REPAIRS GUIDE

www.chesterfield.gov.uk
Emergency Services

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)
• Don’t smoke
• 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 Western Power Distribution on 0800 056 8090
• 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 Hotline on freephone 0800 587 5659.

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)
• Phone the Repairs Hotline on freephone 0800 587 5659

Tell us
• Where the leak appears to be coming from
• Is it near any electrical wiring or appliances?
  If so, turn off the electricity at the mains

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We want to provide you with the best possible repairs service. We aim to complete repairs on time and you can help us to do this by giving us as much information as possible about your repair. We hope that this Repairs Guide will help you and us to deal with repairs quickly and easily. Please help by completing customer satisfaction surveys following a repair. Your feedback will be used to improve our services.

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.

All you need to do to help us to order the right repair quickly and easily is use the pictures in the guide to find the fault then contact the Repairs Hotline to tell us the page and reference numbers.

On the back cover 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.

If you need any help to locate them, please contact the Repairs Hotline 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 your Tenant Handbook 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 have them stolen
- General fixtures and fittings such as fluorescent tubes and starters, cylinder jackets, light bulbs including outside lights, smoke alarm batteries (if the alarm was fitted by you), filling nail holes and minor decorative cracks in walls and ceilings, grouting wall tiles
- Plumbing in your washing machine and connecting your cooker
- Your own fixtures and fittings. You must request written permission to carry out any home improvements or alterations to your home. 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, the Council is not responsible for this shower.

If you employ trades people, please ensure they are suitably qualified and registered with the appropriate governing bodies and that they supply evidence of this to you.

Reporting Repairs

Repairs should be reported to the Repair Hotline on freephone ☎ 0800 587 5659

Monday to Thursday, 8.00am to 5.00pm
Friday, 8.00am to 4.30pm

You can report repairs at any time by:

- repair.requests@chesterfield.gov.uk
- following the online instructions on the Homes Section of our website at ☇ www.chesterfield.gov.uk

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

Emergency Repairs – Out-of-Hours

If you need an emergency repair, and the Repair Hotline is closed, you should use the out-of-hours emergency repairs service on ☎ 01246 345041

Please only call out of hours for genuine emergencies as we are not able to deal with other repairs at this time.

Our out-of-hours emergency service may attend and make safe only, unless the repair is minor, can be done safely in a short time and the operative has the parts to complete the repair.

Emergency repairs during working hours can be reported through the Repairs Hotline on freephone ☎ 0800 587 5659

Carrying Out Repairs

Wherever possible, you will be offered an appointment for internal repairs. The appointment will be for either a morning or afternoon on the day of your choice. Evening and Saturday appointments are available.

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, or a voicemail message to your landline to remind you.
If we are not able to keep an appointment we will telephone you to rearrange it. If we do not keep an appointment, and do not tell you before the appointment, we will pay you £13.

We give every repair a category:

**An emergency might be:**

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

We will make the repair safe within 24 hours. In many cases we will complete the repair during this visit. Sometimes we have to do a temporary repair but return to complete the repair. This depends on the type of repair and the availability of parts.

**Urgent repairs** might be:

- No lighting in one room
- No heat from one radiator
- A minor leak from the kitchen sink

We will attend within five working days of you reporting the repair.

**Priority repairs** are repairs that are needed sooner than ‘routine’. We will complete the repair within 15 working days of you reporting the repair.

**Routine repairs** are things that we must put right that don’t cause a risk to your health or safety. We will put the problem right within 20 working days of you reporting it to us.

**Programmed work**

Some non-urgent maintenance work may be put into a programme, along with similar repairs, and dealt with at a later date. Examples of these types of works are:

- Kitchen replacement
- Boiler replacement
- Bathroom replacement
- Roof replacement
- Regular external decorations
- External door or window replacement
- Fencing and gates

When we carry out the repair we will:

- Be punctual and keep the appointment we made with you. We will not be late without telling you first
- Be polite and courteous at all times
- Ask permission before we enter your home. We will explain who we are, why we are visiting your home and what we will be doing
- Not smoke inside your home
- Not use your electricity, water, toilet or appliances without asking you first
- Ask you to remove personal belongings away from the work area to avoid any damage being caused to them
- Treat your home with respect, clean all rubbish and leave the area where we have been working clean and tidy. We will use dustsheets to protect your furniture
- Make sure that all work is carried out safely and will not leave materials or tools lying around. We will remove any repair-related rubbish from your home within 24 hours
- Try to complete your repair on the first visit. Getting it right first time is something that our customers have said they want us to do. We will keep you informed on the progress of your repair, give you information about any follow up work that needs doing and tell you when this will be done

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

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

When you report a repair, you will be offered 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.
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 to repair work that you would be charged for are:

- You lose your keys and ask us to get you back in or to replace the lock
- Your child breaks a window and it needs re-glazing
- A door slams in the wind and a glass panel breaks
- You drop something into the washbasin and it cracks
- A nappy, 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 eg, if your washing machine is overflowing into the flat below

Damage from vandalism or a burglary must be reported to the Police. We will not order any repairs unless the Police have given you a Crime Number or you have agreed to pay for it.

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, eg, a gas central heating boiler or any gas fires. 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.

If you decide to install your own gas fire, please discuss this with us before starting the work. A competent Gas Safe registered installer must carry out any works.

You do not need our permission to connect your gas cooker but you should use a competent Gas Safe registered installer.

Any gas appliances that you own should be regularly maintained and checked by a Gas Safe registered installer, at least once every 12 months. A copy of the gas safety record should be provided to you.

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

If you have any enquiries regarding gas servicing contact ☎ 01246 345048.

Smoke Detectors

Housing Services carry out annual checks on all smoke detectors that we have fitted in your home to make sure they are in working order. The smoke 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 detector is not working please report this immediately to the Repairs Hotline 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, you will be sent the normal repair receipt. This will tell you when the work should be done and will confirm the appointment that has been made. If the repair is not attended to 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 given in a separate Government leaflet called ‘A Better Deal for Tenants – Your New Right to Repair’. Please contact the Repairs Hotline for a copy of the leaflet or for information about the Right to Repair.

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 find the fault then contact the Repairs Hotline to tell us the page and reference numbers.
Basins and Sinks

**Basins**

1. Stairlift is not working properly
2. Water is seeping between the basin and wall
3. Hand or grab rail to basin is damaged or missing
4. Sealed bathroom flooring is damaged
5. Trap to basin is damaged
6. Waste to basin is leaking
7. Basin is loose
8. Pedestal to basin is damaged or cracked
9. Plug and chain is damaged or missing
10. Chrome waste fitting to basin is damaged

**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 and 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
Waste pipe 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 (e.g., 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

Bath panel is loose
- Water is seeping between the bath and wall

Waste to sink is leaking
- Trap to sink is damaged
- Sink is blocked
- Sink top is loose

Chrome waste fitting to sink is damaged
- Plug and chain to sink is damaged or missing

Sinks

Baths and showers

Bath panel is loose
- Bath is loose
- Water leaking under bath

Chrome waste fitting to bath is damaged
- Plug and chain to bath is damaged or missing

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
**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 phone is not working.
- Door entry fob or key is lost or stolen.
- External door entry buzzer is not working.

**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

1. Perko closer is damaged beyond repair
2. Door closer is not working properly
3. Heavy duty closer is damaged beyond repair
4. Panic bolt is not working properly
5. Panic bolt is damaged beyond repair
6. Door will not open or close properly
7. Fire door is damaged beyond repair

Communal entrance door faulty

Tell us:
- Which door it is
- What is wrong

Doors

Access and boarding

1. Tenant is locked out of property
2. Door and frame needs securing after forced entry
3. PVCu door needs boarding
4. Timber door needs boarding
5. Tenant is locked out of garage
Door jammed or sticking
Tell us:
- Can the door be made secure
- Which door it is
- What type it is
- If you can still get into your home
- If the door has been painted recently or looks warped
- If you have 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 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
- 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)
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 TV aerial is not working properly
- TV aerial or dish is loose
- TV outlet is loose or not working properly
- TV outlet is damaged beyond repair
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 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 warden call system

Extractor fans

Extractor fan is not working properly

Smoke detectors

1. Battery smoke detector is beeping or not working properly
2. Mains smoke detector is beeping or not working properly
**Sockets and power**

1. Single socket is loose, faulty or damaged
2. Double socket is loose, faulty or damaged
3. MCB consumer box is faulty or damaged
4. Fused spur is damaged
5. Cooker control unit is not working properly
6. Water has leaked onto electrics
7. Total loss of electric power

**All electrical power off**
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, phone Western Power Distribution on 0800 056 8090)

Tell us:
- If you have a token 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

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**Floors, walls and ceilings**

**Floor and wall tiles**

1. Quarry tiles are loose
2. Vinyl tiles are loose
3. Grouting is damaged
4. Wall tiles are loose
5. Wall tiles are damaged
6. Tiles to fire surround are loose
7. Tiles to fire surround are damaged or missing

**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**

- Cracks in wall
- Cracks around frame
- Cracks around fitting
- Skirting board is loose
- Skirting board is damaged
- Floorboards or floor panels are loose
- Floorboards or floor panels are damaged
- Surface mould to walls
- Cracks in ceiling
- Plasterboard to ceiling is damaged
- PVC air vent grill is damaged
- Cracks in ceiling
- Cracks in wall
- Cracks around frame
- Cracks around fitting
- Skirting board is loose
- Skirting board is damaged
- Floorboards or floor panels are loose
- Floorboards or floor panels are damaged
- Up-and-over garage door is not opening or closing properly
- Gearing or mechanism is broken
- Lock is damaged
- Up-and-over garage door is not opening or closing properly
- Gearing or mechanism is broken
- Lock is damaged
- Tenant is locked out of garage

**Cracking in walls**

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

**Garages**

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
### 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

### Communal heating faulty

Before you contact us:
- Is the room thermostat set high enough
- Tell the Scheme Manager (if you have one) about it
- 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:
- What’s wrong
- Which heater it is
- The make and model
- If there are any other problems with your heating supply
Gas heating

Before you contact us:
• Is the cylinder thermostat set at the right temperature? (55-60 degrees C)
• Is the time clock controller set to heating only?

Tell us:
• If you have hot water at any time or none at all
• If the water cylinder is still hot
• The boiler or water heater type, make and model
• If you have hot water at any time or none at all
• If there are other water supply problems

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

Hot water

Before you contact us:
• Smell of gas from any gas appliance
• Boiler is noisy

Tell us:
• Controls to boiler are not working properly

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

**Solid fuel**
- Parkray heater is overdrawing
- Bottom grate is damaged
- Fire bricks are damaged
- Ashpan is damaged
- Throat plate is damaged
- Control knob is damaged
- Door glasses are damaged
- Control board is damaged
- Shaker bar is not working
- Thermostat is not working

**Kitchen Units**
- Unit is loose
- Hinge is damaged
- Catch is broken
- Pull handle is damaged or missing
- Unit is loose
- Door is loose or not aligned with unit
- Door is damaged or missing
- Drawer is damaged beyond repair
- Drawer is not opening or closing properly
- Drawer is damaged or missing
- Shelf is damaged or missing
- Bottom shelf is damaged or missing
- Pull handle is damaged or missing
- Cupboard back is damaged
- Side panel is damaged or missing
- Water is seeping between the worktop and wall
- Worktop is loose
- Leg is missing to worktop
- Joint strip is damaged or missing
- Edge trim is damaged or missing
Door closers

1. Heavy-duty closer is damaged beyond repair
2. Door closer is not working properly
3. Perko closer is damaged beyond repair

Fittings

1. Door numeral is damaged or missing
2. Door viewer is damaged or missing
3. Barrel bolt is damaged or missing
4. Door limiter is damaged or missing
5. Door chain is damaged or missing
6. Padlock is damaged or missing
7. Hasp and staple is damaged or missing
8. Tee hinge to shed door is damaged or missing
9. Letterplate is damaged or missing
10. Door limiter is damaged or missing
11. Butt hinge to shed door is damaged or missing
12. Bolt is difficult to slide
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

Locks and latches

1. Multipoint lock is damaged
2. Europrofile cylinder is damaged
3. Rim lock is damaged
4. Nightlatch is damaged
5. Handles to door are damaged
6. Five-lever mortice deadlock is damaged
7. Keep to mortice lock is damaged or missing
8. Mortice deadlock is damaged
9. Lever handles are damaged
10. Suffolk latch is damaged
11. Mail box lock is damaged

Outside the property

Clothes driers and refuse chutes

1. Refuse chute is damaged or missing
2. Refuse chute is blocked
3. Cleat hook is damaged or missing
4. Line post is damaged or missing
5. Line post is loose
6. Top section of rotary drier missing or broken
7. Strings are damaged or missing
8. Rotary drier is damaged or missing
9. Rotary sleeve is loose
Fence damaged
Tell us:
- Where the fence is
- How the damage happened
- The type of fencing
- The quantity of fencing affected

Gates
Keep is damaged or missing to metal gate
Catch is damaged or missing to timber gate
Tee hinge is damaged or missing
Timber gate needs repair
Timber gate will not open or close properly
Timber post is damaged or missing

Gate damaged
Tell us:
- Where the gate is
- How the damage happened
- What it is made of (eg, metal or wood)
- The part which is damaged (eg, post, latch, hinge etc)
Cracking in walls
Tell us:
- Which wall is affected
- The rough size of the damaged area
- What is wrong (e.g., crumbling mortar or brickwork, loose coping or the wall leaning)
- If you think it is dangerous

Walls
1. Brick coping is loose
2. Brick coping is damaged
3. Concrete coping is loose
4. Concrete coping is damaged
5. Cracks in rendering
6. Silicone around frame is damaged
7. Anti-draught cowl is missing or damaged
8. Pointing to brickwork is damaged
9. Hanging tiles are loose or damaged

Handrail is loose or damaged
Paving slab is loose
Paving slab is damaged

Concrete door step is loose
Concrete door step is damaged
Concrete paver step is loose
Concrete paver step is damaged

Paving, steps and handrails

Paving or steps faulty
Tell us:
- Where it is
- What is wrong
- The type of paving (e.g., tarmac, concrete, brick paving)
- The rough size of the faulty area
- If you think it is dangerous
Roof and chimney repairs

- Soffit is loose (1)
- Bargeboard is loose (3)
- Fascia is loose (4)
- Roof is leaking (2)
- Lead flashing is loose (8)
- Pointing to chimney is damaged (7)
- Chimney pot is loose (6)
- Chimney pot is broken (5)

Chimney stack 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.

Tiles and slates

- Up to 10 tiles are loose or missing (1)
- Up to 30 tiles are loose or missing (2)
- Up to 10 interlocking tiles are loose or missing (3)
- Up to 30 interlocking tiles are loose or missing (4)
- Up to 10 slates are loose or missing (5)
- Up to 30 slates are loose or missing (6)
- Verge tiles are loose (7)
- Ridge tiles are loose (8)
- Hip tiles are loose (9)
- Hanging tiles are loose or damaged (10)

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
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.

Tell us:
• If it is the toilet overflow.
• If it is running continuously or not.
• Where the overflow discharges e.g. outside.
• If the toilet will flush.

Toilet will not flush
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.

Tell us:
• If it is the toilet overflow.
• If it is running continuously or not.
• Where the overflow discharges e.g. outside.
• If the toilet will flush.

Handrail or balustrade faulty
Tell us:
• If it is inside your home or it is a communal staircase.
• What the stairs are made of (wood or concrete).

Running overflow
Tell us:
• If the item is loose, whether it can be refixed or needs replacing.
• How badly damaged it is.

Toilets

Toilets

Stairs

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).

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• How badly damaged it is.
**Taps**

**Sink and basin taps**
- Lever tap is damaged to sink or basin
- Cross head (pillar) tap is damaged to sink or basin
- Any tap is loose to sink or basin

**Bath taps**
- Lever tap is damaged to bath
- Cross head (pillar) tap is damaged to bath
- Any tap is loose to bath

**Hot-water taps**
- No water coming out of hot tap
- Hot-water tap is dripping, leaking or will not turn properly
- Water pressure from hot tap is low
- Water from hot tap is discoloured

**Cold-water taps**
- No water coming out of cold tap
- Cold-water tap is dripping, leaking or will not turn properly

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**Leaks**

**Before you contact us:**
- Try to stop the leak causing more damage e.g., put a bowl under the leak
- If the water is near an electrical fitting, turn the electricity off at the mains
- If the water has to be turned off, you may have to switch off things like the central heating boiler and immersion heater

**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

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**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.
**Glass broken**

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)
- Is 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)
Repair Contacts

- Repairs Hotline Freephone: 0800 587 56 59
- Repairs email: repair.requests@chesterfield.gov.uk
- Emergency (out-of-hours) Repairs: 01246 345041
- Gas Servicing: 01246 345048
- SpirePride: 01246 345735
- Gas Emergency Service: 0800 111 999
- Western Power Distribution: 0800 056 8090
- Severn Trent Water: 08457 500500

Where items are in my home:

<table>
<thead>
<tr>
<th>Item</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stop tap</td>
<td></td>
</tr>
<tr>
<td>Gas lever</td>
<td></td>
</tr>
<tr>
<td>Fuse box</td>
<td></td>
</tr>
<tr>
<td>Central heating boiler</td>
<td></td>
</tr>
<tr>
<td>Hot water cylinder</td>
<td></td>
</tr>
</tbody>
</table>
ARE WE ACCESSIBLE TO YOU?

IF NOT - ASK US!

- We want everyone to be able to understand us.
- We want everyone to be able to read our written materials.
- We aim to provide what you need for you to read, talk and write to us.

**On request we will provide free**

- Language interpreters, including for sign language.
- Translations of written materials into other languages.
- Materials in Braille, large print, on tape or Easy Read.

**Please contact us:**

<table>
<thead>
<tr>
<th>Voice Telephone:</th>
<th>01246 345345</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>01246 345252</td>
</tr>
<tr>
<td>Mobile Text Phone SMS:</td>
<td>07960 910264</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:eoinfo@chesterfield.gov.uk">eoinfo@chesterfield.gov.uk</a></td>
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