



CHESTERFIELD
BOROUGH COUNCIL

Repairs guide

Tenant handbook





Fire

If there's a fire:

- Dial **999**
- Contact housing repairs on freephone **0800 587 5659** or **01246 345041** out-of-hours

Gas

If there's a gas leak:

- Open the doors and windows to get rid of the gas
- Don't turn any electrical switches on or off and don't let an electric doorbell ring (you can however use the telephone to call the Gas Emergency Service) on **0800 111 999**
- Don't smoke or vape
- Don't use matches or naked flames
- Ensure access can be gained to the property
- Check if a gas appliance (like a fire or cooker) has been left on unlit or if a pilot light has gone out. If so, turn the appliance off. If this is not the case, there is probably a gas escape. **Don't panic**. Turn the gas supply off at the meter and phone the Gas Emergency Service immediately on **0800 111 999**

Electricity

If your electricity goes off completely:

- Check if your neighbours' homes are affected. If so, call National Grid on **0800 6783 105**
- Check whether the switches on the fuse board have tripped out or a fuse has blown. If it has tripped, there may be a problem with an appliance within your home. Try and reset it
- If it repeatedly trips out phone the repairs team on freephone **0800 587 5659** or **01246 345 041** out-of-hours

Water

If there is a serious water leak:

- Turn off the stop tap. This is usually under the kitchen sink (if not, it will be in the bathroom, hall or under the stairs). The location is also listed on the New Home Information sheet which you should have received with your keys
- Phone the repairs team on freephone **0800 587 56 59** or **01246 345 041** out-of-hours
- Tell us where the leak appears to be coming from and if it is near any electrical wiring or appliances. If it is, turn off the electricity at the mains



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How to use this guide

This guide should be used in conjunction with your Tenant Handbook which contains information about your home and tenancy.

Please read this guide now and use it when you report repairs to us. The picture sections will help you to identify what is wrong and help you to describe the repair accurately to us.

Towards the end of this guide we have provided space for you to note the location of important items in your home, such as meters and stop taps. Please do this now rather than waiting for an emergency to occur. For example, knowing where your stop tap is will mean that you are able to turn the water off quickly if you need to. This could reduce the amount of damage caused to your home and belongings if there is a leak. The location of your stop tap and meters is also detailed on the 'New Home Information' sheet issued to you with your keys when you move in.

If you need any help to locate them, please contact the repairs team for advice.

Responsibility for repairs

We have legal duties to repair and maintain your home. We do this through our day-to-day responsive repairs service and our long-term planned maintenance and improvement programme. Please refer to the Tenant Handbook and our website for more information on our responsibilities.

You must take reasonable care of your home and report any repairs needed to us. This will help to stop any problems from getting worse and allow us to get repairs carried out as quickly as possible.

You are responsible for your own minor repair work.

Examples of the things you are responsible for are:

- **Decorating the inside of your home**
- **Changing any locks if you lose your keys or fobs or have them stolen**
- **General fixtures and fittings such as:**
 - light bulbs (bayonet and screw fittings) including outside lights
 - plugs and fuses
 - replacing batteries in smoke alarms, carbon monoxide detectors and heating controls
 - washing line (unless communal)
 - providing or replacing door knockers or bells
 - toilet seats
 - replacing shower components (eg, head, hose, slider rail and curtain)
 - plugs and chains to baths, basins and sinks

- Filling nail holes and minor decorative cracks in walls and ceilings
- Grouting wall tiles
- Oiling door hinges
- Treating walls, ceilings and windows for mould caused by condensation (please see our leaflet 'Preventing Damp and Mould in Your Home')
- Plumbing in your washing machine and connecting your cooker (we can do this for you, but there is a small charge)
- Bleeding radiators
- TV and phone outlets
- External taps
- Turning the water supply off (whilst away on holiday or away from your home for long periods. This does not affect your heating system)
- Maintaining and repairing your fences
- Maintaining paths other than the ones leading directly to the front and back doors (for example garden paths and paths to washing lines)
- We expect you to pay and be responsible for any damaged items in and around your property not deemed to be affected by fair wear and tear (re-chargeable repairs).

Your own fixtures and fittings (including any you chose to accept responsibility for at the beginning of your tenancy left at your request by a previous tenant)

In addition to the above there are some other minor repairs that we expect you to carry out. Examples of some of the things we would ask you to do before contacting us are:

- Clearing a blocked bath, basin, shower or sink using a plunger or suitable cleaning agent
- Clearing a blocked toilet using a plunger or other suitable tool
- Clearing a blocked shower head
- Resetting electric trip switches in the consumer unit
- Re-pressurising a combi boiler

If there is still a problem after you have tried to sort it out, please contact us and we will arrange for a repair to be carried out. You may have to pay if the problem has been caused by you (eg, nappy causing a blocked toilet).

Your own improvements

If you want to improve or make changes to your home then you must get written permission before starting any work:

- Please write to **Housing Property Services, Stonegravels Depot, Old Brick Works Lane, Chesterfield, S41 7JD.**
 - email **permissions@chesterfield.gov.uk**
 - call **01246 345 345**
-

Describe the changes you would like to make. If you feel that it will help to explain what you would like to do, include a basic diagram of the change. A few examples of the things that you should get permission for are:

- Removal and replacement of doors or putting in arches
 - Changing bathroom or kitchen fixtures
 - Putting in a shower
 - Internal alterations
 - Decorating the outside of your home
 - Building a garage or shed
 - Laying a drive or hard standing
 - Fencing
-

For some improvements you may also need to apply for planning permission or Building Control approval. There may be additional charges for this, which you will be required to pay directly.

If you do not get written permission before you start work, then you may have to return the property to how it was before. Even when permission has been granted, the responsibility for maintenance and upkeep of these items remains with the tenant. For example, if you install a shower over a bath where there was not one previously, we are not responsible for future maintenance of the shower.

If you plan to employ trades people, please ensure they are suitably qualified and registered with the appropriate governing bodies and that they can supply evidence of this to you. We will need to see proof that they are fully qualified before approval is given.

Reporting repairs

You can report repairs at any time by:

- emailing: repair.requests@chesterfield.gov.uk
- following the online instructions at [www.chesterfield.gov.uk /repairs](http://www.chesterfield.gov.uk/repairs)
- Through your 'My Chesterfield' account

Repairs can also be reported to the **repairs team** on freephone **0800 587 5659** from 8.30am to 5pm on Monday, Tuesday, Thursday Friday, and between 10am and 5pm on Wednesday.

When you report a repair please tell us:

- Your name, full address and daytime telephone number
- As much as you can about what is wrong, and where the problem is
- When we will be able to get in to do the work within the working week, or Saturday mornings for some minor repairs

Emergency repairs – out-of-hours

If you need an emergency repair, outside of normal working hours, you should contact the out-of-hours emergency repairs service on 01246 345041.

The emergency out-of-hours service is for repairs where there's a risk to people's health and wellbeing or likely to cause major damage to the property or personal belongings where preventive control measures are not possible by the tenant.

Please only call the out-of-hours number for genuine emergencies as we are not able to deal with other repairs out-of-hours.

Loss of heating or hot water is not classed as an emergency. If, however, either you or a member of the household is 'put at risk' by the loss of heating due to age or illness, please let us know and they will try to arrange the loan of a temporary heating supply.

Our out-of-hours emergency service may attend and make sure everything is safe, unless the repair is minor, can be done safely in a short time and the operative has the parts to complete the repair. If the repair cannot be completed then, we will arrange a time to return to complete it.

If you have already reported a repair during normal working hours, please do not contact the out-of-hours service unless the situation has changed and you require emergency repair assistance.

You may be recharged for calling us out if it's not an emergency and the repair is damage you have caused or is listed in the 'responsibility for repairs' section as something you are responsible for.

Emergency repairs during normal working hours can be reported through the repairs team on freephone 0800 587 5659.

Right to repair

Under the Right to Repair Scheme you have the right to have certain repairs carried out quickly and easily. These are called 'qualifying repairs' and include urgent repairs that are likely to affect your health, safety and security.

When you report a qualifying repair, it will be given a priority and a corresponding code as a RR1 (within one working day), RR3 (within three working days) or RR7 (within seven working days). We are not able to give you an appointment for this type of repair but you will be told the date that the repair should be completed by. If we do not come to your home and complete the repair by this date then you should tell us and we will investigate. If the work has not been attended to by this time you can apply for compensation.

Full details of the scheme are available on our website: [www.chesterfield.gov.uk /repairs](http://www.chesterfield.gov.uk/repairs)

Carrying out repairs

We give every qualifying repair a right to repair category and a corresponding code. This helps us to make sure we can help those in most urgent need.

RR1 - within one working day

These are emergency repairs where urgent work needs to be carried out.

Examples of these include:

- Complete loss of power or heating
- Flood or seriously leaking pipe
- Something else that is a serious risk to your health and safety

We will make the repair safe within one working day. In many cases we will complete the repair during this visit. Sometimes we have to do a temporary repair to stop the emergency then return to complete the repair. This depends on the type of repair and the availability of parts.

RR3 - three working days

These are urgent repairs but not immediate emergencies.

Examples include:

- Partial loss of power or water supply
- Heating or hot water not working between May and October
- Loose or detached banister or handrail.

RR7 - within seven working days

These are urgent repairs but not immediate emergencies.

Examples are:

- **Extractor fan not working**
- **Door entry phone not working**

Please note that these timescales do not include Saturday and Sunday.

Non urgent repairs

All other repairs will be carried out within 30 working days by an appointment that we pre-arrange with you.

These are things that we must put right, but that don't cause a risk to your health or safety. We will put the problem right within 30 working days of you reporting it to us.

Wherever possible, you will be offered an appointment for routine repairs inside your home and for some external repairs where we need access. The appointment will be for either a morning or afternoon on the day of your choice including Saturday mornings (for some minor repairs).

Your appointment will be confirmed by a Repair Receipt, which will be sent to you through the post. We will also send a text message to your mobile to remind you.

Planned maintenance and refurbishments

Some non-urgent maintenance work may be added to our modernisation programmes and dealt with at a later date. Examples of these types of works are:

- **Kitchen replacement**
- **Gas servicing**
- **Boiler replacement**
- **Bathroom replacement**
- **Roof replacement**
- **Regular external decorations**
- **External door or window replacement**

Visiting your home

Repairs to your home are carried out by trained staff. All staff wear name badges and uniforms.

When you report a repair, you can request the option of giving us a password for the operative to use when they visit your home. This allows you to verify that the operative is a genuine council employee.

You should not allow anyone who states that they are representing the council into your home unless you can see their identification badge.

Please note that our employees reserve the right not to enter a home unless there is an adult present.

Please keep any pets secure - make sure your pets are safely away in another room so that our operatives can get on with their work safely when they arrive.

Please treat our staff and contractors with the same respect and courtesy as you'd expect from us. They have the right to work in a safe environment and will not tolerate behaviour which is abusive, offensive or threatening.

Please do not smoke around the employee whilst they are in your home. If you do, the employee may ask you to stop and may decide to leave your property without completing the repair.



Paying for repairs

The rent we collect pays for the repairs and maintenance service so most tenants never get charged for any repairs. We do not charge for fair wear and tear.

You will be charged if we need to repair or replace anything due to neglect, misuse, theft or deliberate damage by you or anyone you, as a tenant, are responsible for (including your children, family, visitors and pets). You can be charged for this whether it happens in your home, in any communal areas or at a neighbouring property.

You will also be charged if we need to remove or reinstate something you have changed or installed without our permission.

Examples of the sort of repair work that you may be charged for are:

- You lose your keys or fob and ask us to get you back in or to replace the lock
- If someone breaks a window and it needs re-glazing
- A door slams in the wind and a glass panel breaks
- You drop something into the wash basin and it cracks
- A nappy or wipes, toilet block or toy blocks your toilet
- Hot fat is poured down your sink, goes solid in the waste pipe and blocks it

This is a list of examples but they are not the only things that you can be charged for.

If we decide to charge you, in most cases you will be asked to sign an agreement to pay the charge before the works are carried out. However, sometimes we will not be able to ask you to do this before we charge you.

For example:

- If you have moved out and we need to do the work to relet the property
- In emergency situations e.g., if your washing machine is overflowing into the flat below
- Where we need to secure a property or where safety is affected

Damage from vandalism or a burglary must be reported to the Police who will give you an incident reference number. Please pass this on to us so we can investigate. You may still be recharged for any repair work dependant on the outcome of the investigation.

Gas appliance servicing

If your home has a gas supply we have a responsibility to check every year that all gas appliances that are owned and installed by us are safe. A qualified gas engineer will visit your home to carry out this service and issue you with the latest safety check as a record.

This is done to protect you and your family. Please allow the gas engineer into your home to carry out the work. Failure to do so is a breach of your Tenancy Agreement and will result in the council taking legal action to obtain access.

You do not need our permission to connect your gas cooker but you should use a competent Gas Safe registered installer. We can offer this as a payable service.

If you are in any doubt about the safety of any gas appliance it should be turned off and not used until it has been checked.

If you have any enquiries regarding gas servicing contact **01246 345 048**.

Smoke detectors and carbon monoxide (co) detectors

Housing property services carry out annual checks on all smoke and carbon monoxide detectors that we have fitted in your home to make sure they are in working order. The detectors are normally checked at the same time that the gas servicing is carried out to gas heating systems. However, if you do not have a gas heating system do not worry, any smoke detectors that have been provided by us will still be checked on an annual basis.

If you have reason to believe that your smoke or carbon monoxide detector is not working, please report this immediately to the Repairs Team on freephone **0800 587 5659**.

Electrical five-year condition report

Faulty electrics are a potential hazard – but it's often more difficult to spot when there's a problem. Electrical cables can be hidden inside walls, fuse boards or other locations that are not immediately visible, and so it's hard to see damage.

Faulty and old wiring is one of the main causes of electrical fires in the home. That's why it's important that we carry out a regular condition check on your council property. We do this every five years as part of your tenancy agreement.

This is done to protect you and your family. Please allow the electrician into your home to carry out the work. Failure to do so is a breach of your Tenancy Agreement and will result in the council taking legal action to obtain access.

Gap Electrical Services carry out our electrical checks in our homes. They can be contacted directly on **0116 2425796**.

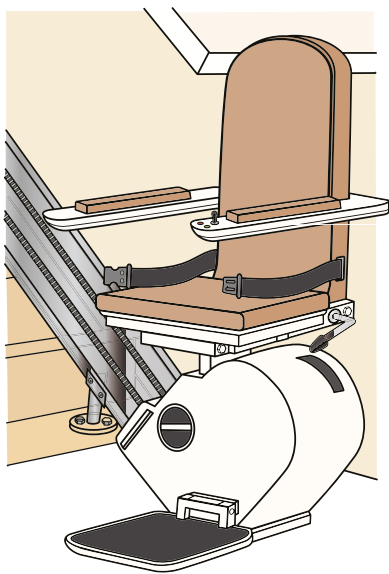
Repairs finder guide

The following pictures will help you to identify what is wrong and help you to describe the repair accurately to us.

All you need to do to help us to order the right repair quickly and easily is use the pictures in the guide to help identify the fault then contact the repairs team and tell us what is wrong.

Before you contact us please check the 'responsibility for repairs' section of this repairs guide.

Adaptations



Stairlift is not working properly

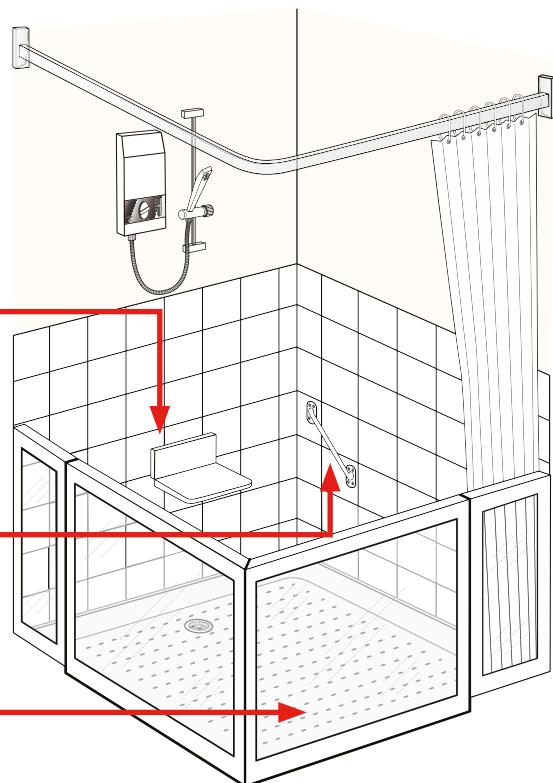


Hand or grab rail to external door is loose or broken

Shower seat is loose

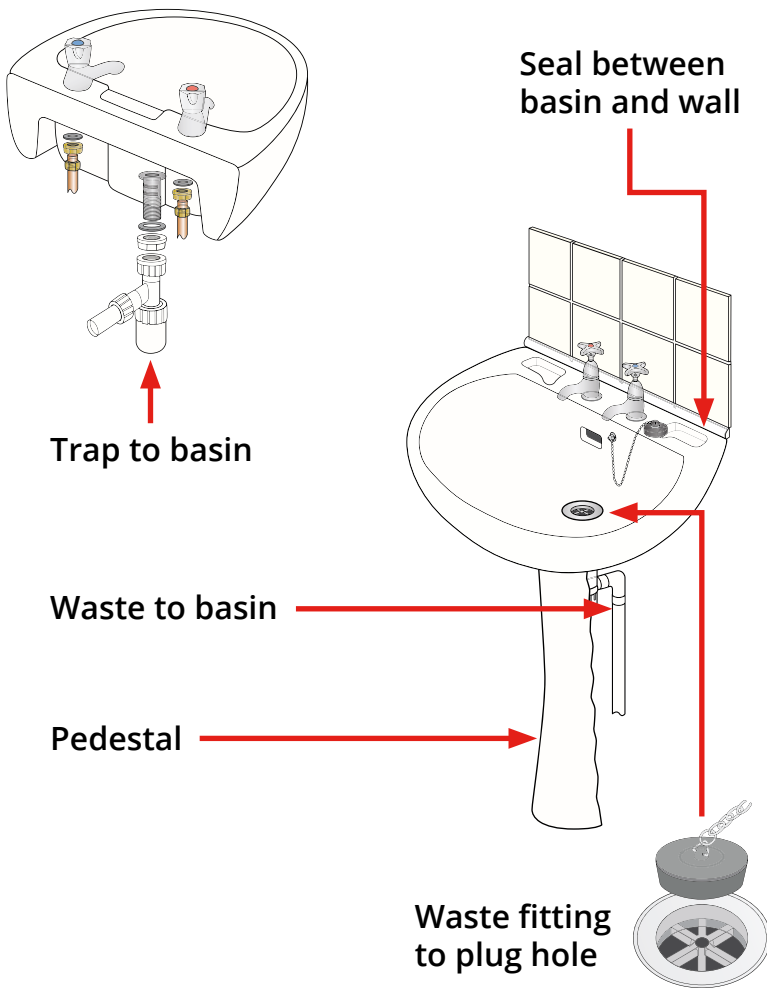
Hand or grab rail to bathroom or shower room is loose or broken

Sealed bathroom flooring is damaged



Basins and sinks

Basins



Water leaking

Before you contact us:

- If the water is near electrical fittings, turn the electricity off at the mains
- Try to prevent the water causing damage by turning off the supply at the stop tap or wrap a towel around the leak

Tell us:

- Where the leak is and what is affected (sink, basin, bath or shower)
- If it is from a pipe, whether it is the hot water supply, cold water supply or a waste pipe

Basin damaged

Tell us:

- What is damaged
- How it happened
- What the fitting is made of
- If you think it could be repaired or needs to be replaced

Wastepipe blocked

Before you contact us:

- Check whether you could clear the blockage yourself

Tell us:

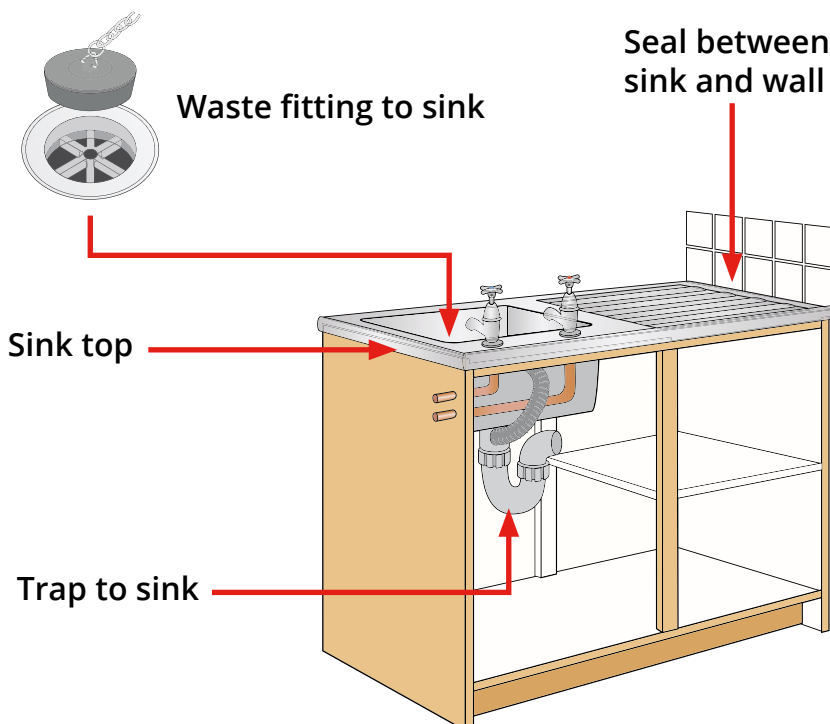
- What is blocked
- What caused the blockage (if you know)
- What is happening (eg, it won't drain)
- If it has damaged or might damage your home

Sink damaged

Tell us:

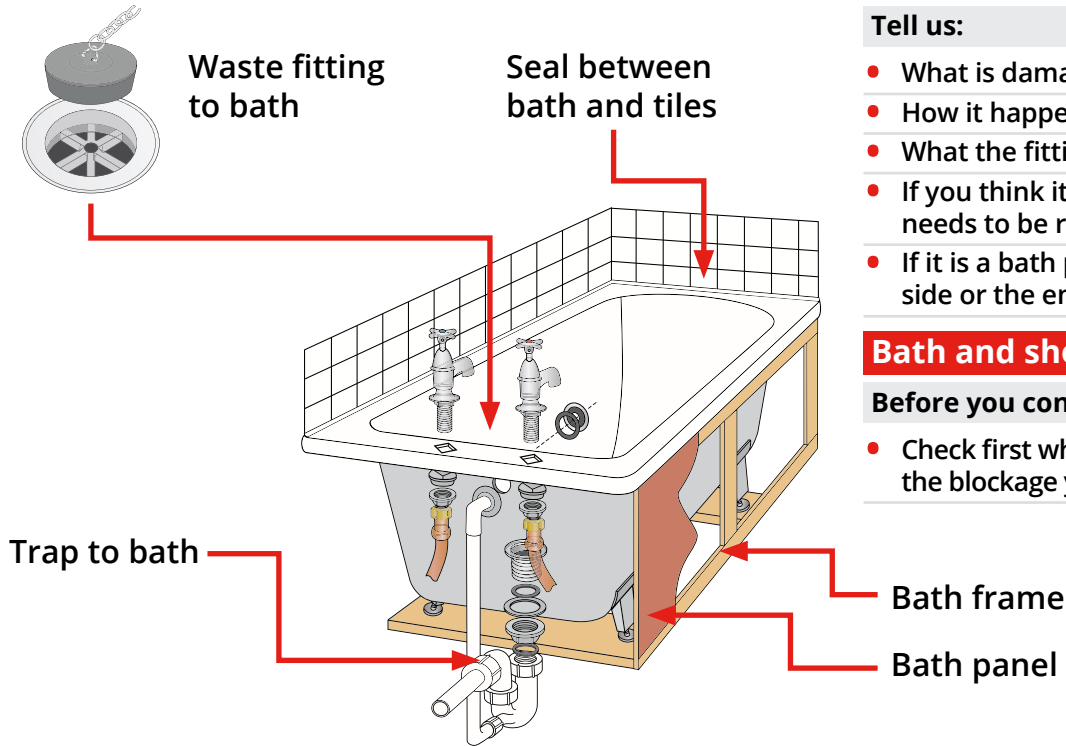
- What is damaged
- How it happened
- What the fitting is made of
- If you think it could be repaired or needs to be replaced

Sinks



Baths and showers

Baths



Bath damaged

Tell us:

- What is damaged
- How it happened
- What the fitting is made of
- If you think it could be repaired or needs to be replaced
- If it is a bath panel, whether it is the side or the end panel

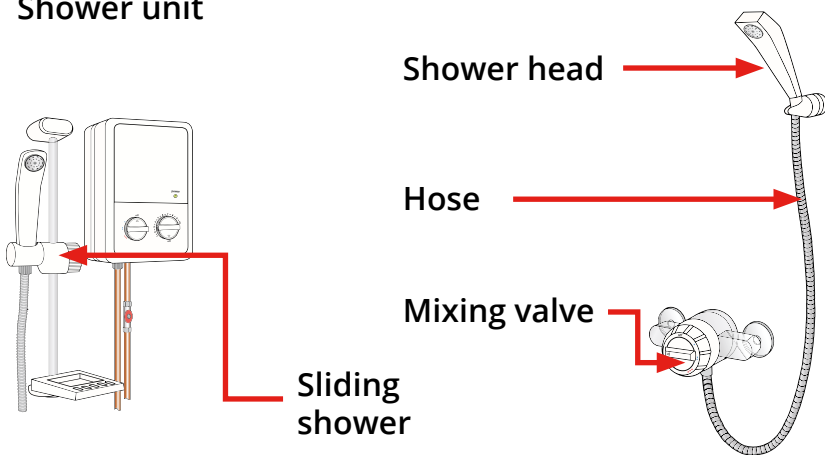
Bath and shower blockages

Before you contact us:

- Check first whether you could clear the blockage yourself

Showers

Shower unit



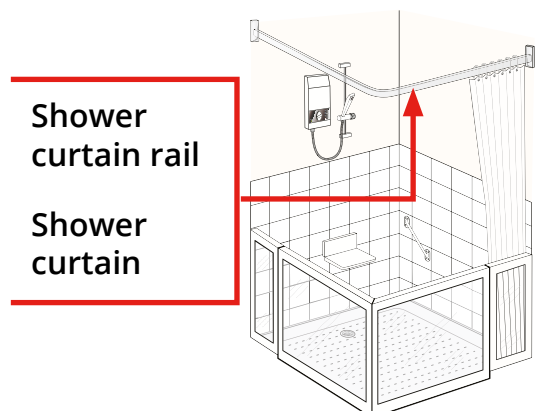
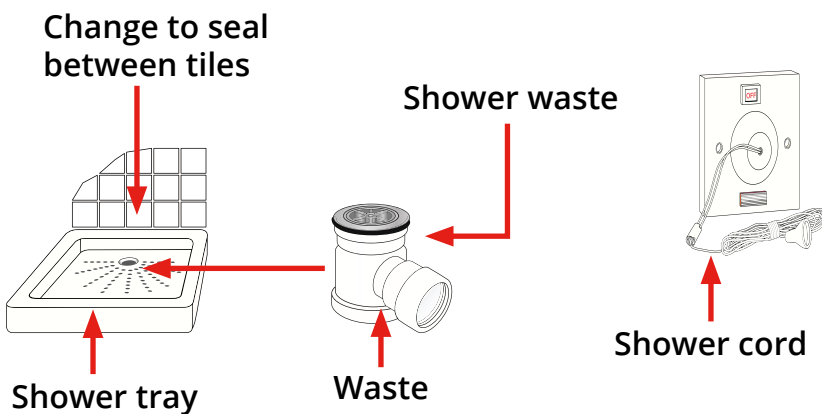
Shower faulty

Before you contact us:

- Check if the electric power to the shower is switched on at the pull cord

Tell us:

- If this is your only form of washing
- Is it a shower that you have installed?
- What type of shower it is (electric or gas boiler)
- What make or model it is
- Exactly what is wrong
- If you have hot water from the taps



Communal areas and door entry

Door entry systems

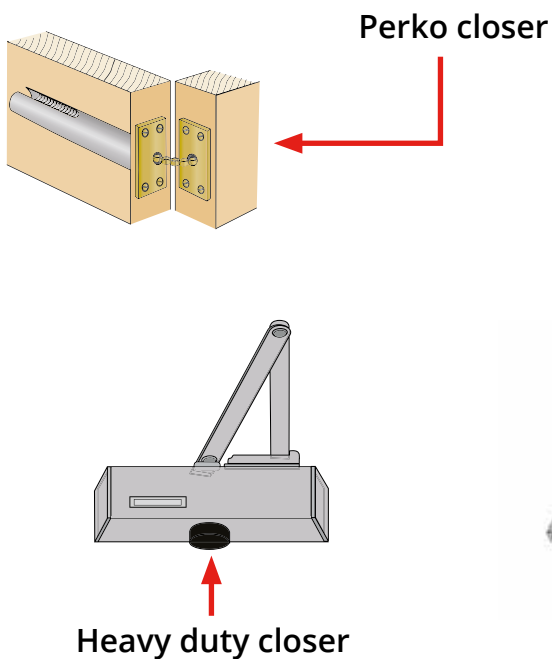


Door entry system faulty

Tell us:

- Has the system completely failed or only to your home?
- Which part of the system is faulty

Doors and door closers



Communal entrance door faulty

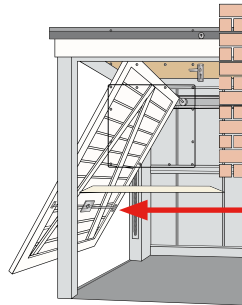
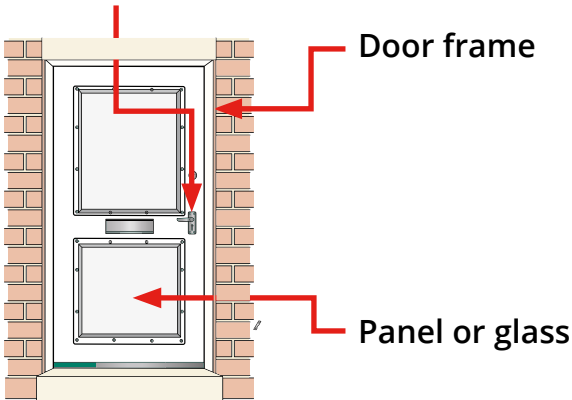
Tell us:

- Which door it is
- What is wrong

Doors

Access and boarding

Tenant is locked out of property



Up and over garage door

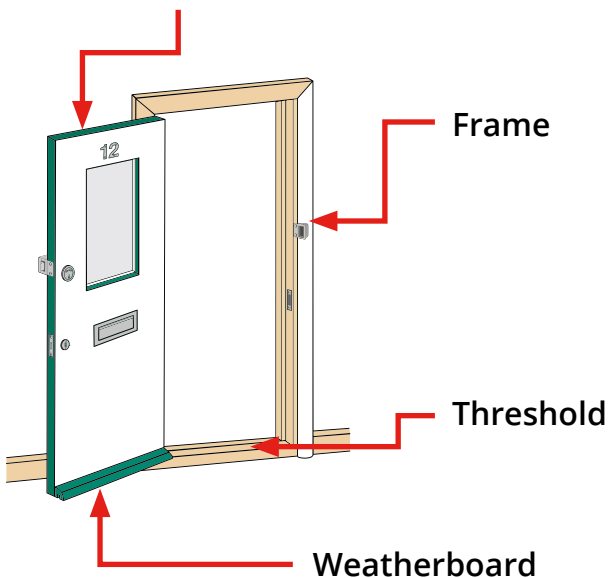
Door faults

Tell us:

- What is damaged
- How it happened
- If the property is secure
- What it is made of (eg, PVCu, wooden)

External doors

UPVC or wooden door



Door jammed or sticking

Tell us:

- Can the door be made secure
- Which door it is
- What type it is, e.g. is it a fire door?
- If you can still get into your home
- If the door has been painted recently or looks warped
- If you have had new carpets recently
- If the door frame is damaged

Door glass broken

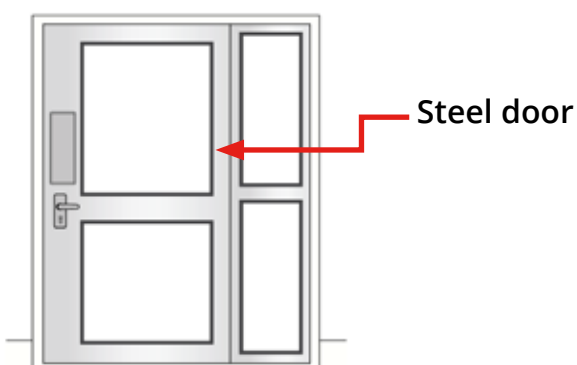
Tell us:

- Which door it is
- How it was broken
- If it means that your home is not secure
- If it is single or double glazing and the type of glass (eg, clear, patterned or wired)
- What the door is made of

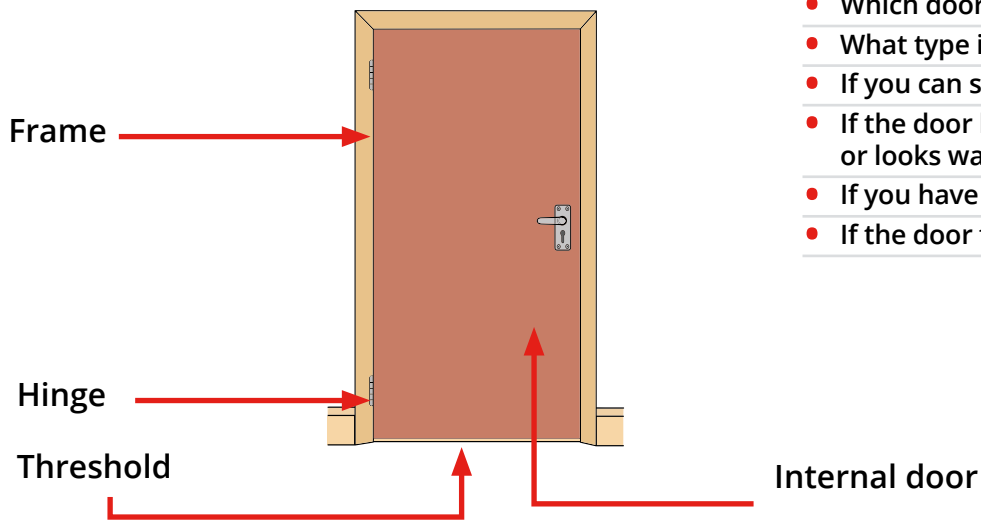
Door or door frame damaged or rotten

Tell us:

- Which door it is
- What type it is, e.g. is it a fire door?
- If it is damaged, how it happened
- If it is an outside door, can it be locked
- If you have a door entry system
- What part of the door is affected (eg, panel, frame, hinges, lock)
- What the door frame is made of (eg, wood, plastic, metal)



Internal doors



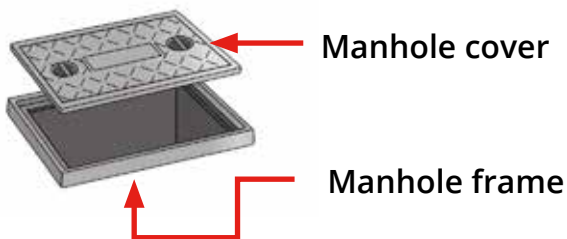
Door jammed or sticking

Tell us:

- Can the door be made secure
- Which door it is
- What type it is, e.g. is it a fire door?
- If you can still get into your home
- If the door has been painted recently or looks warped
- If you have had new carpets recently
- If the door frame is damaged

Drainage

Drains around your home



Manhole/inspection cover faulty

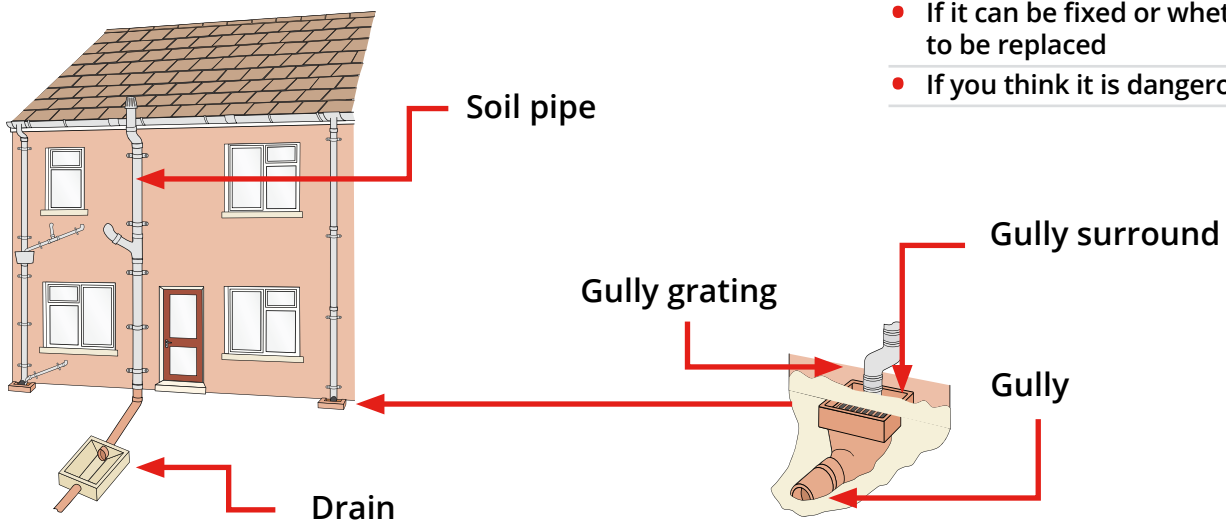
Tell us:

- Where it is
- What's wrong
- What it is made of and how big it is
- If you think it is dangerous

Gully cover faulty

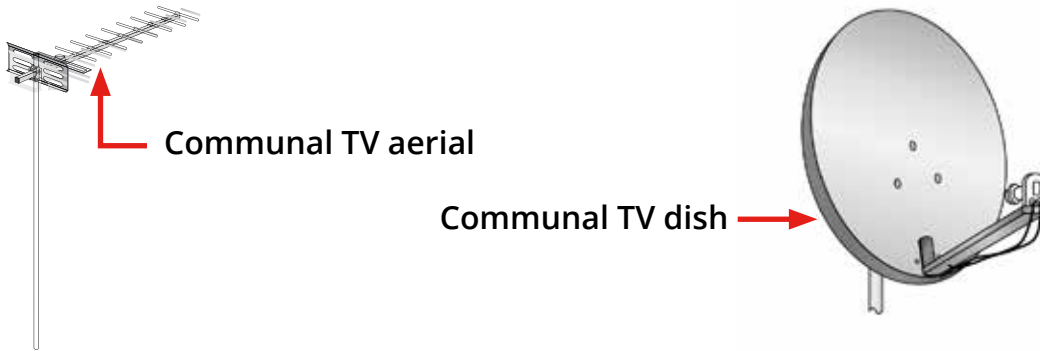
Tell us:

- Where it is
- What's wrong
- What it is made of and how big it is
- If it can be fixed or whether it needs to be replaced
- If you think it is dangerous

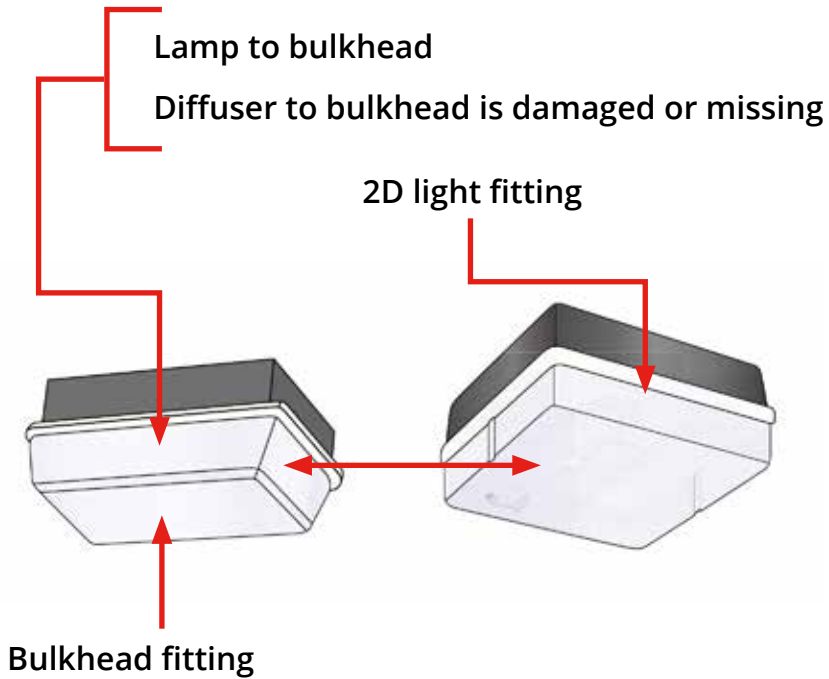


Electrics

Aerials, satellite dishes and TV outlets



Communal and external lighting

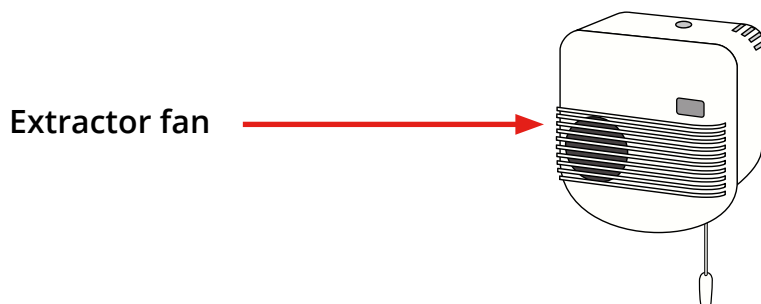


Lighting failed

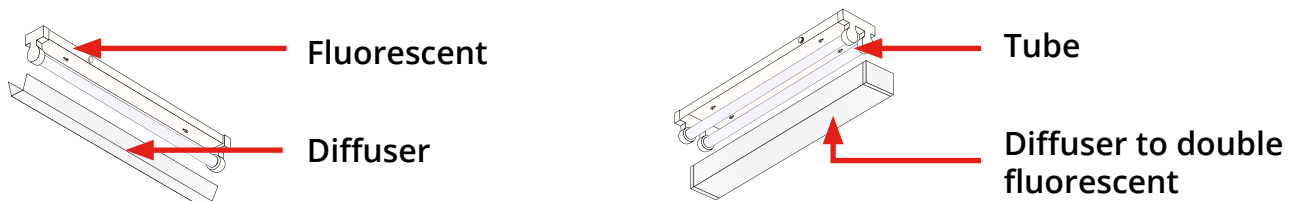
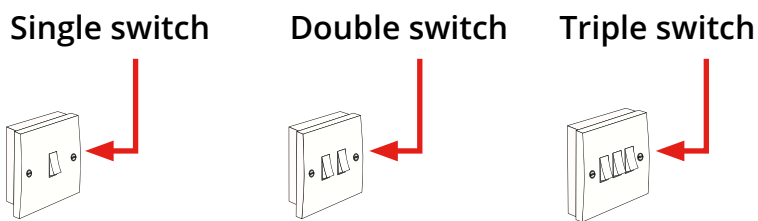
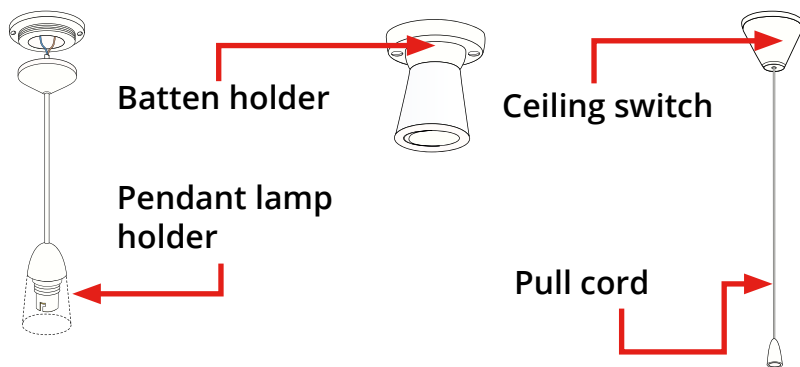
Tell us:

- How many lights are out
- What floor the light(s) are on
- Is there any obvious damage?
- What kind of fitting it is
- Where it is

Extractor fans



Domestic lighting



Lighting failed

Before you contact us:

- Check if a fuse has blown or a circuit breaker has switched off
- Check if it's an obvious problem - like a broken light fitting or a bulb or tube that has blown
- Check if plug sockets are working

Tell us:

- How many lights are out
- If the plug sockets still work

Electrical fitting (eg, light switch or plug socket) giving off smoke

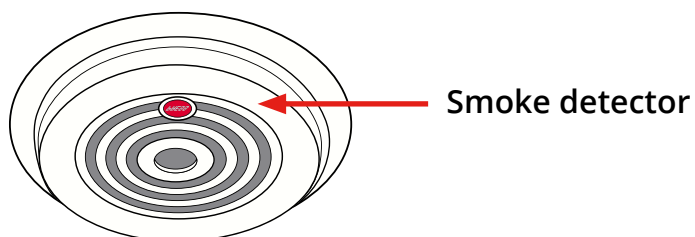
Before you contact us:

- Turn off the electricity at the mains
- Don't touch the fitting

Tell us:

- What kind of fitting it is
- Where it is

Smoke detectors



Smoke detector faulty

Before you contact us:

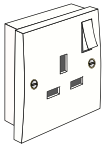
- Check it is a detector that is wired into your mains. If it is a battery operated detector it will be your responsibility to repair it
- Check the batteries. They should be changed once a year
- When a battery fails, the smoke detector has a high pitched on/off tone

Tell us:

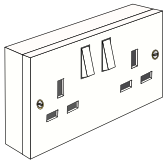
- Where the alarm is
- If it is linked to a fire alarm system or Chesterfield Careline call system

Electrics (continued)

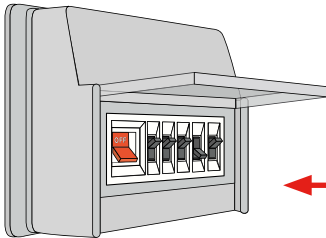
Sockets and power



Single socket



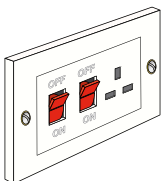
Double socket



MCB consumer box



Fuse spur



Cooker control unit

Sockets and power

Before you contact us:

- Check the electricity hasn't been turned off at the mains
- If the power switches off when you turn on a certain appliance, this will indicate a fault with the appliance not the electrical service
- Find out if your neighbours' homes have been affected too
- If they have, call National Grid on **0800 6783 105**

Pre payment

- If you have a prepayment meter

Plug socket failed

Before you contact us:

- Check appliance in another socket
- Check if a fuse has blown or a circuit breaker has switched off

Tell us:

- Which plug sockets have failed
- If you have lighting

Electrical appliance not working (something that you plug into a socket)

This will usually be your responsibility

Before you contact us:

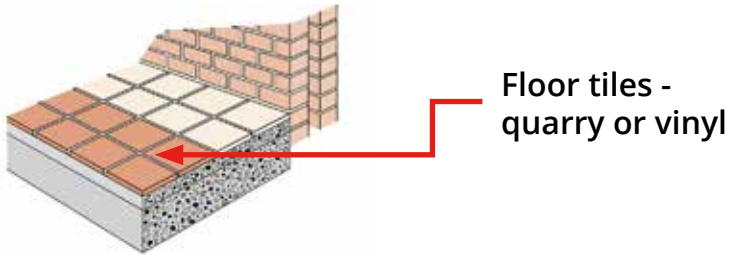
- Is the appliance yours or does it belong to the Council? (only contact us if it belongs to us)
- Try the appliance in another socket – if it works, see 'plug socket failed' above
- Check if a fuse has blown or a circuit breaker has switched off

Tell us:

- What the appliance is

Floors, walls and ceilings

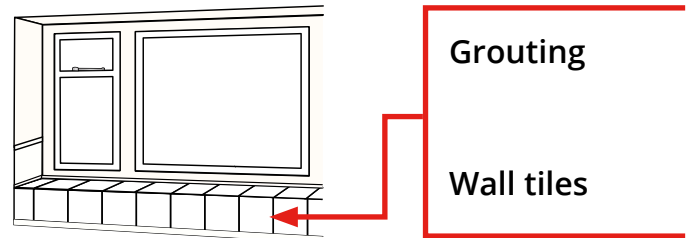
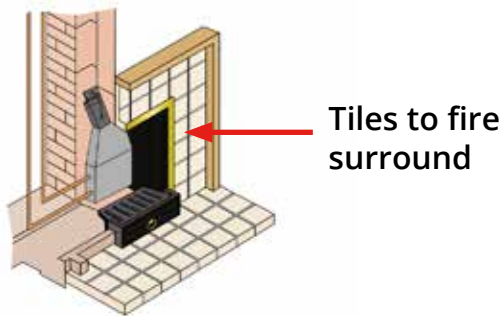
Floor and wall tiles



Tiles broken or missing

Tell us:

- Where the tiles are
- What's wrong
- How many tiles are broken or missing
- Their size and colour
- How the damage happened

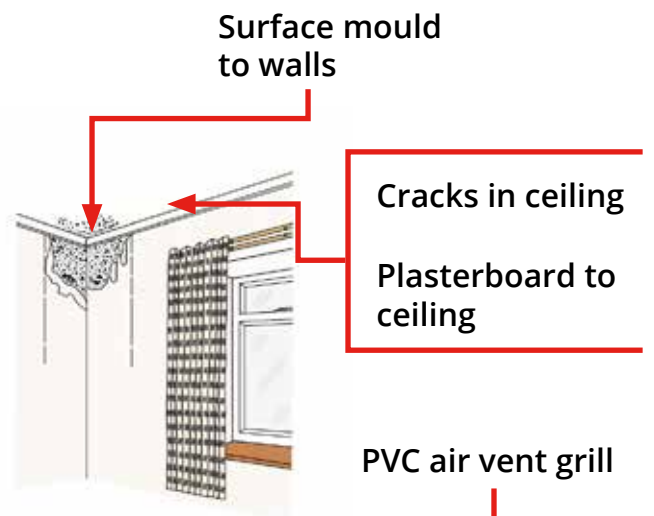
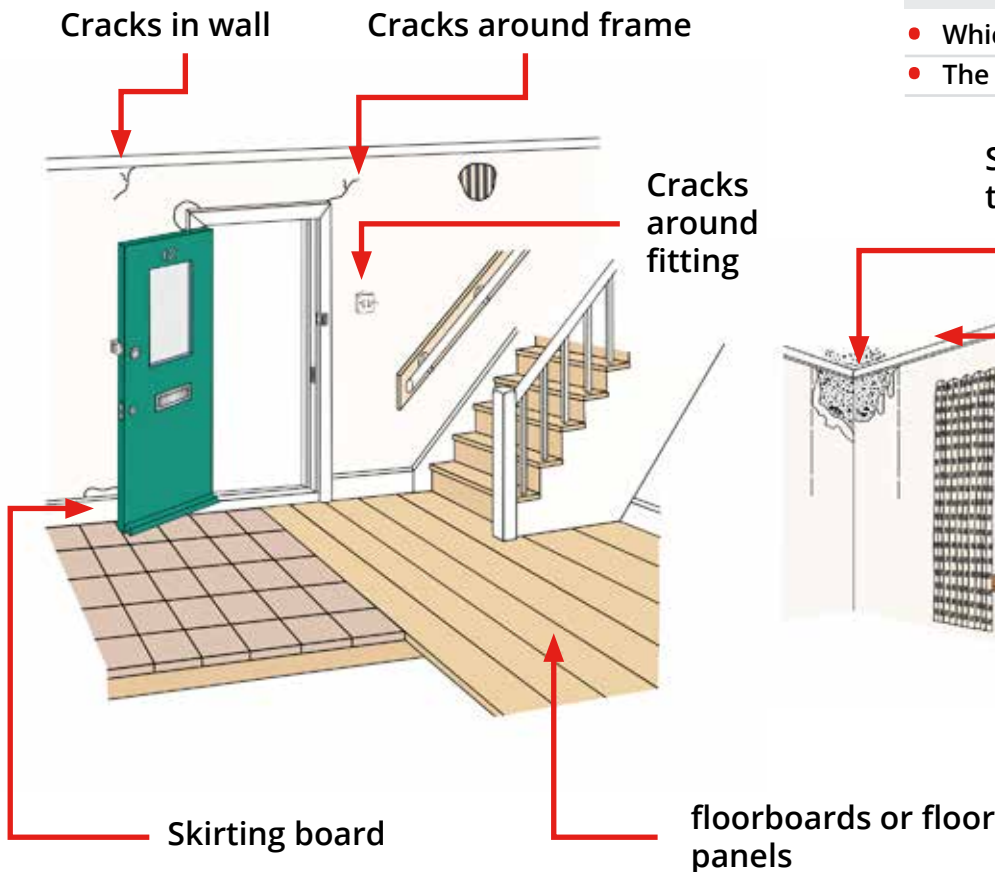


Floors, walls and ceiling repairs

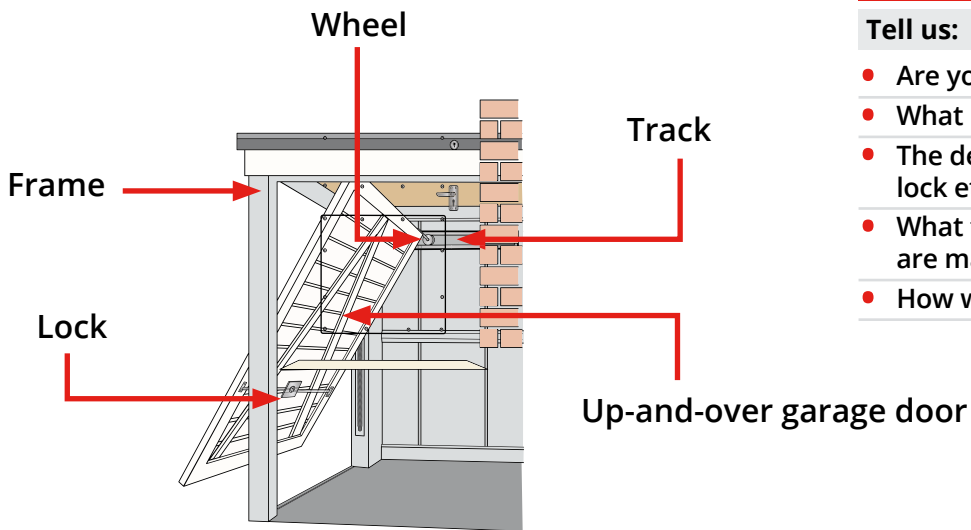
Cracking in walls

Tell us:

- Which wall is affected
- The rough size of the damaged area



Garages

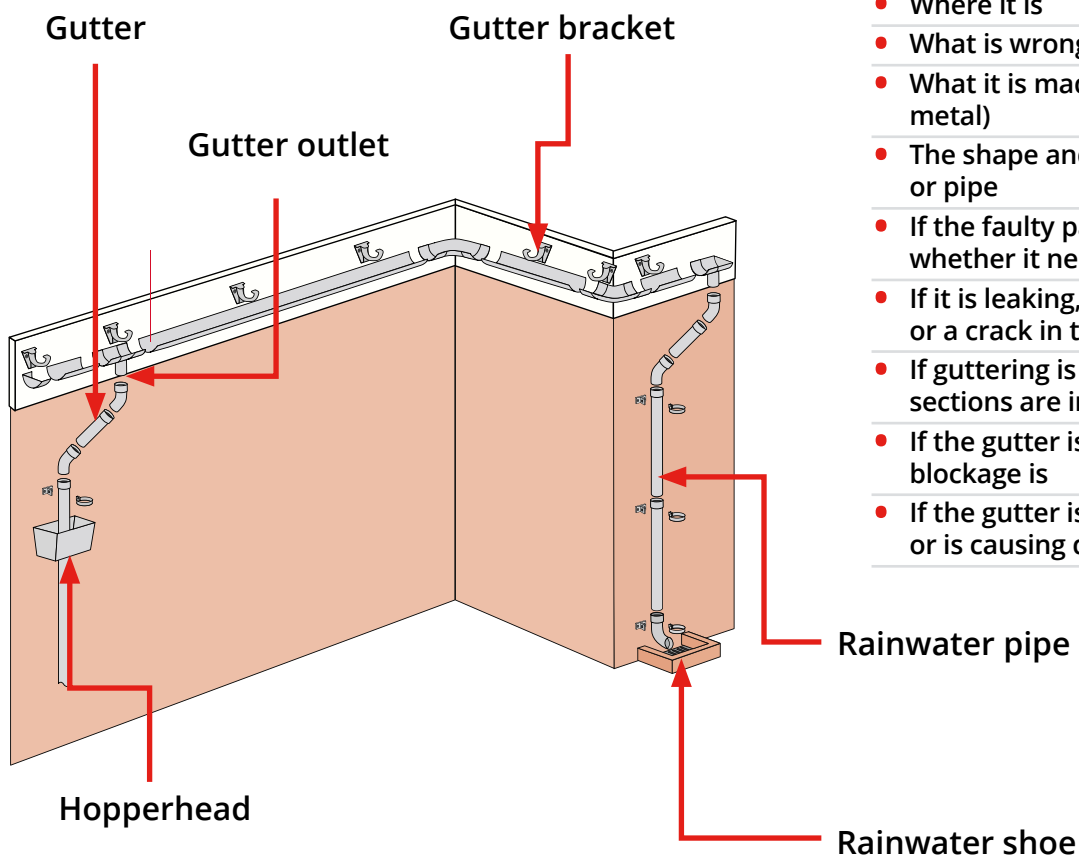


Problem with garage

Tell us:

- Are you able to use the garage
- What is wrong
- The defective part (eg, frame, hinges, lock etc)
- What the door and the door frame are made of (eg, metal or wood)
- How we can get access

Gutters and rainwater pipes



Guttering or downpipe faulty

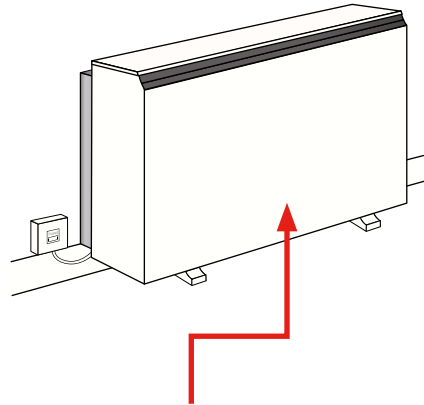
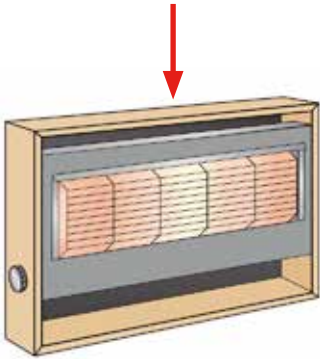
Tell us:

- Where it is
- What is wrong
- What it is made of (plastic, timber or metal)
- The shape and colour of the gutter or pipe
- If the faulty part can be fixed or whether it needs replacing
- If it is leaking, where from (eg, a joint or a crack in the gutter or pipe)
- If guttering is broken, how many sections are involved
- If the gutter is blocked, where the blockage is
- If the gutter is leaking above a door or is causing damage to the property

Heating and hot water

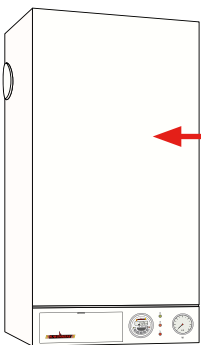
Electric heating

Electric fire or radiant heater



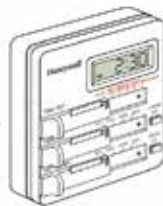
Storage heater

Hot water

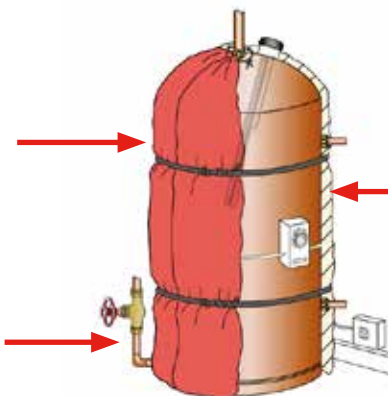


Boiler

Controls to boiler (tenant responsibility to replace batteries)



Cylinder



Immersion heater

Inlet pipe and gate valve

Communal heating faulty

Before you contact us:

- Is the room thermostat set high enough
- Ask if other flats are affected

Tell us:

- What's wrong
- If you have hot water

Heater faulty

Before you contact us:

- Make sure the socket is turned on?
- Are the heating controls turned high enough?

Tell us:

- Which heater it is
- The make and model
- If there are any other problems with your heating supply

No hot water

Before you contact us:

- Is the cylinder thermostat set at the right temperature? (55-60 degrees C)
- If you have gas central heating, is the time clock controller set to heating only?

Tell us:

- What's wrong
- If you have hot water

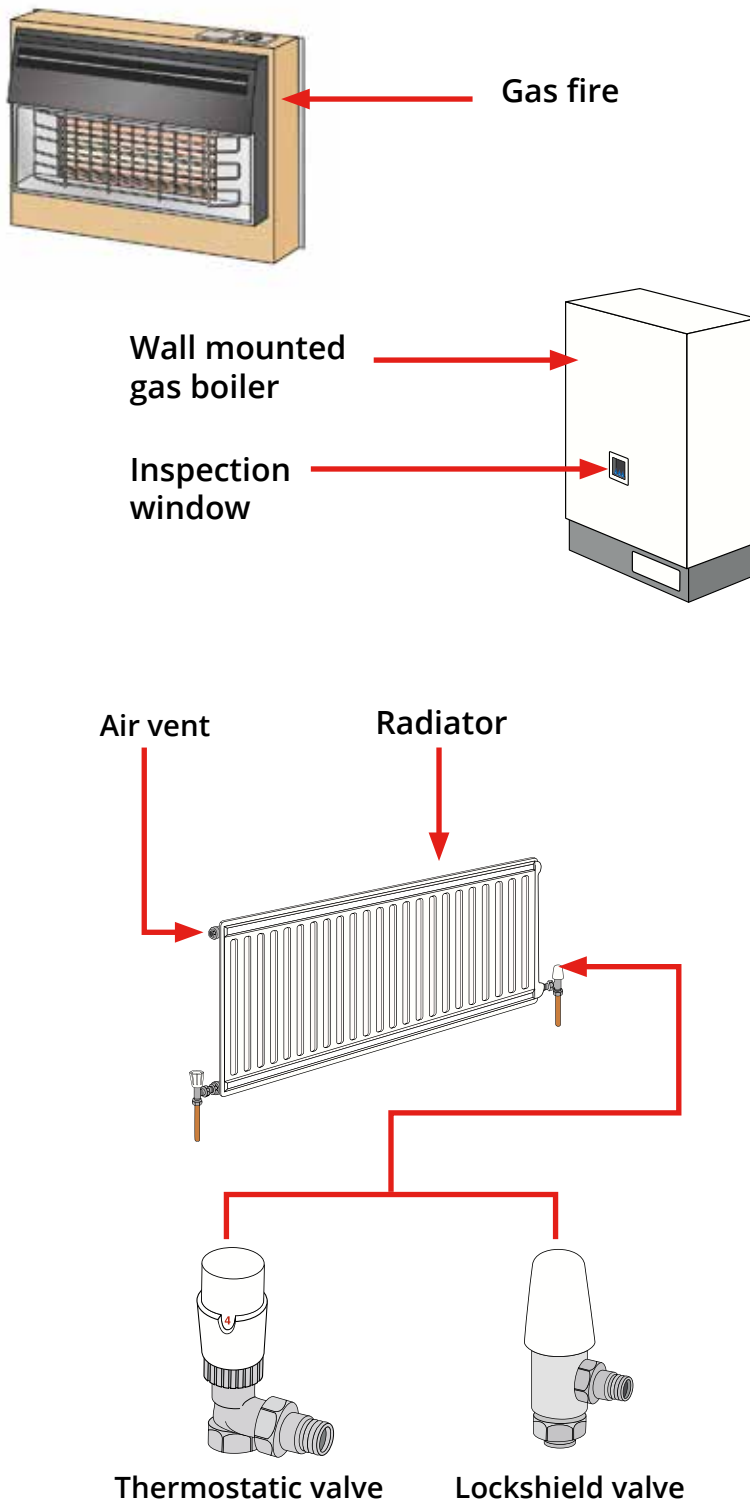
Heater faulty

Tell us:

- If you have hot water at any time or none at all
- If the water cylinder is still hot
- If you still have room heating
- The boiler or water heater type, make and model
- If you have an immersion heater you can use until the hot water fault is repaired
- If there are any electrical problems in your home
- If there are any other water supply problems

Heating and hot water (continued)

Gas heating



Gas

Before you contact us:

- Is the power still on?
- Is the pilot light still on?
- Is the boiler thermostat set high enough?

Tell us:

- What's wrong
- Where the boiler is
- The make and model
- If you have hot water
- If it has been installed recently

Radiator not heating up

Before you contact us:

- Try bleeding the radiator (you should have a special key to do this)
- Turn the radiator valve on (water may escape)

Tell us:

- Which radiators are affected

Fumes

Before you contact us:

- Turn off all gas appliances (fires, boiler, cooker, etc)
- Open the doors and windows

Tell us:

- What you think is leaking

Radiator leaking

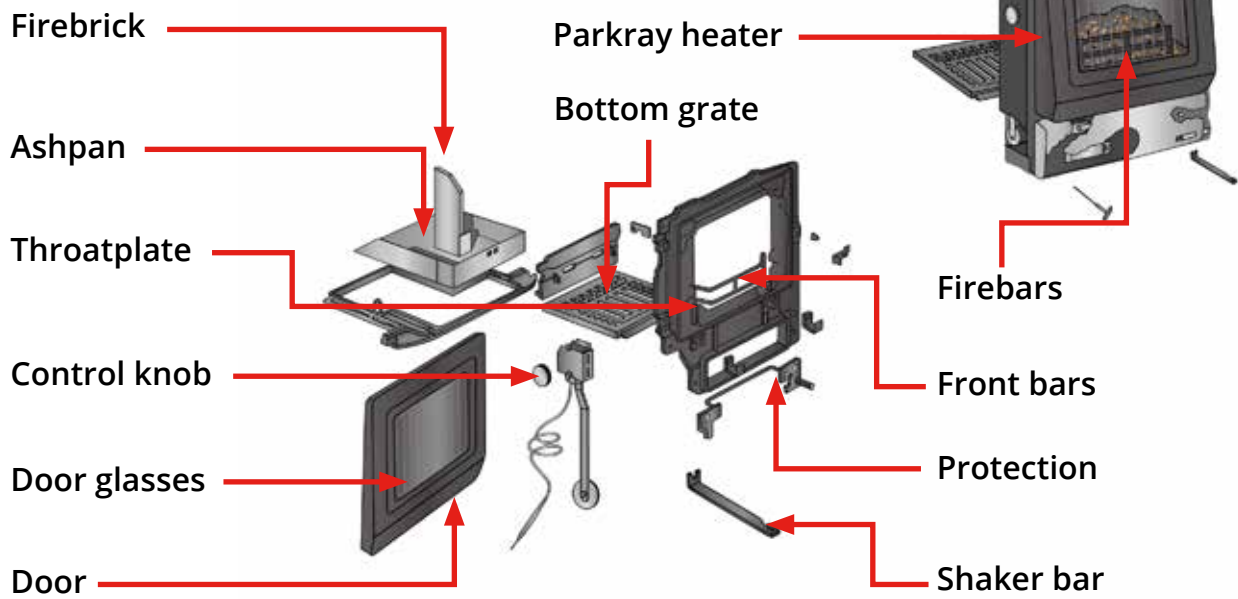
Before you contact us:

- Try to stop the leak causing more damage eg, put a bowl under the leak
- Turn radiator valve off

Tell us:

- Which radiator it is
- Where it's leaking from
- How much water is leaking

Solid fuel

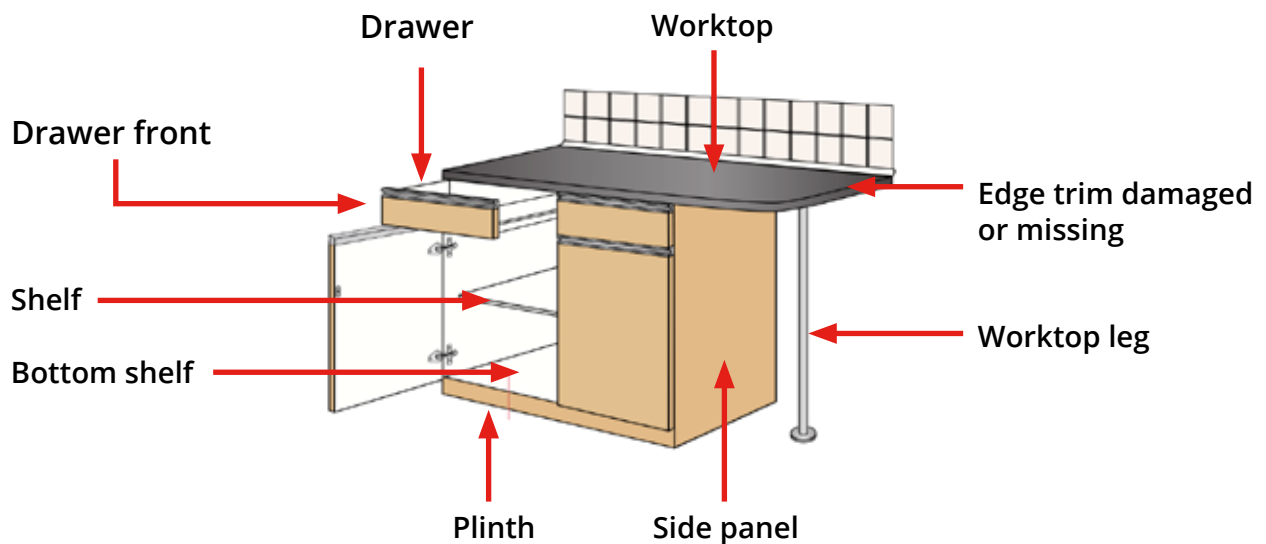
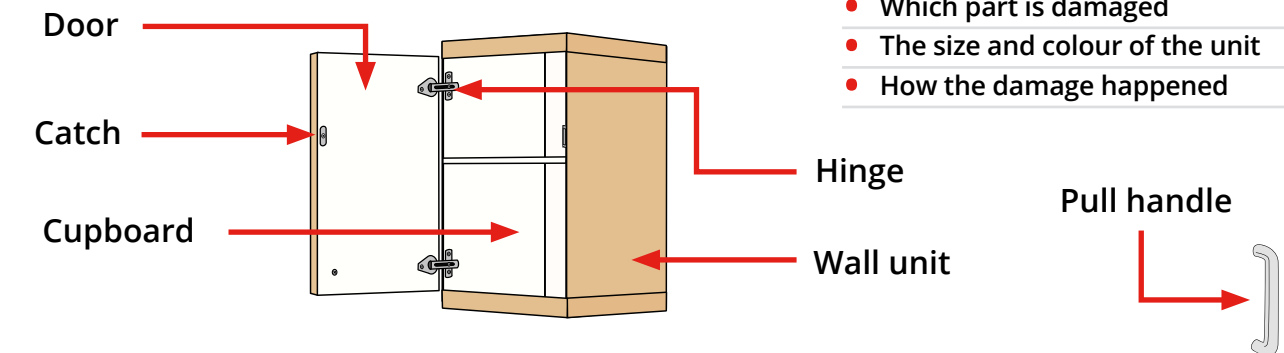


Kitchen units

Cupboards, doors, worktops, shelves and drawers

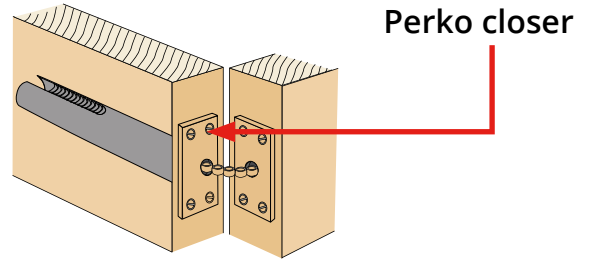
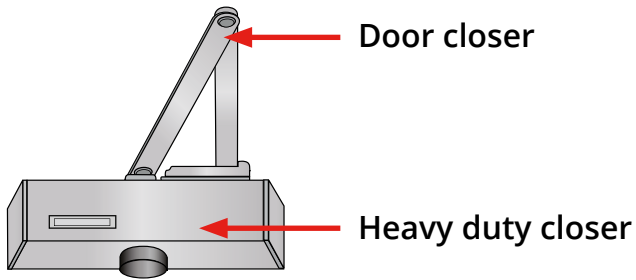
Tell us:

- Which unit it is
- Which part is damaged
- The size and colour of the unit
- How the damage happened

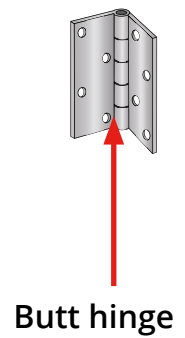
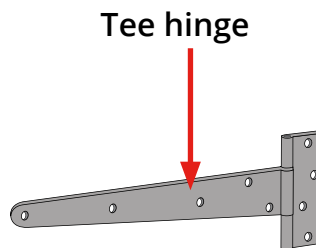
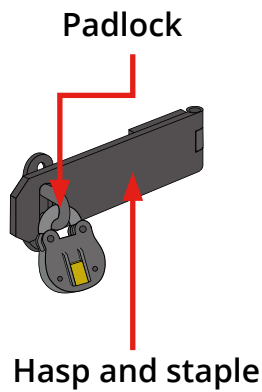
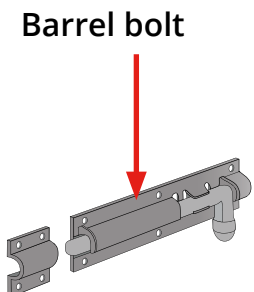
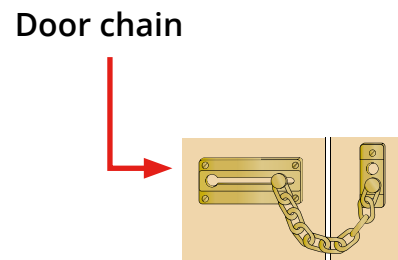
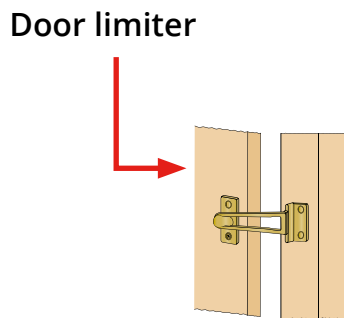
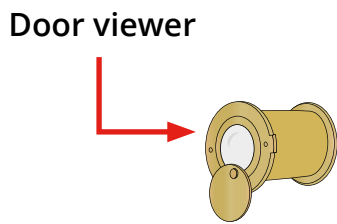
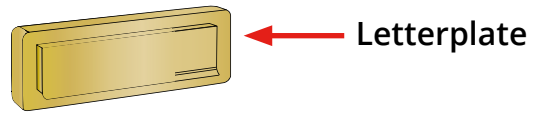
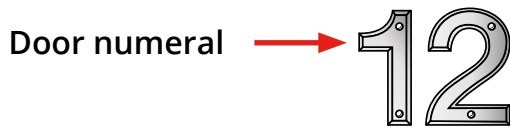


Locks and fittings

Door closers



Fittings



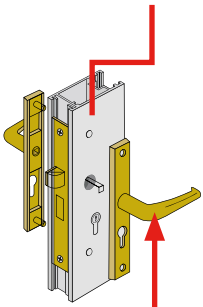
Locks and latches

Lock broken or key lost

Tell us:

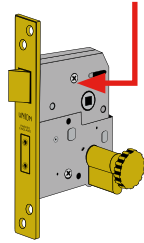
- Which door it is
- What's wrong
- How it happened
- The type of lock
- If there is a second lock on the door
- What the door is made of
- If the property is secure
- What the make and reference number of the spare key is

Multipoint

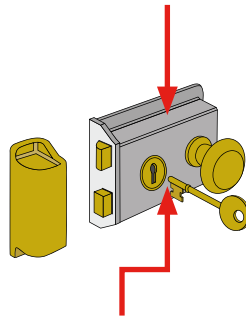


Door handles

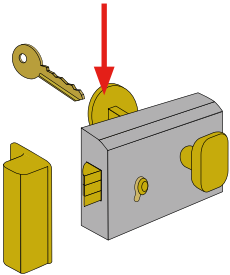
Europrofile cylinder



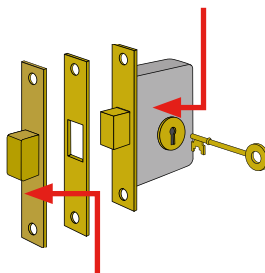
Rim lock



Nightlatch

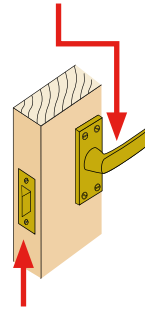


Mortice deadlock



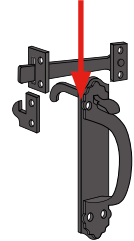
Keep to mortice lock

Lever handles



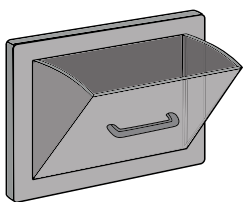
Mortice latch

Suffolk latch

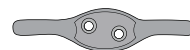


Outside the property

Clothes driers and refuse chutes

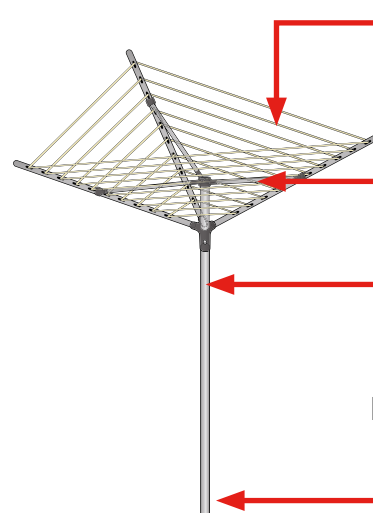
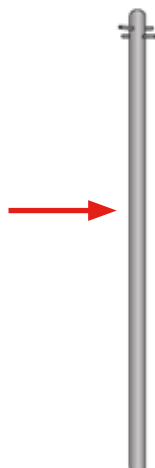


Refuse chute



Cleat hook

Line post



Top section of rotary drier

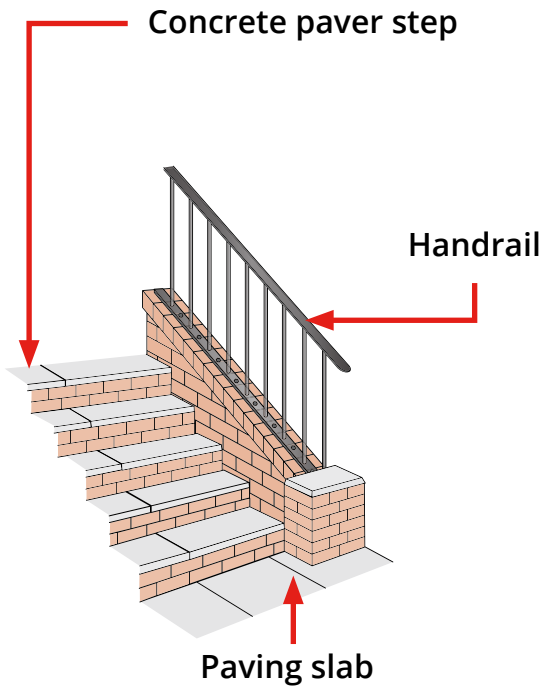
Strings

Rotary drier post

Rotary sleeve

Outside the property (continued)

Paving, steps and handrails

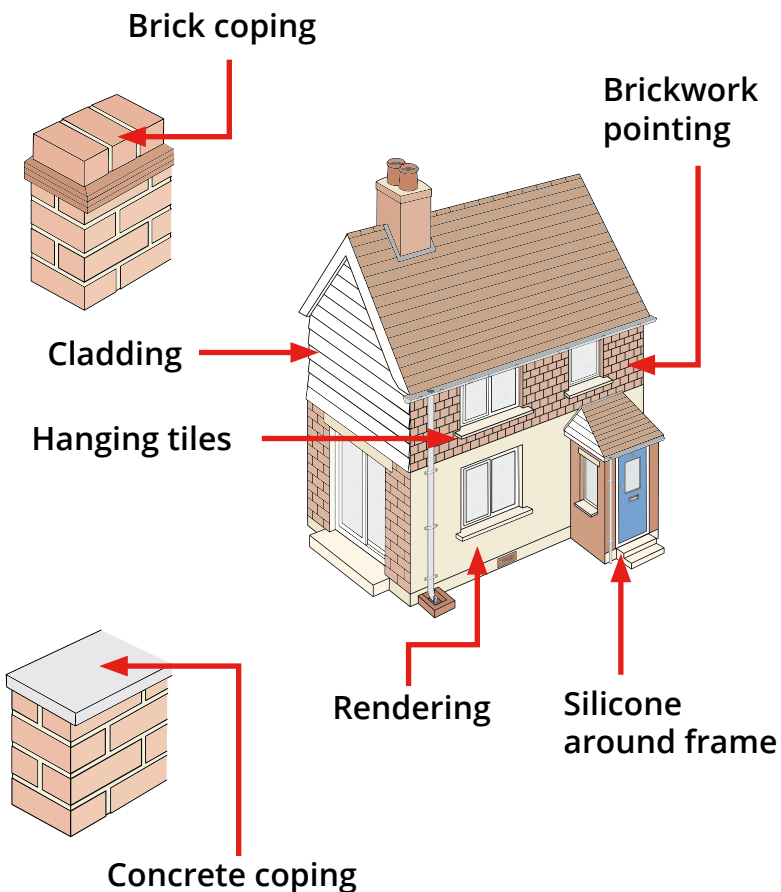


Paving or steps faulty

Tell us:

- Where it is
- What is wrong
- The type of paving (eg, tarmac, concrete, brick paving)
- The rough size of the faulty area
- If you think it is dangerous

Walls



cracking in walls

Tell us:

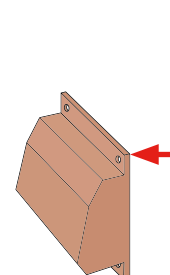
- Which wall is affected
- The rough size of the damaged area

Wall damaged

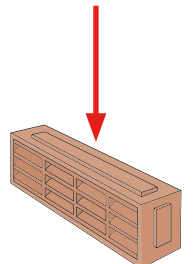
Tell us:

- Where the wall is
- How the damage happened
- What is wrong (eg, crumbling mortar or brickwork, loose coping or the wall leaning)
- If you think it is dangerous.

Anti-draught cowl

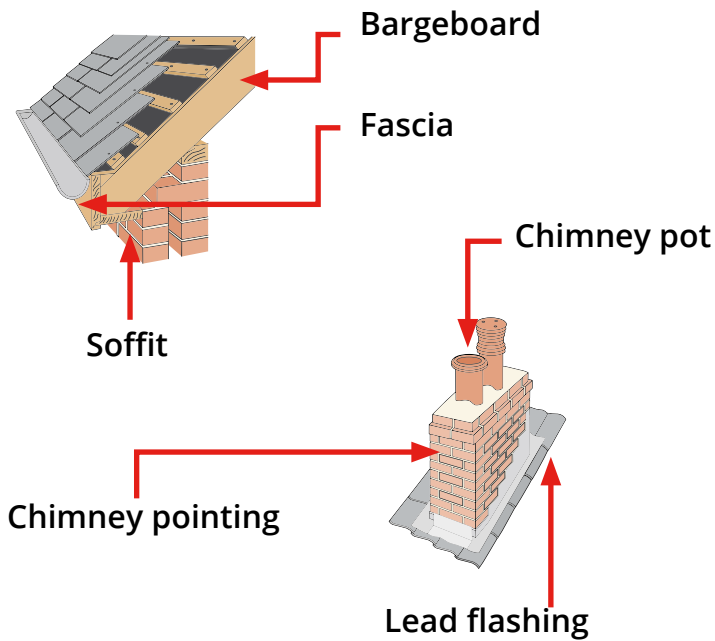


Airbrick



Roofing

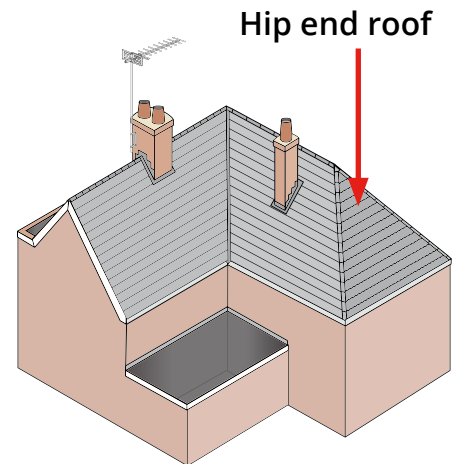
Roof and chimney repairs



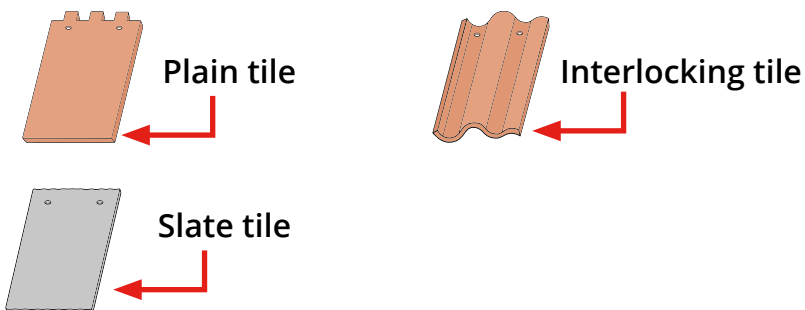
Chimneystack damaged

Tell us:

- Which part of the chimney stack is it (brickwork, chimney pot, leadwork)
- If the chimney is shared with next door and if the neighbour is an owner occupier



Roof and chimney repairs



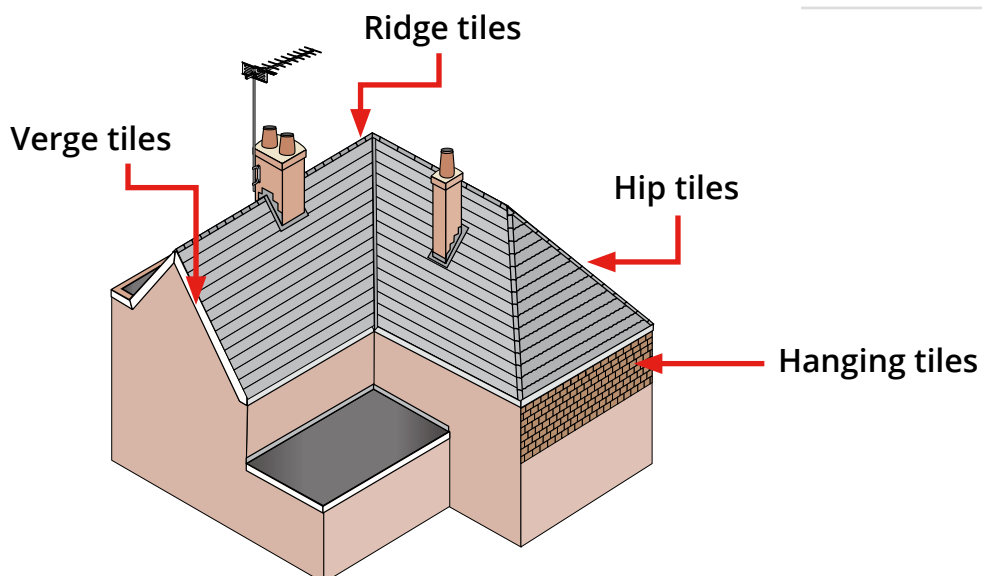
Tiles or slates missing/damaged

Before you contact us:

- If the electrics are, or are likely to be, affected by the water coming in switch the power off at the mains as soon as possible

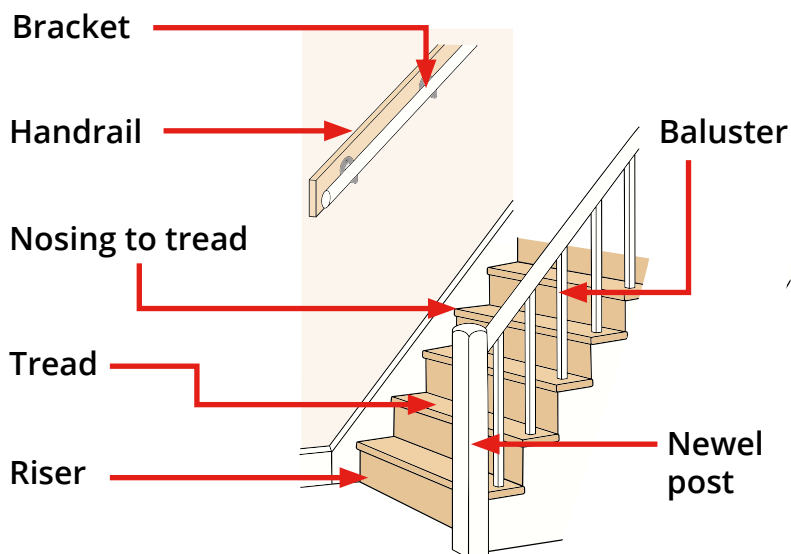
Tell us:

- What part of the roof it is
- If the roof has slates or tiles
- How many slates or tiles are affected
- If water is coming through



Stairs

Stairs, handrails, risers and tread



Stairs uneven

Tell us:

- If it is inside your home or it is a communal staircase
- The rough size of the area where the stairs are uneven
- What the stairs are made of (wood or concrete)

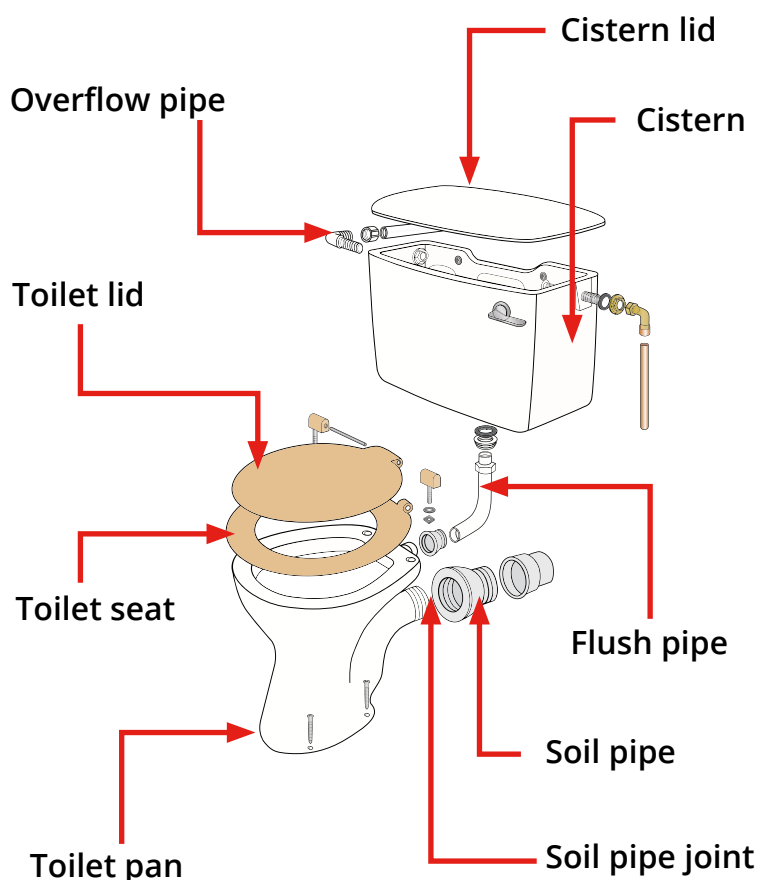
Handrail or balustrade faulty

Tell us:

- If it is inside your home or it is a communal staircase
- If the item is loose, whether it can be refixed or needs replacing
- How badly damaged it is

Toilets

Cistern, seat, flush and pipes



Running overflow

Before you contact us:

- You can take temporary action to stop the overflow running by tying up the float in the 'up' position to close the ball valve
- Turn off the cold water supply at the stop tap

Tell us:

- If it is the toilet overflow
- If it is running continuously or not
- Where the overflow discharges eg, outside if the toilet will flush

Toilet will not flush

Before you contact us:

- Has the water authority said that the water would be going off?

Tell us:

- If it is your only toilet
- If there is a supply of cold water to other fittings

Toilet is blocked

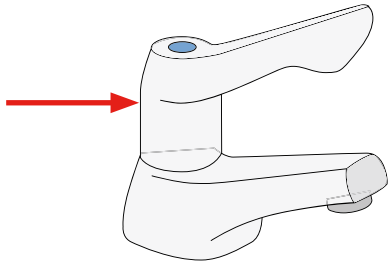
Before you contact us

- Check whether you could clear the blockage yourself

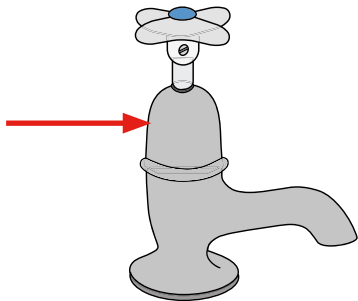
Water services

Taps

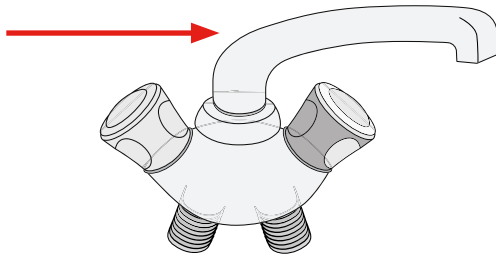
Lever tap



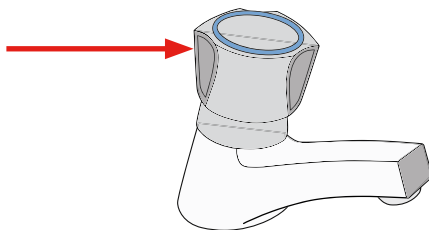
Cross head
(pillar) tap



Mixer tap



Hadwheel
(pillar) tap



Tap faulty

Before you contact us:

- Find out where the stop tap is in case you need to turn the water off

Tell us:

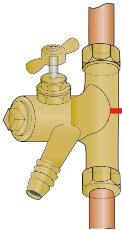
- Which tap it is
- Exactly what's wrong

Water services (continued)

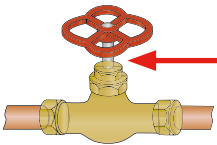
Tanks, pipework and valves



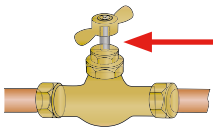
Service valve



Drain-off valve



Gate valve



Stop valve

Leaks

Before you contact us:

- Try to stop the leak causing more damage eg, put a bowl under the leak
- If the water is near electrical fitting, turn the electricity off at the mains

Tell us:

- Where the leak is and what is affected
- How serious it is
- If it is from a pipe, whether it is the hot water supply, cold water supply or a waste pipe

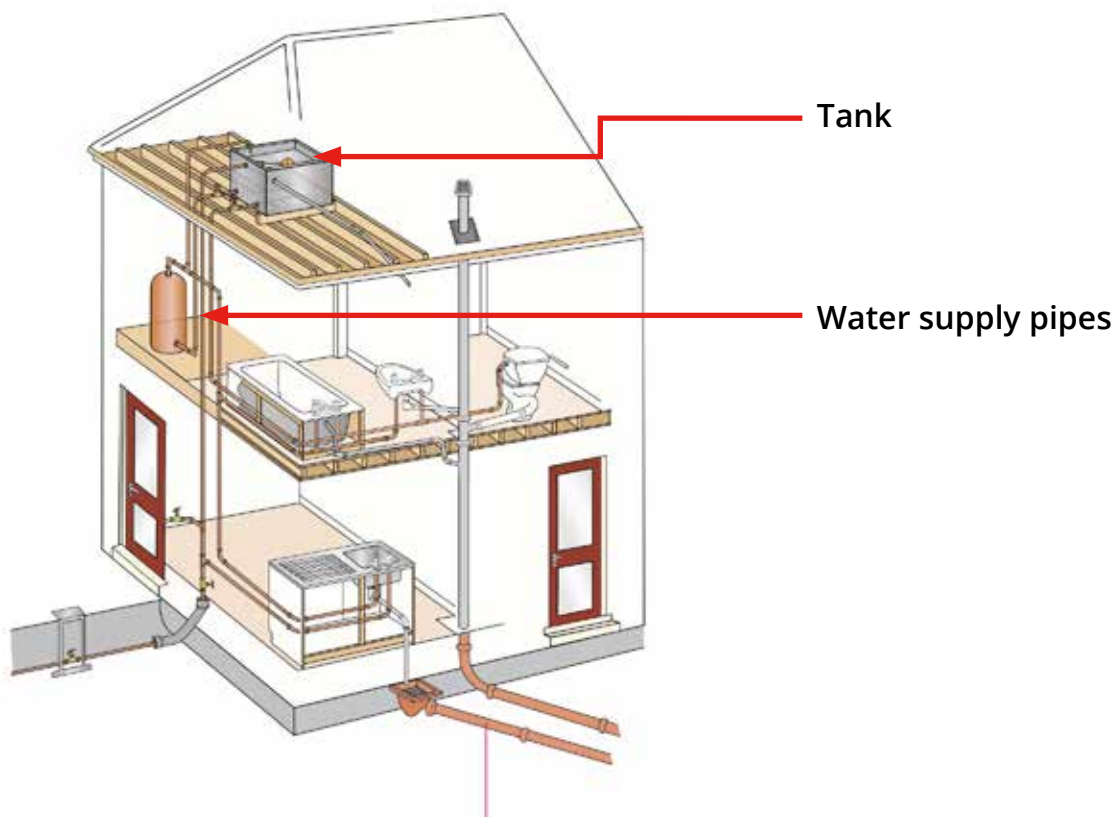
Water hammer (banging pipes)

Before you contact us:

- If pipe hammer is occurring on cold water supply, you might be able to stop it by turning down the mains stop tap a little to reduce water pressure

Tell us:

- If the local water company has turned off the water supply



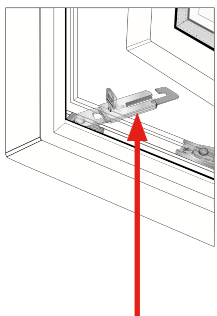
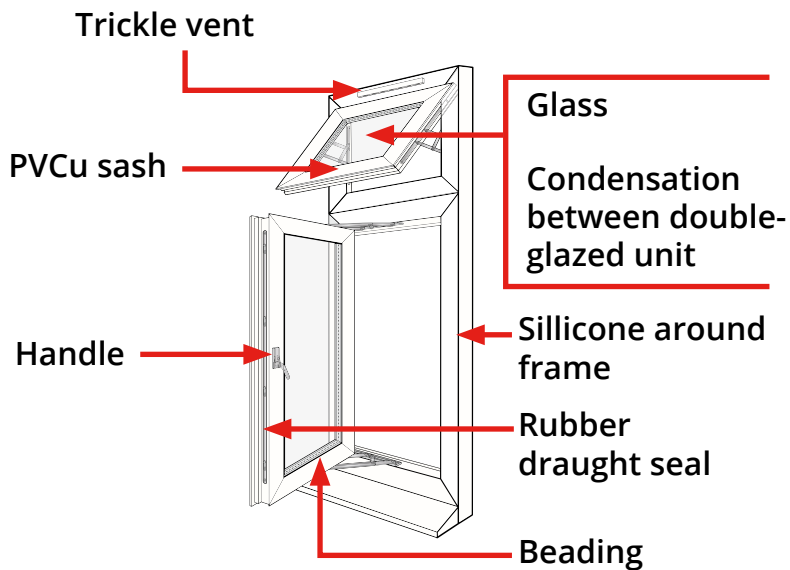
Windows and glazing

Boarding

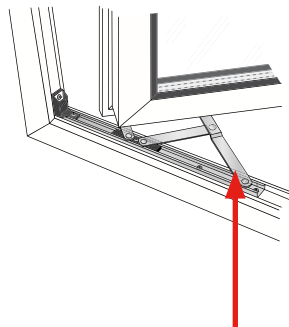


Window needs boarding

Windows



Window restrictor



Friction hinge

Window damage

Tell us:

- What is damaged
- How it happened
- If the property is secure
- What it is made of (eg, PVCu, wooden)

Glass broken (cost may be charged to tenant)

Tell us:

- Which window it is
- How it was broken
- If it means your home is not secure
- If it is single or double glazing and the type of glass (eg, clear, patterned or wired)
- The rough size of the broken pane
- What the window frame is made of (eg, wood, plastic)
- Is the leading on the inside or outside of the house

Window frame jammed or sticking

Tell us:

- Which window it is
- If it has been painted or fixed recently
- If it means your home is not secure
- If the cause of the problem is obvious (eg, rotten frame, broken handle)
- What the window frame is made of (eg, wood, plastic)
- If the window is locked

Water coming through the window frame

Tell us:

- Which window it is
- If the cause of the problem is obvious (eg, cracks in the sealing between the frame and the brickwork, loose putty, rotten frame)

Condensation between double glazed units

- The council will establish the extent of the issue, replacement dependent on that assessment

Useful contacts

Chesterfield Borough Council


Visit the council's website for useful information about services in Chesterfield. You can also report issues and contact the council online via the website.

 www.chesterfield.gov.uk/contact-us

 www.chesterfield.gov.uk/housing

My Chesterfield

From telling us about something that needs cleaning up in your neighbourhood, to managing your Council Tax bills and payments, you can manage and track a range of services by signing up to My Chesterfield:

 www.chesterfield.gov.uk/my-chesterfield

Report a repair

You can report a repair online via the council's website:

 www.chesterfield.gov.uk/repairs

▪ **01246 345345/0800 5875659**

Out of hours repairs

If you are a council tenant and need an emergency repair, where there is a risk to health and wellbeing or major damage to the property or personal belongings call:

▪ **01246 345041**

Housing management team

 housingmanagement@chesterfield.gov.uk

▪ **Environment officers: 01246 345142**

▪ **Housing officers: 01246 345071**

▪ **Enforcement officers: 01246 345071**

Tenancy support officers

 tenancy.support.referrals@chesterfield.gov.uk

▪ **01246 345354**

Tenant engagement

 tenantengagement@chesterfield.gov.uk

▪ **01246 345147**

 **07970421854 / 07980899527 / 07930690276**

Home Options

To complete a housing application and bid for properties, visit:

 www.home-options.org

Allocations team

 contact.allocations@chesterfield.gov.uk

▪ **01246 345436**

Housing and health team

 home.options@chesterfield.gov.uk

▪ **01246 345700**

Rents team

 revenues.rents@chesterfield.gov.uk

▪ **01246 345501**

Benefits team

 benefits@chesterfield.gov.uk

▪ **01246 345484 / 01246 345507**

Chesterfield Careline

 queries.careline@chesterfield.gov.uk

▪ **0300 303 3378**

Homelessness support

 homelessness.prevention@chesterfield.gov.uk

▪ **01246 345825**

▪ **Out of hours support: 0808 169 2333**

Comments, compliments and complaints

We want you to tell us what we are doing right, what we could do better and what we are doing wrong. If you have a comment, compliment or complaint, the best way to let us know is online through My Chesterfield.

You can also contact us by phone on **01246 345345** or in writing to **Customer Feedback, Town Hall, Rose Hill, Chesterfield, S40 1LP.**



CHESTERFIELD
BOROUGH COUNCIL