

Looking after **Your Home**

Read this for information on:

- What we repair within your home.
- How to get something repaired within your home
- Fire safety
- What you need to know about asbestos.
- How to prevent condensation within your home.

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How to contact Sanctuary Maintenance

We carry out repairs to our properties through a national property maintenance company - Sanctuary Maintenance.


We have two phone numbers that you can use to contact Sanctuary Maintenance.

If calling from a landline call 0800 916 1434. Calls to this number are free, if dialled from a landline.

If calling from a mobile, call 0300 123 3566. Calls to this number will be free as part of your inclusive minutes to landlines or charged at the national rate if you have a pay as-you-go mobile.

You can contact us:

By calling:

 **020 7898 1824**

By writing to us at:

 **Property Services**

The Church of England Pensions Board

PO BOX 2026

Pershore

WR10 9BW

By emailing us at:

 **pbhpropertyservices@churchofengland.org**

Repairing and Maintaining your home

We, in conjunction with Sanctuary Maintenance, will organise and pay for repairs to:

- Your roof, drains, gutters and pipes.
- Walls, floors, ceilings and skirting boards.
- Doors, door frames and hinges.
- Windows, frames, sills, catches and cords.
- Your bath, basin, sink, toilet, toilet seat, taps and pipes.
- Kitchen cupboards and work surfaces.
- Electrical wiring, sockets, switches and the mains fuse.
- Gas pipes, water pipes and water heaters.
- Extractor fans and vents.
- Central heating and any fires we have installed.
- Chimneys, stacks and flues.
- Fire and Carbon monoxide detectors (you are responsible for testing these on a regular basis) *more information on page 11.*
- External door catches, handles and knockers.
- Paths, steps and access routes.
- Garages and stores (if repair is possible).
- Conservatories that are attached to your home but only where certain conditions are met.
- All walls and fences we own or that separate our land from public rights of way.
- Any structural damage caused by pests.
- Security lighting (including replacing bulbs).
- Shaver points/fittings (but not replacing bulbs).

We will not repair or maintain:

- Plugs and chains in the bath and sinks.
- Repair or replacement of door bells.
- Lost keys or new locks needed due to you losing your keys.
- Light bulbs and fluorescent tubes and starts.
- Fuses in appliances.
- Shelves, curtain rails, roller blinds, hooks, pelmets, mirrors and heated towel rails.
- Internal door catches, handles and draft excluders.
- Fire alarms if you have installed them.
- Power showers if you have installed them.
- Telephone points and television aerials; and including associated cables.
- Any CCTV systems.
- Any security alarms

You are responsible for:

- Maintaining your garden, shed and out buildings.
- Repairing and maintaining fixtures, appliances, white goods and cookers; gifted appliances.
- Decorating the inside of your home (unless your tenancy agreement says otherwise) including maintenance or replacing carpets and curtains.
- Any subsequent work needed as a result of decorating your home (e.g. adjusting doors after fitting carpets).

Repairing and Maintaining your home

You are responsible for:

- Resetting your trip switch (RCBO's/RCB's/RCD's).
- Any maintenance needed to your home due to damage that you or your family or visitors have caused (including accidental damage).
- Dealing with any pests.
- Getting back into your home if you are locked out.

We will not maintain any improvements you have made (note: you will need our prior permission before first) unless we have agreed to do so as part of our permission.

Meters

The meters for your home (gas, water and electricity as applicable) are the property of the supplier. You are responsible for reporting any faults on these directly to the supplier and allowing the supplier reasonable access to inspect/repair and replace these.

If you or your energy supplier wish to install a smart meter you should seek permission from us. We would not normally withhold permission.

What to do if something in your home needs repairing or maintaining

If something needs repairing or maintaining within your home and it is something we are responsible for (**see page 4**), call Sanctuary Maintenance on 0800 916 1434 (from a landline) or 0330 123 3566 (from a mobile).

What happens when you call Sanctuary Maintenance

When you call Sanctuary Maintenance, they will ask for your name, telephone number, e-mail address and postcode.

They will also ask you for more details about the repair or problem that you have. They will then find a maintenance contractor to do the repair work.

Sanctuary or the maintenance contractor will then contact you to agree a date and time for the contractor to visit.

Sanctuary Maintenance will send you a letter confirming the name of the contractor and the date and time of the visit.

How long will it take for your repair to be carried out

When you call Sanctuary, they will assess the problem and put it into one of the 3 categories:

Repairing and Maintaining your home

Emergency - *they will respond and make your home safe or secure within 24 hours.*

In addition to emergency situations like a flood or major roof damage, this category is used when a problem within your home could be a serious risk to your or a member of the public's health or the security of your home. Emergency repairs include a burst pipe, power failure or repairs needed to stop a gas leak.

The first priority with emergency repairs is to restore safety and security to your home. Once Sanctuary have responded to the emergency, they may need to arrange further work to fully complete the repair. E.g. they may board up a broken window within 24 hours to make your home secure and then arrange for glazing to be replaced, as an urgent repair.

Urgent - *they will complete the repair within 7 days.*

Repairs are urgent when they cause serious inconvenience to you or are likely to cause further damage to your home, if not dealt with quickly. Urgent repairs include water leaks inside, or your front door not closing easily.

Routine - *they will complete the repair within 28 days.*

Routine repairs are those that do not cause serious inconvenience or risks to your health and security. Most domestic repairs will fall into this category.

What you can expect from Sanctuary Maintenance workers

All Sanctuary Maintenance workers will:

- Show you their identity card.
- Be polite and respectful.
- Tell you and your neighbours if any work is going to be noisy.
- Tell you how the work is going.
- Work safely.
- Protect your belongings from dust, damage or paint.
- Keep your home locked and secure.
- Tidy up at the end of each day.
- Take away any building materials or rubbish created by the repair at the end of the job.
- Repair any additional damage caused by their work.
- Turn on the electricity, gas and water supplies at the end of each day and when the repair is completed.

If you aren't happy with Sanctuary Maintenance workers

If you aren't happy with the service provided by Sanctuary Maintenance, in the first instance, please let them know. If after raising it with them you are not happy with the resolution of your complaint, you can then make a complaint to us.

Gas safety checks and servicing

We check gas boilers and any gas appliances once a year to ensure they are safe. We do this through Sanctuary Maintenance, as well as other contractors.

Your boiler also needs to be serviced and this is carried out as part of the annual check.

When your annual gas safety check is due, Sanctuary Maintenance will write to you to arrange a time for a gas engineer to come.

At the visit, the engineer will tell you if there are any problems with your boiler or appliances. They will also give you a copy of your gas safety check certificate.

If you do have any problems with your gas boiler or heating system, please do not wait for the annual safety check – report this to Sanctuary Maintenance on 0800 916 1434 (from a landline) or 0330 123 3566 (from a mobile).

If you suspect you have a gas leak or your carbon monoxide alarm activates you should report this immediately to the National Gas Emergency Service on 0800 111 999. The National Gas Emergency Service operates 24 hours a day, 7 days per week. They will provide a make safe service. Any follow on works must be reported by you to Sanctuary Maintenance.

Fire safety in your home

Smoke alarms should be fitted on each level of your home. We will ensure these are working prior to you moving in but you will need to check them regularly.

This will also apply if you have a carbon monoxide (CO) detector.

Your smoke or CO detector may be wired to the mains electricity supply or be battery operated. If they are battery operated you may need to replace the battery and the unit should indicate the battery needs replacing by emitting an intermittent tone.

To test your smoke alarm and CO alarm there is normally a push button and the alarm should make a loud beeping sound. To safely reach the alarm, we would recommend either using a stick to push test the button or otherwise use a small step ladder.

If the alarm does not sound when you push the test button and the alarm has new batteries (if it is a battery system) then please contact us and we will arrange for it to be repaired or replaced.

If you have any concerns or difficulties, please contact us on 020 7898 1824.

Please take some time to read the leaflet enclosed on **Fire Safety in Your Home.**

What you need to know about asbestos

Asbestos is a naturally occurring mineral that was often used as a building material in homes until 2000.

Most asbestos-containing building materials are not dangerous if they are in good condition and not damaged. Asbestos dust can cause health problems, if it is released into the air.

How to know whether your home contains asbestos

We carry out surveys of all our homes to identify whether asbestos is present in any of them. We keep a register of which properties have asbestos-containing building materials and monitor these regularly to check they remain in good condition and are safe.

How we deal with asbestos

In most cases, it is usually safer to leave asbestos intact within your home rather than remove it, as removing it releases asbestos dust into the air.

If you have concerns about asbestos within your home or would like to know if this is present in your home please contact property services on 020 7898 1824.

How to prevent condensation within your home

Black spot mould occurs on walls and ceilings, due to a build-up of condensed water vapour.

To reduce the chances of getting black spot mould in your home you can:

- Keep bathroom doors closed when using the shower or bath.
- Use any fitted bathroom or kitchen fans and cooker hoods.
- Keep lids on pans when using boiling water.
- Don't dry clothes on radiators.
- Keep the vents open on double glazing.
- Air rooms by opening windows regularly.
- Avoid having your furniture pushed up against outside wall - leave a gap for air circulation.
- Use dehumidifiers (available from hardware shops) to absorb excess water in the air.

If you have a problem with damp and think the problem is not black-spot mould caused by condensation, but is due to a leak or rising damp, please call Sanctuary Maintenance on 0800 916 1434 or 0330 123 3566 if calling from a mobile.

