

# Runnymede Borough Council

## Council Housing Repairs Handbook

June 2023



# Introduction

**If your repair is an emergency, call the Council now on 01932 838383.**

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Thank you for taking the time to read this handbook to understand the repairs service and how it is managed.

This handbook sets out the service you can expect to receive from the Council as your landlord and MCP Property Services, the company we have contracted to carry out repairs to your home.

We understand that repairs and maintenance can sometimes be disruptive. MCP's skilled tradespeople will always try to carry out repairs at a time to suit you.

We value the security of your home and ensure that all our contractors carry identification, which they must show before entering your home.

The quickest and easiest way to report a non-urgent repair is to visit our website [www.runnymede.gov.uk](http://www.runnymede.gov.uk) and using OneAccount.

All out-of-hours or emergency repairs need to be reported by phone on 01932 838383.

**Housing service**

**Runnymede Borough Council**

## How do I report a repair?

Check the list in this handbook to make sure the problem you have is the Council's responsibility to fix. If it is not, you may need to make your own arrangements.

If your repair is the Council's responsibility, and is an emergency ring us on 01932 838383 rather than using our website.

We will respond within four hours. In some cases, we may need to make further appointments if the repair is extensive, or we need to order materials or parts.

We will always make safe any dangerous issues at the emergency visit.

You can report a non-emergency repair in a number of ways:

- Online via our website at [www.runnymede.gov.uk](http://www.runnymede.gov.uk) and by clicking on OneAccount.

This enables you to report a repair and book an appointment to suit you. You can also change an appointment and cancel a repair through your OneAccount.

- Call us on 01932 838383.

If you have a disability or other reason eg illness which would affect how we prioritise your repair or would stop you taking steps to minimise the problem, please let us know straightaway so we can make adjustments to our response.

## Booking an appointment

When you report a repair, we will make an appointment to carry out the repair or carry out an inspection. The appointment will be at a convenient time for you.

We offer the following appointments:  
Monday to Friday

- Morning (08:00 – 12:00)
- Afternoon (12:00 – 17:00)

If you report your repair online, you will be able to view the available appointments and choose the one that best suits you.

If it is a repair that will take longer to fix you may be offered an all-day appointment. You can also specify if you want us to avoid the school run.

## Missed appointments

Please make sure you are at home for your appointment.

If you are not at home when the operative calls to complete your repair, we will leave a card and you will need to contact us again to arrange a new appointment time. This means the repair will take longer to complete.

If you do not contact us within six working days, we will cancel the repair.

## Confirming your repair

We will confirm your repairs appointment at the time that you report the repair, and we will also send you a text confirmation.

We will send you a text if the repair has been rearranged – by you or us.

On the day of the repair, we will give you an expected arrival time once the operative is on the way to your job.

**MCP Property Services carry out our repairs, look out for their staff and vehicles around the Borough.**



## How long do repairs take?

The different types of repairs and maintenance work we have are:

- **Emergency** – we will visit your home within four hours to make your home safe.
- **General** – most repair work will be completed within 15 working days – or at your convenience.
- **Planned upgrades** - like new kitchens and bathrooms - and outside work - like fencing and roofs – can take up to 90 days.

The majority of repairs will be fixed on the first visit, but if further works or parts are required, a follow-on visit will be scheduled.

## Recognising MCP staff



*MCP staff wear uniforms with the company's logo on them so you can identify staff.*

All our operatives will be wearing a uniform and will be driving branded vehicles with Runnymede Borough Council and MCP's logo on the side.

They will also be carrying an identification card which they will show to you, so you know who they are. This will include their name, job title and a photograph along with the company logo.

Make sure you check this before you let them in your home.

If you gave us a password when you reported your repair, ask the operative to quote this.

If you have any doubts about letting someone into your home call us immediately on 01932 838383 so that we can confirm they are who they say they are.

## Emergency repairs

You can report emergency repairs 24 hours a day, seven days a week, 365 days a year by phoning 01932 838383.

Emergency repairs are if there is a danger to you or others, or where your home may be damaged if action is not taken straightaway.

If your repair is an emergency, we will visit your home within four hours of you contacting us, to make your home safe.

We may then need to make another appointment with you to fix the issue, although where possible we will try to complete the repair.

This list are issues we would consider to be an emergency:

- Blocked or fractured foul drains
- Blocked toilet (where there is only one toilet in the property)
- Gas escapes
- Hazardous electrical faults
- Major leaks or bursts that cannot be contained
- Broken glass - will board up your window until a repair can be completed
- Total loss of electrical power
- Total loss of water supply
- Insecure external window or door lock (ground floor).

## General repairs

General repairs include all repairs that are not an emergency.

Most repair work can be completed in 15 working days and includes:

- Toilets that do not flush (a bucket of water can be used to flush the toilet as a short-term measure)
- Blocked baths, sinks or basins
- Small leaks or drips – these can be contained within a bucket/pan in the short term
- Loss of lighting in one room including kitchen/bathroom – a lamp or landing light can be used short term.

## Planned upgrades

Planned upgrades and outside work can take longer than 15 days and includes:

- Door and windows
- Replacement of PVCu frames
- Paths and fences
- Pointing to brickwork
- Kitchen, bathroom repairs or replacements
- Roof work (if no leak)
- Plastering repairs

## Which repairs are my responsibility?

Some repairs are your responsibility. This list shows repairs and items in your home you are responsible for:

- Cookers
- Electric heaters – unless provided by Runnymede Borough Council
- Electric plugs and fuses
- Electrical appliances
- Floor finishing (carpets, laminates etc)
- Gardens maintenance
- Key replacements (including window key replacement)
- Maintaining washing machines, dishwashers, tumble dryers etc

- All light bulbs
- Repairing damage caused by you, someone who lives with you/a visitor
- Paths in gardens – if laid by you
- Sheds
- TV aerials – we are responsible for communal aerials in flat blocks
- Any improvements made by you
- Plugs and chains to baths and sinks
- Replacing broken toilet seats
- Waste plugs and chains to baths and sinks

A full list of repairs and responsibilities is available at the end of this booklet.

## Which repairs will I have to pay for?

Repairs which you may need to pay for include:

- Alterations made by you that must be removed when you leave.
- Putting right unsatisfactory or poor repair work.
- Repairing damage to our property as a result of misuse, neglect, or wilful damage.
- Removing rubbish from a property (normally after the end of tenancy).
- Replacing lost keys.
- Works listed as tenant responsibility.

Where tenants misuse the emergency repairs service, we will charge the cost of the call-out to the tenant

If the damage was caused by vandalism or a crime, you need to report it to the police, and get a crime reference number which you will need to tell us when you report the repair.

If you do not provide a crime reference or log number, the repair will be classified as a repair you need to pay for.

Details of the cost of work we often charge for is on our website at [www.runnymede.gov.uk/council-home](http://www.runnymede.gov.uk/council-home)

## Breakdown of repairs responsibilities

Issue	Council	Tenant
<b>Systems providing heating, gas, electricity, and water in your home</b>		
Central heating pipes, radiators, timer, and thermostat.	✓	
Immersion heaters.	✓	
Electrical wiring, sockets, and switches.	✓	
Electric plugs and fuses.		✓
Five-yearly electrical safety test.	✓	
Internal pipes, baths, sinks, basins, toilets, taps and mixer showers (installed by us).	✓	
Shower heads and hoses.		✓
Blocked waste to bath, basin, sink, toilet, and shower (providing you have made an initial attempt to clear it yourself).	✓	
Waste plugs and chains to baths and sinks.		✓
Toilet cisterns	✓	
Overflow pipes.	✓	
Other appliances we put in and own (such as television aerials and door entry systems for our flat blocks).	✓	
Annual servicing of Council gas appliances.	✓	
Maintaining washing machines, dishwashers, tumble dryers and associated pipes.		✓
Water supply (unless Thames Water responsibility).	✓	
<b>Exterior of your home</b>		
Blocked drain (we will charge you if the blockage is due to misuse).	✓	
Brickwork.	✓	
Damp proof course.	✓	
Door locks if broken. If you lose your keys, it is your responsibility to replace them.	✓	
Doors - external and internal.	✓	
Downpipes, rain, and soil stacks.	✓	



## Breakdown of repairs responsibilities

Issue	Council	Tenant
<b>Exterior of your home (continued)</b>		
Driveways, if laid by us.	✓	
External paint work.	✓	
Fascia and soffits.	✓	
Structural.	✓	
Garage.	✓	
Garden maintenance. (If we are required to clear your garden we will charge you.)		✓
Glass in windows or doors. (We will charge you if damage is due to vandalism or damage by members of the household or visitors. A police crime reference number must be provided to avoid being charged.)	✓	
Gulley, surrounds, grids, and gates.	✓	
Guttering (pipes which drain rain water away).	✓	
Chimneys and flues (pipes which exhaust boiler fumes) - but not including sweeping.	✓	
Fences, garden walls and gates erected and owned by the Council.	✓	
Painting – outside.	✓	
Paths and steps to shared areas or front and back doors.	✓	
Paths to garden if laid by us.	✓	
Render.	✓	
Roofs, external walls, and floors.	✓	
Sheds.		✓
Vents.	✓	
Windows.	✓	

## Breakdown of repairs responsibilities

Issue	Council	Tenant
<b>Interior of your home</b>		
Bannisters.	✓	
Bathroom suite.	✓	
Cooker.		✓
Doors and door frames.	✓	
Door fittings – locks, handles, hinges, and letter boxes.	✓	
Electric heaters. (Unless provided by the Council.)		✓
Electrical appliances such as a kettle or toaster.		✓
Floors and ceilings.	✓	
Floorboards.	✓	
Floor finishing such as carpets and laminates.		✓
Kitchen units.	✓	
Kitchen fittings and worktops.	✓	
Kitchen floor and wall tiles.	✓	
Key replacement.		✓
Light bulbs. (Unless in a block landing or lobby.)		✓
Lighting pendants.	✓	
Plaster work. (A crack to the plasterwork of less than 3mm is the tenant's responsibility.)	✓	
Locks (windows and doors) and ironmongery.	✓	
Sink base units and drainers	✓	
Skirting boards.	✓	
Smoke detectors (if installed by the Council.)	✓	
Stairs.	✓	
Tenant alterations and improvements.		✓
TV aerials. (Unless installed by us for a block of flats.)		✓
Windows and window frames.	✓	

## Breakdown of repairs responsibilities

Issue	Council	Tenant
<b>Facilities in shared areas such as flat landings or lobbies</b>		
Lifts and entry phone systems.	✓	
Fire detection and emergency lighting system.	✓	
Shared entrances, halls, stairs, and passages.	✓	
Painting the inside and outside of shared areas.	✓	
Parking areas.	✓	

For leasehold properties we are responsible for keeping the structure, shared areas such as landings or lobbies in blocks of flats and facilities in good repair. We may be responsible for doors and windows.



For all information contained within this document contact:

**Runnymede Borough Council**

The Civic Centre  
Station Road  
Addlestone  
Surrey, KT15 2AH

Tel 01932 838383

Email: [housing.repairs@runnymede.gov.uk](mailto:housing.repairs@runnymede.gov.uk)

Please contact us if you would like to receive this document in large print, or another format.



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