



- Repair/replace wall tiles



- Test battery operated smoke detectors monthly and replace batteries when they get low



- Check every 6 months that your trip switches in your fuse box are working



- Repair/maintain internal woodwork: internal doors, cupboard doors, skirting, architraves, picture and dado rails (not bath panels)



- Adjusting doors for new carpets



- Repair and maintain TV aerials if you live in a house, bungalow or flat with no shared aerial

Can I make improvements to my home?

If you are a secure tenant (i.e. have been a tenant for more than 1 year) you can carry out improvements or changes to the property (visit the website or your Tenancy Agreement for more information).

Please remember:

You must get permission in writing before starting any work.

Examples include:

- Installing a shower
- Install/replace any electrical fittings
- Decorating the outside of the property
- Putting up an aerial or satellite dish
- Putting up a shed, porch or fence in your garden

You are responsible for repairs to any changes you make unless you have an agreement for us to repair and maintain them.

For further advice or information please visit our website or call the contact centre on **01865 249811**.



Please make sure your home is in good condition inside and out. Any property that is in very poor condition may mean that we might not be able to carry out, or might have to delay the work needed.

What does OCC, the Landlord ask ODS to repair and maintain for them?

- General repairs internally which are outside those listed within the tenant's information above`
- Structure and outside of buildings including drains, gutters, outside pipes, windows and doors, kitchen and bathroom fittings we have provided
- Electrical wiring, gas and water pipes and installations that we have provided
- Heating equipment and water-heating equipment we have provided (or taken responsibility for)
- Shared areas around your property



Essential safety work

The work listed below is essential. We are required to keep you and your family safe as part of our agreement/contract. As part of your tenancy it is important that you allow us to do this work. Failure to achieve this could result in you failing to meet **the terms of** your tenancy agreement:

Electrical checks

Every 5 years we will carry out an electrical inspection and complete repairs and faults identified. This might be some remedial work which could take about a day or require a complete rewire which could take approximately 5 days, depending on the size of the property. In either of these cases, our staff will work closely with you to minimise disruption.



Gas checks

We carry out an annual gas safety check as required by law. This check will ensure your boiler is operating correctly which could have an effect on your utility bills. We will also check that you have no gas leaks and to ensure you are safe. This is required if you have a gas cooker or a gas meter.



Boiler replacement

Each year Oxford City Council reviews boilers across their properties and will send ODS a list of any that they feel need replacing. These replacements tend to be when the boiler is at least 12 years old.



Smoke / carbon monoxide alarms

Don't forget to test these monthly. If you can't do this yourself then ask a family member/ friend when they are visiting to do on your behalf. Testing could save your life!

ODS will test these annually as part of the gas service and our electrical department will also check this as part of the 5 years electrical review.



SMELL GAS?

If you smell gas in or outside of your home call the emergency gas supplier:

 **0800 111999**



Programme of works

Oxford City Council have a programme of major works to ensure all properties are maintained to a good standard.

This is produced annually in line with the budget planning. Once Oxford City Council have determined which properties and area they will focus on, this information is provided to ODS to commence the work. You will receive a letter from Oxford City Council (normally around February to April) to advise if your home is part of any programme for the new financial year.

ODS will then contact you to discuss your work in more detail about this, including the planning of the work and the choices available to you.

External works

These consist of:

- External repairs and decoration including fencing, concrete paths, drives, soffit, fascias and guttering
- Replacement of roofing
- Structural repairs due to subsidence, ground movement, damp and drainage issues



If you have not been identified as part the annual programme but are concerned regarding the standard of your home regarding any of the above then you should call the contact centre on **01865 249811** to discuss further.



Disabled adaptations

Helping you remain safe in your home sometimes means you need some adaptations made to enable that to happen. We are in a close working partnership with the assessment team of Oxfordshire County Council to help achieve this. But before any of the work can happen, you must have an assessment undertaken. To start the process, please call the single point of access team on **0345 050 7666**.

Please note: We can only become involved once Oxfordshire County Council have authorised the work.

Moving into your new home?

When you first move into a new property we offer a Tenants Choice Scheme to connect washing machines and gas or electric cookers. You should do this once your appliance is actually in the property and we aim to carry out most installs within 3 working days.

Please note: This is only a connection service and we take no responsibility for the ongoing care of the appliance.



Small housing repair service

If you have difficulty in carrying out small repair jobs yourself, for a small cost we can send a handy person to do them for you. This service is offered to home owners who live within Oxford and to tenants for jobs that are not the responsibility of their landlords. The handy person scheme is available to you if you are:

- Age 55 or over or
- You have a disability or severe health problem that prevents you from carrying out the repair yourself

The types of jobs they can do are:-

- Home safety and falls prevention,
- Home security
- General household repairs
- Minor plumbing



**SCAN ME
TO FIND
OUT MORE**

The cost of this service is £20 per hour. Find out more by calling the contact centre on **01865 249811** or by visiting the Council's website at **www.oxford.gov.uk/handyperson**

Home contents insurance

We would strongly suggest that you take out insurance. For example, if a pipe bursts, we would normally only be responsible for repairing the burst pipe. You would be responsible for any damage to your belongings which could cost you thousands of pounds. Find out more by talking to your TMO or by calling Thistle Tenant Risks on **0345 450 7286**. Alternatively, please visit the Crystal Insurance website for more information or to request a call back.



Right to Buy

Please be aware that if you decide to buy your home, once you have formally agreed this route with Oxford City Council, ODS are only able to carry out emergency/essential repairs

Mutual exchange

If you are thinking of doing a mutual exchange, you need to speak to your TMO in the first instance and they will contact ODS if they require us to carry out an inspection.

Practical hints and tips

Damp and mould Problems?

In any properties mould growth can grow, especially in colder months. Most mould growth is likely to be the result of condensation caused by too much moisture in the air.

When the humidity is high inside a house and it is cold outside, condensation occurs on mirrors, windows and walls in unheated rooms. Humid air and condensation can be generated by cooking, cleaning, washing and even breathing and is a part of day to day living.



Ways to reduce mould:

- Make sure furniture is not against the wall
- Keep your property well ventilated by drying clothes outside, or if you use a tumble dryer, makes sure it is vented to outside
- Open windows and maintain the temperature.

If none of the above works, we will arrange for an inspection of your property and carry out further tests.



Problems with heating

- Check your radiator valves are turning and your boiler is working regularly – add this to your diary to remind you to do every 6 months
- Not sure how to work your heating system? Speak to the gas engineer when they are next out servicing your equipment
- Don't wait until winter to test your heating is working

Avoid

- Only dispose of toilet paper in your toilet – everything else should go in the bin e.g. wet wipes, dental floss, cotton buds etc.
- Never put used oil down the sink – put in a plastic bottle and put in your food caddy collection
- Use a sink plug drainer which can help avoid larger debris getting in pipes
- A double flush on the toilet can work wonders and helps avoid backed up toilet and blockages



External contractor responsibility

If you have problems with any of the following, please raise your concerns via the contact centre. They will then contact the correct contractor to visit.

- Stairlifts
- Communal aerials
- Door entry systems
- Lifts
- Major faults on tower blocks

Video help links

We are starting to create short videos to help you carry out some of the repair jobs which fall under your responsibility. We hope you find these useful; please tell us if there are others that you would find beneficial.

Find out more at

www.odsgroup.co.uk/repairandmaintenance



Some key facts

ODS employ a diverse and skilled workforce to carry our repairs and maintenance of behalf of Oxford City Council.



REPAIRS & MAINTENANCE OPERATIVES

- PLUMBERS
- MULTI TRADES PEOPLE
- GLAZIERS
- CARPENTERS
- ROOFERS
- BRICKLAYERS
- GROUNDWORKERS
- PLASTERERS
- TILERS
- DECORATORS
- ELECTRICIANS
- GAS ENGINEERS

RESPONSIVE REPAIRS

On average, each year we carry out...

32,000

EMERGENCY REPAIRS

450

PROPERTIES WERE MADE TO LET

7,500

GAS SERVICES

1,650

ELECTRICAL REWIRES AND TESTS

