



Repairs Frequently Asked Questions

Q. When will my repair be done?

A. We prioritise repairs into the following categories:

Emergency Repairs

These are repairs that are needed to avoid danger to the people who live at the property or to avoid serious damage to the property. We aim to respond within 24 hours although in some cases this may only be to make the property safe.

Urgent Repairs

These are repairs that may affect your health, safety or security and small urgent repairs that may be needed to prevent further damage to the property. We aim to carry out urgent repairs within seven calendar days.

Non-Urgent Repairs

These are repairs which we consider necessary but not urgent and will be grouped with others in a programme of work. Examples include the installation of extractor fans, minor repairs to walls and fences and repairs to kitchen units. We aim to carry out non-urgent repairs within thirty calendar days.

Planned Maintenance

These repairs include items such as new roofs, soffits, fascias and gutters. V2C does this type of work in a planned way to get good value for money and to also benefit from doing work at the most appropriate time of year.

Appointments

We offer appointments for any repair in the urgent and non-urgent categories where access to your home is needed. When you contact us with your repair please also let us know what date and time band suits you best. The time bands we offer are: - Morning (8:30 –

12:00pm), All Day (8:30 – 4:00pm), Afternoon (12:30 – 4:00pm) and Avoiding School Times (10:00 – 2:00pm).

Q. What repairs are V2C responsible for?

A. V2C, as your landlord, must:-

- Maintain the structure and outside of the property which includes drains, gutters and outside pipes
- Keep installations for the supply of water, gas, electricity and sanitation in a good condition and in proper working order. 'Installations' means basins, sinks, baths, toilets and showers provided by us as well as any heating or electrical installations provided by us but does not include your electrical appliances
- Keep installations for space and water heating in a good condition and in proper working order
- Check gas appliances you have fitted, unless you agree to sign over the appliances to us in which case we will also carry out a service every year

Q. What repairs am I responsible for?

A. When we have granted you a tenancy the property will become your home, keeping your home and garden in good condition is your responsibility although V2C will share this responsibility with you. The following are examples of some of the items that are your responsibility:-

- Replacing locks when keys are lost
- Internal glazing
- Plugs and chains to baths, basins and sinks
- Toilet seats and covers
- Electrical fuses, bulbs, tubes and plugs
- Smoke detector batteries
- Hat and coat hooks and shelving
- Pelmets and curtain fittings
- Internal decorations
- Internal locks, door handles and hinges
- Cupboard latches and locks
- Minor plaster cracks
- Clothes lines and posts
- Minor repairs to fencing
- Dustbins
- Cookers, fridges, freezers and other domestic appliances
- TV aerials and satellite dishes
- Doorbells

- You are also responsible for repairing any improvements that you have made to your home and for repairing any damage caused by you, another member of your family or a visitor to your home

If you are elderly or disabled then V2C may be able to do some of the above work for you so contact the Repairs Help Desk for assistance.

Q. What do I do if I have an emergency repair and your offices are closed?

A. V2C operates an out of hour's emergency service. For this service, please ring:-

The Emergency Service on 0300 123 2100

This service operates outside normal working hours, 365 days of the year where a Duty Officer will be available to take your call. ***Please note that you cannot report emergency repairs out of normal office hours using the 'On line' service.***

Self help for emergency repairs:

If you smell gas or the gas pressure is high, low or goes up and down you should do the following:-

- Turn off the gas supply immediately at the meter control valve or emergency control valve
- Remove all sources of ignition
- Do not smoke
- Do not switch electric fittings on or off
- Open doors and windows to ventilate the property
- Then contact TRANSCO gas emergency services on **0800 111 999**

If your electricity has failed, check the trip switch on the main fuse board before calling V2C. If the electricity stopped working when you were using an appliance then switch off this appliance and unplug it before resetting the trip switch as it could be the appliance that is faulty rather than the electrical system. Check also with your neighbours to see if they still have electricity, if they have no power then the problem is probably the result of a power cut and V2C will not be able to help. In this event you will need to contact your electricity supplier to inform them of the loss of power.

If you have a serious water leak then:-

- Turn off the mains supply at the stop tap
- Turn off the central heating or damp down the fire if you have a solid-fuel back boiler
- Turn on all taps to sinks, washbasins and baths but don't forget to remove the plugs
- Don't use any electrical switches/points if they have been affected by water

If you have a roof leak then try and contain any water by putting a bucket under the leak. Don't use any electrical switches/points if they have been affected by the water and call V2C.

Q. Can I make improvements to my home?

A. Generally the answer is 'Yes' but please ask V2C before you start. You must get our permission in writing before any work starts. If the alteration you are planning is anything other than redecorating or putting up shelves, you should speak to someone at our customer service centre first. They will tell you whether you need our permission in writing. The same applies to gardens if, for example, you want to build a patio, put in a hard standing, knock down or alter a wall, or put a caravan in your garden.

Q. I am elderly/disabled and need adaptations to my home, who should I speak to?

A. You need to speak to Bridgend County Borough Council, Social Services Department on the following number:-

- First Contact and Information Team 01656 642279
- If Social Services feel that you would benefit from an adaptation to your home then they will contact V2C and arrange for the work to be carried out

Q. I've got some furniture/large items to get rid of, will you collect it?

A. If you have large household items to dispose of please contact Bridgend County Borough Council on 01656 643438. Bridgend County Borough Council operate a 'Bulky Waste' collection service and will arrange to collect these items and dispose of them safely.