



Approved  
Accessible  
by our tenants

# Maintenance in my home



Golden Lane Housing

working in partnership with men-cap

# About this guide

This booklet gives me advice about keeping safe in my home.

It has been split into the following sections:

- Maintenance in my home P3
- Answering the door P4-5
- Types of repairs P6-9
- Repairs and colours P10
- Giving me advice P11



# Maintenance in my home

This guide is to explain to me what Golden Lane Housing does to keep my home to a good standard and how they can help me.



## Repairs policy

Golden Lane Housing will:

- repair some things for me if they break down (but I must pay for things that I damage).
- make sure contractors do a good job when they fix the repairs in my home.
- plan for work that will need to be done to my home in the future (for example, a new roof).
- tell me about changes that affect me or my home (for example building works).



# Answering the door

## When answering the door

- Always ask for an identity card when anyone comes to the door including the Police, electricity or gas board, a contractor or Golden Lane Housing staff.
- If the caller did not make an appointment to come to my home or if I feel unhappy about letting them in, I can:
  - ask the person to wait outside and close the door
  - ring the caller's company to find out why they are at my home.

I need to get the telephone number from the telephone directory. Do not ring the number on the identity card of the caller as it may be false

- contact a family member, a friend, my support worker or Golden Lane Housing to ask them to ring the company for me





Always  
ask for an  
**identity  
card**

- I can arrange to have my gas and electricity meters read at an agreed time and by a named person if I am blind, partially sighted or find it difficult to move around my home.



**Remember**  
I must not let anyone  
into my home if I do  
not feel safe.

# Types of repairs



## Emergency repairs

Emergency repairs will be responded to **within 24 hours** of it being reported to Golden Lane Housing or our out of hours repairs service.

The list below shows some emergency repairs:

- all or most of my lights and/or plugs do not work
- no heating and/or hot water
- water leak (for example a burst pipe)
- gas leaks
- roof leaks (the contractor will only fix the leak if the weather is okay)
- toilet is not working (if there is only 1 toilet in my home)
- a fault with my shower (if there is only 1 shower in my home)



# Types of repairs



## Urgent repairs

Urgent repairs will be responded to **within 7 days** of it being reported to Golden Lane Housing.

The list below shows some of the urgent repairs:

- repairing or leaking rain water pipes and gutters
- repairing or replacing extractor fans
- faulty locks (if my window or door can still be locked)
- repairing bannisters or handrails
- repairing outside lights in winter time
- small leaks (for example wastepipes to the sink)



# Types of repairs



## Routine repairs

Routine repairs will be responded to **within 28 days** of it being reported to Golden Lane Housing.

The list below shows some of the routine repairs:

- putting in new taps or re-sealing baths and sinks
- plaster work to the walls inside my home
- repairs or putting in new fence panels
- looking at damp problems
- putting new doors in and putting new hinges to doors inside my home
- repairing a flat roof (if I have one)
- re-fixing slipped or missing slates off my roof



# Types of repairs

## Cyclical maintenance

Golden Lane Housing makes sure my home is kept in a good condition. This includes planning work for the future to make sure this happens.

This list includes:

- visiting my home to make sure it is in a good condition
- painting the outside of my home. It is my responsibility to paint the inside of my home (unless it has already been agreed that Golden Lane Housing will paint shared areas) . It does not include my bedroom
- putting on a new roof (when it is needed)
- putting in a new bathroom (when it is needed)
- putting in a new kitchen (when it is needed)



# Repairs and colours

Golden Lane Housing will contact me to tell me about any work that needs to be done in my home. They will contact me to arrange a day and time for it to be done.

## Choices of colour

When work is being carried out to the following things I will be given a choice of colour for:

- my front door
- the walls inside the shared rooms of my home
- the kitchen unit doors and work surfaces
- flooring



# The repairs that I am responsible for

Golden Lane Housing does not do some repairs in my home. The list below shows me what repairs I am responsible for including paying for them.

Me or my support need to arrange for a contractor or get someone else to buy and fix the following things:

- changing light bulbs including security lights  
- unless under exceptional circumstances
- unblock WCs, internal drains or waste pipes
- repair broken lavatory seats
- repair wooden sheds
- clean windows - unless this is collected in my rent
- issue replacement plugs and chains to wash hand basins, baths or sinks
- repair door bells



# Contact us

Golden Lane Housing will give me help and advice:



Golden Lane Housing  
Parkway Four, Parkway Business Centre  
Princess Road, Manchester, M14 7HR



Ring: 0300 003 7007

I can ring this number 24 hours a day, 7 days a week

**Repairs and advice** - from 9am-5pm

**Emergency repairs only** - from 5pm-9am and weekend



Fax: 0161 888 1211



Email us: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)  
or visit our website: [www.glh.org.uk](http://www.glh.org.uk)