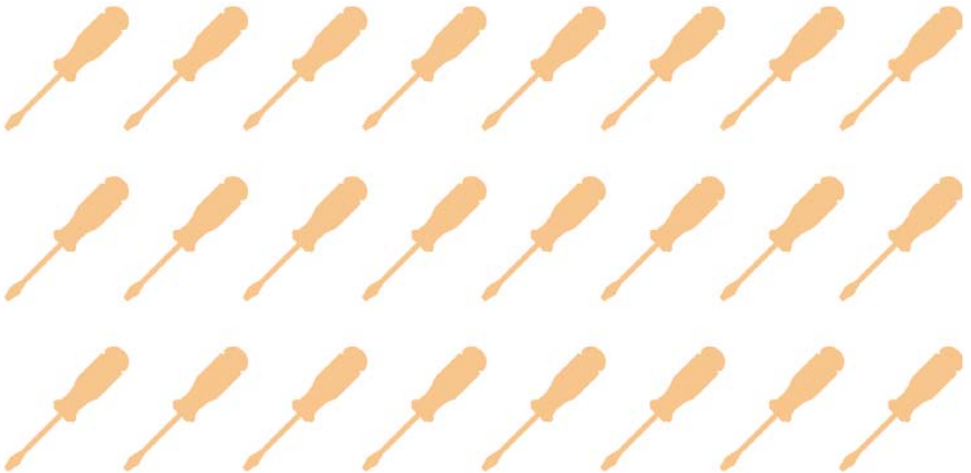


2. You and your home

What you can expect from us



- How to get things repaired
- How long repairs take
- Keeping your home safe



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In this section, we tell you about:

- how to get things repaired
- repairs inspectors
- how long will it take to get things repaired
- who pays to get things repaired
- kitchen appliances and furnishings
- decorating your home
- adapting your home.

How to get things repaired

Please let us know as soon as you can if something in your home needs repairing. You can speak to our care and support staff about this, or a friend or relative can contact us for you.

In an emergency during the daytime, if you can't speak to our staff, you can contact the Service Centre on **0300 303 1772** (from 8am to 8pm, Monday to Friday). If you have an emergency between 8pm and 8am, you should call **01983 821 030**.

Also part of the Supported Housing Residents' Handbook:

- You and your household
- You and your neighbourhood
- You and South Wight Housing Association
- You and your rent



Repairs inspectors

We employ repairs inspectors, who may visit to inspect your repair.

The repairs inspector will decide what needs doing and how much it will cost. We will then arrange for a local contractor to do the repair.

It is not normally your responsibility to pay for repairs, but it is up to you to tell us about any repair that needs doing.

The repairs inspector may also visit after the repair has been done, to check that it has been done quickly and to a good standard. They will always let you know if they are going to do this.

When a contractor comes to your home, they will have an identification badge with their picture on it. It will also tell you what company are they from. If you are worried about anything, please talk to our care and support staff.

How long repairs take

We want to get your repairs finished as quickly as possible. We aim to finish each repair on the first visit, to the best possible standard.

Some repairs are more urgent than others. We aim to carry out repairs within three target times.

- Routine repairs – our target is to complete the repair within 22 working days.
- Urgent repairs – our target is to complete the repair within seven working days.
- Emergency repairs – our target is to make your home safe within 24 hours.

Routine repairs

Routine repairs include:

- no lighting to a communal staircase
- the outside of the property needing to be secured
- broken glass that we are responsible for and that is dangerous or a security risk
- repairs to woodwork
- kitchen repairs
- internal door locks
- fencing (chainlink only)
- plaster work.



Urgent repairs

Urgent repairs include:

- loss of electricity or water
- a tap that can't be turned off
- a leaking roof
- a loose or broken banister or hand rail
- rotten timber flooring or stair tread
- a door entryphone that isn't working
- a broken extractor fan in a kitchen or bathroom.

Emergencies

Your repair is an emergency if there is a serious risk to your safety, security or health. In an emergency, we aim to get a contractor out to you within 24 hours. They will try to do a repair straight away, but if that isn't possible, they will make the repair safe and come back as soon as possible to finish the job. Emergencies include:

- dangerous structures
- blocked main drains
- burst pipes or other major plumbing repairs
- your toilet out of use, where you don't have another one
- no hot water to your block
- no heating (between 1 October and 1 May), if you are elderly, disabled or have a young baby.

Who pays to get things repaired?

As your landlord, we will repair some parts of your home for you. You don't have to pay any more money for this.

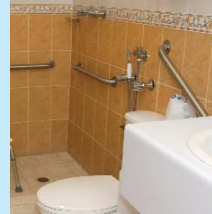
However you will be charged the full cost of the repair if:

- you say something is an emergency when it isn't – a list of emergency and non-urgent repairs can be found on the page opposite
- you, your visitors or your care and support staff cause any damage in your home.

When you set a time for a contractor to visit, please make sure you are at home when they arrive. If you really can't be in, please call the repairs contractor as soon as possible or let our care and support staff know, and we will arrange an alternative time.

Kitchen appliances and furnishings

We may own some of the kitchen appliances and furnishings in your home. We will test them every year to make sure they are safe, but if you have a problem with any of them, please let us know. You can speak to our care and support staff about this.



Decorating your home

The money you pay in your service charge pays towards the cost of decorating any common areas such as kitchens and bathrooms that you share with other residents.

You might be able to decorate your own room, but please speak to our care and support staff before you go ahead.

Adapting your home to make it easier to live there

If you have a disability which makes living in your home difficult, we may be able to help you by making changes to your home or the equipment in it.

Here are some examples of the types of alterations that may help make life easier for you:

- ramps to help you get your wheelchair in and out of your house
- changing the doors to make it easier for you to move around in your wheelchair
- extra banister rails to help you get up and down the stairs.

Before we consider making alterations to your home, we will first need a recommendation from an occupational therapist.

If you would like to request an alteration to your home, please contact our care and support staff, who will arrange an appointment for you with an occupational therapist. Our staff can talk to you about this or give you a leaflet.

There is more information on our website at www.shgroup.org.uk.

If you would like to speak to someone other than our care and support staff, you can also contact our Service Centre either by phone, email or letter. See the back page for details.



In this section, we tell you about:

- fire safety
- fire drills
- what to do if there's a fire
- health and safety rules
- gas boilers and gas appliances
- electrical appliances.

Fire safety

In some properties, we provide fire extinguishers and fire blankets. We will service this fire equipment every year. This means that we will make sure that it is working properly and it is safe to use.

If you notice that fire safety equipment is missing or damaged, please let our care and support staff know as soon as possible.

Fire drills

Our care and support staff are responsible for carrying out regular fire drills, where appropriate. This is so you know how to get out of your home safely if there is a fire, so please take it seriously and listen carefully if you are involved in a drill.

What to do in a fire

If you hear the fire alarm ringing continuously:

- make your way out of the building following the direction arrows
- don't go into any other room or return to the room you came out of
- if your main route is blocked, take a different route
- if you have a disability and are unable to walk without help, or you use a wheelchair, you should remain in your room – the fire brigade will be responsible for helping you to leave the building
- meet at the assembly point for your building – see below for assembly points for your scheme or ask our care and support staff if you are unsure where this is
- make yourself known to the person taking the roll call
- don't attempt to return to the building until it has been made safe and you have been told to do so by a member of staff.

Fire assembly point

The fire assembly point for your scheme is situated at:



Health and safety rules

Our care and support staff will be able to tell you the health and safety rules for your home and they will be displayed somewhere for everyone to see. Health and safety rules are there to make sure you are safe and well in your home.

Here are some examples of health and safety rules.

- Don't block the doorways in your home. If you see a blocked doorway let our care and support staff know.
- Don't leave things on the floor as this could cause injury to other people.

It is everyone's responsibility to make sure we all – staff and residents – keep to the health and safety rules.

Gas boilers and gas appliances

If you have a gas boiler or any gas appliances in your property, we will service them every year. This means that we will check that they are working properly and that they are safe.

Your agreement states that we must be allowed into your home for important maintenance works.

You and your home may be at risk if you do not let us in to carry out important works.

Our care and support staff can talk to you about this or arrange for you to have someone there when we come to do this work. We also have a leaflet and there is more information on our website at www.shgroup.org.uk.

Electrical appliances

We may own some but not all of the electrical equipment in your home. Every year, we will test any appliances we own to make sure they are safe.

Phone us on **0300 303 1772**, 8am to 8pm, Monday to Friday
(calls are generally charged at local rates)

Write to us at **Service Centre, Southern Housing Group,
PO Box 643, Horsham RH12 1XJ**

Email us at **service.centre@shgroup.org.uk** or
service.income@shgroup.org.uk or
swha.repairs@shgroup.org.uk
(but please phone instead if the matter is urgent)

In an emergency, call the Service Centre during opening hours.
When the Service Centre is closed, phone Wightcare on
01983 821 030

Visit our website at **www.shgroup.org.uk**

For help with translations or if a large type, Braille or audio
summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions,
appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga
telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos
al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet
Merkezi'ni arayın.