

Repairs and Maintenance

Progress Living are responsible for ensuring the accommodation is kept in a good state of repair.

To help us do this we need you to let us know when a repair is needed.

How to report a repair

You can report a repair by either telephoning our Connect to Progress team (see the “about us” section of your handbook for details), or by completing a repairs form on our website.

What information will I need to provide

To report a repair we need the following information;

Your name, address and telephone number.

As much information as possible about the repair.

How long will it take to carry out the repair?

We prioritise repairs by separating them into three categories; emergency, urgent and routine.

We aim to complete repairs in the following timescales;

Emergency repair – to remove life threatening situations in two hours

Urgent repairs – within three working days

Routine repairs – within ten working days

Emergency repairs are defined as;

Repairs which in the view of Progress Living are necessary to ensure the accommodation can be accessed without risk to the health and safety of the occupant, such as; total loss of electric supply to a unit, major plumbing works such as a burst pipe or fire in a unit.

Urgent repairs are defined as;

Repairs which in the view of Progress Living are necessary to ensure the unit can be reasonably occupied, such as; structural faults, completely blocked drains, total loss of cold water to a unit.

Routine repairs are all other maintenance work to the property, such as, total loss of heating or hot water, failure of a light fitting where other light is available,

Will I be charged for the repair?

You will only be charged for a repair if the following circumstances apply;

If you tell us the repair is an emergency (as defined above) and it is not.

If you do not allow access for the tradesmen to carry out the repair.
If the repairs are a result of damage caused by you, your family or visitors to your home.

Security

Security of the accommodation is everybody's responsibility. Please help us to ensure your safety and security and that of the other occupants by taking these simple steps;

When leaving the accommodation make sure all doors and windows are securely closed.

When you go through an external door make sure it locks behind you. Do not let anyone into the accommodation if you don't know who they are.

Keycards and locks

When you move into your accommodation you will be issued with a key card or in the case of the 3 bedroom houses, keys.

If you have a keycard it will give you access to the main entrance door to your block, your flat door and your bedroom door.

To unlock the door simply insert as indicated on the card, a green light will flash and the door can then be opened.

All doors except your bedroom door will lock closed behind you, your bedroom door requires the keycard inserting to lock it.

If a lock flashes more than once or flashes orange or red this indicates there is an issue either with the card or the lock, you should contact the accommodation office immediately so the problem can be resolved, failure to do this may result in you being unable to access the accommodation.

If you lose or damage your keycard or keys replacements can be issued but you will be charged.

If you lock yourself out of your accommodation during office hours the accommodation staff on site will let you back in.

Please ensure you keep your keycard with you at all times. If you lock yourself out outside office hours arrangements can be made to give you access but there may be a charge for this service.

Damp and mould

Condensation can cause damp in your home. It is caused when warm air containing moisture condenses onto a cold surface such as a window or cold wall. The leaflet on your notice board tells you how to prevent and deal with condensation in your home.

Appliance testing

All electrical appliances provided or installed by Progress Living are tested each year to ensure they are working and safe to use. If you bring your own electrical appliances you should ensure they are safe and do not have exposed wiring.

Gas safety

As a landlord we are required by law to carry out an annual safety check of all the gas appliances that we have provided in your home. This may include the central heating boiler.

The gas safety check is for your safety and we appreciate your co-operation in allowing access into your home in order to carry out these checks.

CCTV

CCTV cameras have been provided to cover the accommodation site and the surrounding areas. This is to provide security to the buildings. The images are recorded and can be retrieved and used as evidence in the event of any security breach or criminal damage caused to the accommodation.

Smoking in the accommodation

Smoking is not permitted in any communal areas or in the grounds and car parks. Occupants are strongly advised not to smoke in their bedrooms, however, should people choose to smoke in their bedroom it must only be with the window open so that the smoke does not accumulate, and so, reducing the chance of the fire alarm system being activated. Every precaution must be taken to reduce the risk of causing a fire by using and discarding cigarettes properly and safely.

Domestic hot water temperatures

Progress Housing Group carry out Legionella Risk Assessments to your accommodation. Legionella is the name given to a group of bacteria that's found in almost all water sources including streams, rivers and lakes. It can also be found in soil, compost and mains water and it can sometimes enter domestic water systems.

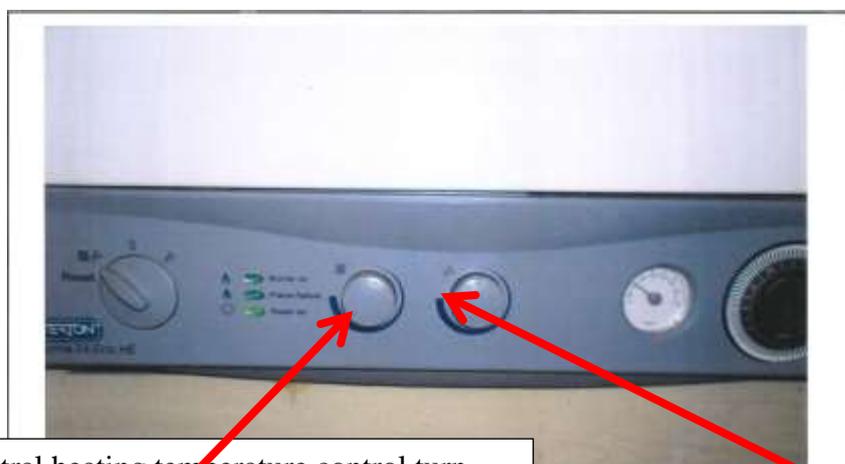
Low concentrations are not generally harmful. Legionella is only dangerous if the conditions are right for the bacteria to grow and if you inhale water droplets from a contaminated water system.

What can you do?

The likelihood of legionella being in your home is very low as most households do not store huge amounts of water. They also use water regularly so its not standing still in pipes.

Setting the right temperature

Legionella bacteria is more likely to grow between 20°C and 45°C. So where possible set hot water cylinders at 55°C and set combination boilers to maximum see picture below. Our caretakers will also be checking temperatures are set correctly at the quarterly visit they carry out.



Central heating temperature control turn knob clockwise to increase or anticlockwise to decrease temperature. We would advise you to set this just over half way.

Domestic hot water temperature control. Turn the knob clockwise to increase temperature. We recommend the temperature is always set at maximum

De-scale taps and showers

Legionella bacteria can grow and multiply on scale or rust. So de-scale taps and showers every three months or when there is an obvious build-up of scale. Clean the taps in your bath, basin and sink by brushing the scale off with a nylon brush or wiping them with a diluted bleach solution. You can also use any de-scaling solution that you can buy from hardware shops.

Use water taps once a week

If you have been away for more than a week you should run all your taps for a few minutes before using the water. You'll also need to run the water in your shower. This helps to make sure you don't have water standing still in pipes.