

This guide explains what Golden Lane Housing does to keep your home to a good standard and how they can help you.

repairs guide



Reporting a repair and fixing things in your home

contact us

**Report a non-urgent
repair from
9am - 5pm Monday - Friday**



0300 003 7007 select option 1



propertyservices@glh.org.uk

**Report emergency
repairs anytime**



0300 003 7007 select option 1



Reporting a repair and contacting the repairs team

We aim to provide you with a friendly, competent, and tailored repairs service for your home. Our Property Services Centre is equipped with the information needed to answer any questions you may have around repairs to your home.

We provide a dedicated option on our phone line which takes you straight through to our Property Services Centre.

We provide an area on our website for you to report non-emergency repairs to our team.

We provide an email address for you to contact our Property Services Centre and will respond within 3 working days during office hours.

We make sure that you can easily report your repair 24 hours a day by phone.

We answer 95% of your calls within 20 seconds.

We will do our best to give you an appointment for your repair at the first point of call.



0300 003 7007 select option 1



propertyservices@glh.org.uk

Reporting a repair and contacting the repairs team

We aim to provide you with a good quality and safe home that is in good condition. Sometimes repairs are needed to ensure that you continue to enjoy the comfort of your home.

When you report a repair to our Property Services Team we will:

provide you with a job reference for your repair.

confirm your repair in writing and post this out to your home.

complete 95% of emergency repairs within 24 hours of them being reported to us.

complete 95% of non-urgent repairs within 20 working days of them being reported to us.

complete 95% of repairs the first time we visit your home.

take your individual needs into consideration when prioritising and completing a repair.

where possible work with you to agree a mutually convenient appointment time (this may not be possible for emergency repairs).



Our Property Services Team are based in Manchester.

**For repairs and advice contact the team:
Monday - Friday
9am - 5pm**



“We are committed to providing a high-quality repairs service that is convenient, efficient, and dependable.”

Answering the door to a repairs person

Always ask for an identity card when anyone comes to the door including the police, electricity or gas engineers, a contractor, or Golden Lane Housing staff.

If the caller did not make an appointment to come to your home or if you feel unhappy about letting them in, you can:

ask the person to wait outside and close the door.

phone the caller's company to find out why they are at your home.

get the telephone number from the telephone directory or Golden Lane website. Do not ring the number on the identity card of the caller as it may be false.

contact a family member, a friend, support worker, or Golden Lane Housing to ask them to ring the company for you.



You can arrange to have your gas and electricity meters read at an agreed time and by a named person if you are blind, partially sighted or find it difficult to move around your home.



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.



Lines are open 24 hours a day
0300 003 7007 select option 1

Here are some examples of emergency repairs:



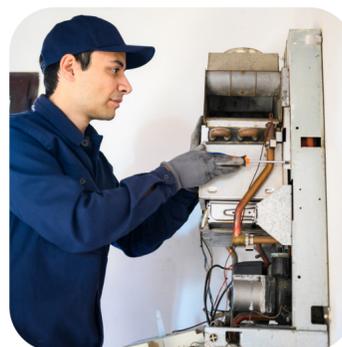
roof leaks
(the contractor will only be able to fix the leak if the weather is okay)



water leak
(for example a burst pipe)



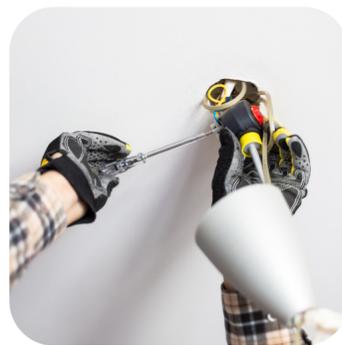
a fault with your shower (if there is only 1 shower in your home or you do not have a bath)



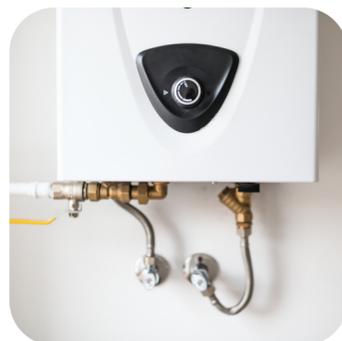
no heating and/or hot water



the toilet flush is broken and there is only 1 toilet in your home



all or most of the lights and/or plugs do not work.



gas leaks



Types of repairs

Non-urgent (appointable) repairs

Appointable or non-urgent repairs will be responded to within 20 days of the repair being reported to Golden Lane Housing. Where possible we will arrange an appointment for a day and time that is convenient for you.



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Here are some examples of non-urgent repairs:

- repairing leaking rainwater pipes and gutters
- repairing or replacing extractor fans
- faulty locks (if my window or door can still be locked)
- small leaks (for example wastepipes to the sink)
- repairing bannisters or handrails
- repairing outside lights in wintertime
- 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
- re-fixing slipped or missing slates off my roof.
- putting new doors in and putting new hinges to doors inside my home
- repairing a flat roof (if I have one)



Planned works

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.

Our surveyors will visit your home to make sure it is in a good condition.

Some of the works we carry out include:

painting the outside of your home. We don't paint the inside your home unless it has already been agreed that Golden Lane Housing will paint shared areas.

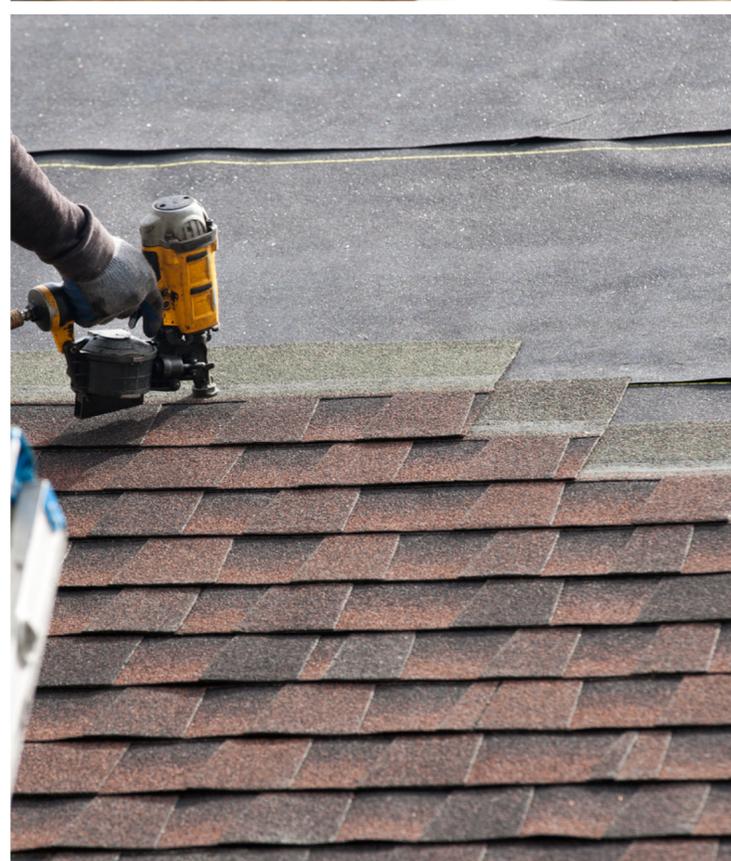
putting on a new roof
(when it is needed)

putting in a new bathroom
(when it is needed)

putting in a new kitchen
(when it is needed)

replacing my boiler (when it is needed)

putting in new windows and front/back doors (when these are needed)



Quality team

Our Quality Team work within the repairs service and make sure that repairs are carried out to a good standard and that your property is well maintained.

The Quality Officers will visit your property if a repair has been recently completed. They will make sure the repairs have been completed properly and that you are happy with the service from the repair person.

They may also call you to arrange a check of the whole property. This is to make sure that your home is in good condition and that everything is working properly.

If a complaint has been made, they may need to visit your home to investigate the standard of the property or recent repairs carried out.

Our Property Services Quality Team are responsible for ensuring that the repairs carried out in your home have been done correctly and that you are happy with the work carried out and the conduct of the operative onsite.

We will:

Carry out quality checks of 10% of repairs carried out by contractors each month

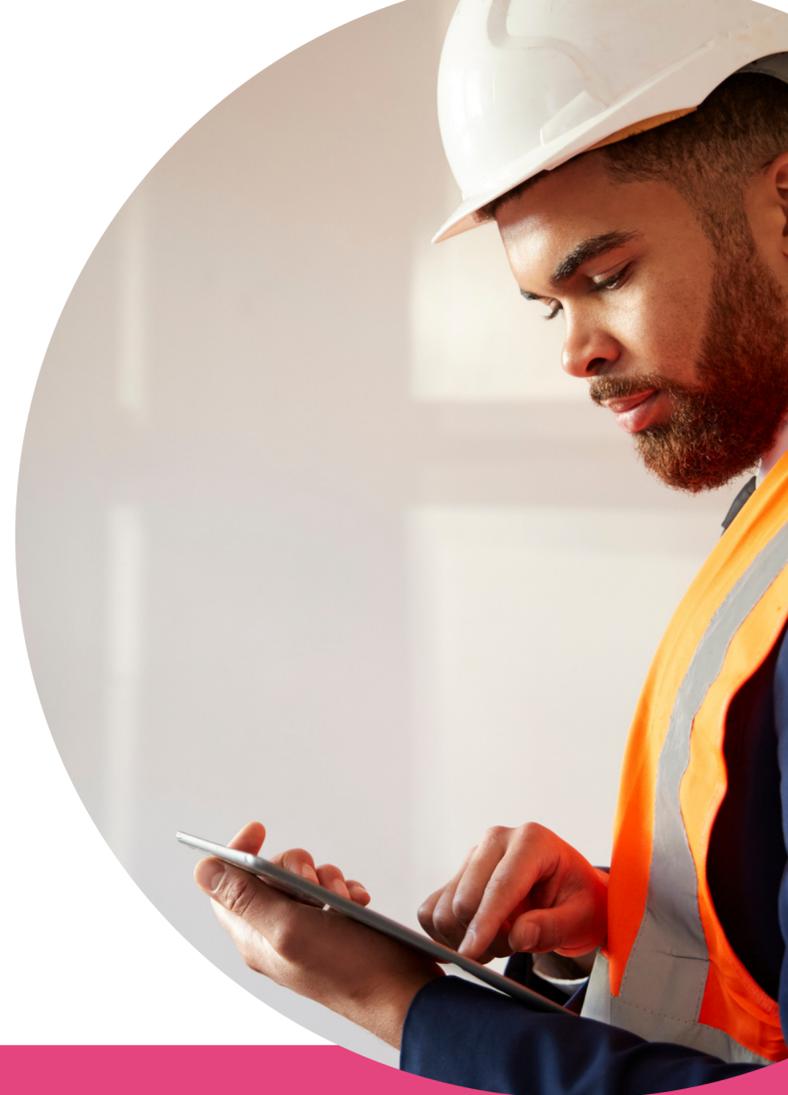
Carry out quality checks of 10% of repairs carried out by Resolve Solutions each month

Aim to visit 25% of our landlord owned stock each year to review the quality of the repairs service being offered

Carry out quality checks of 10% of repairs carried out by Private Landlords each month

Try to keep recalls to repairs to less than 5% per month for works completed by contractors

Investigate any complaints you make about repairs to your home



You could be called by telephone to give information about the complaint, or the Quality Officer may need to inspect the problem that has been reported and will contact you to arrange a visit.



Tenant Satisfaction

We will check that you are happy with all repairs carried out in your home.

We will do this by:

- Telephone for emergency repairs
- Paper or online survey for non-urgent (appointable) repairs



Resolve Solutions

Part of Golden Lane Housing

Resolve Solutions

Resolve Solutions are Golden Lane Housing's repairs team.



0300 003 7007 select option 1

The Resolve Solutions service:

- We provide a tenant focused service
- We carry out "Repair Days" at properties across the country
- We work in partnership with the Quality Team, to continuously improve the service we offer



Resolve Solutions

Part of Golden Lane Housing

Repairs I am responsible for as a tenant

Here are some of the repairs that we would expect you to do at home.

- unblocking WCs, internal drains, or waste pipes.
- changing light bulbs including security lights - unless under exceptional circumstances.
- repairing wooden sheds
- replacing plugs and chains to wash hand-basin
- changing batteries in smoke detector and door guards
- changing shower heads and hoses
- arranging for pest control if you have rodents
- we will not repair or install doorbells.
- we will not install or repair outdoor decking
- we will not repair or install curtain poles and rails



For alternative versions of this guide, please
contact the Communications Team:
0300 003 7007 select option 2
communications@glh.org.uk

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



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enquiries@glh.org.uk
www.glh.org.uk

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