


A Guide to Repairs & Looking after your Home.



Bron Afon 



We believe everyone should have a place they are proud to call home.

Here is where you will find everything you need to know about your Repairs Service. We set out who does what, the types of repairs we do and details on things such as annual gas safety checks.

As your landlord we are legally required to carry out certain repairs and maintain your home to a safe standard.

We also want to help you look after your home so you can be happy and proud of where you live.

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Looking after your home.

You should keep the inside of your home in good condition. Make sure that you, your family or your visitors don't damage your home either accidentally or deliberately.

Our Bron Afon Self Help Guides on our website will give you more tips and information on keeping your home in check.

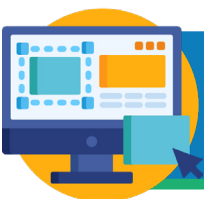
We will:

Keep the structure and outside of your home in good condition.

Repair fixtures and fittings inside your home, such as kitchen units, doors, pipes and heating.

Make sure that water and electricity are supplied safely and that waste is taken away properly.

If you live in one of our flats, we will take reasonable care to keep common entrances, halls, stairways, lifts, passageways, rubbish chutes and any other common parts in good repair.



[Visit Self-help Guides](#)

Type of repairs.

Emergency.

We will attend within 24 hours.

24
hours

When there is a serious risk to you or your home, we aim to attend within 24 hours. We may need to come back to carry out more repairs and we will give you an urgent or non-urgent appointment based on the type of repair needed. These include:



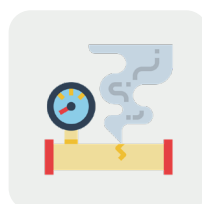
Carbon Monoxide



Electrical Faults



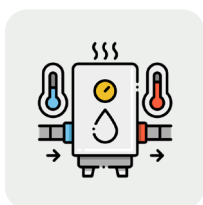
Fire Damage



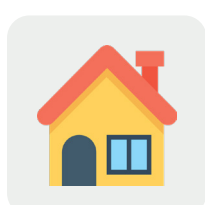
Gas Leaks



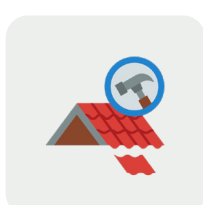
House Alarm



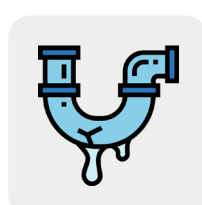
Total Heating System Failure



Unsecure Home



Unsafe Structure



Water Leaks



Water Supply



Blocked Toilet



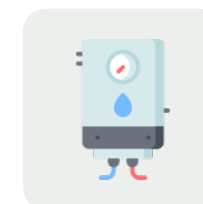
Communal Lighting



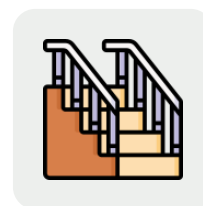
Smoke Alarms



Broken Taps



Blocked Flue



Rotten/
Dangerous
Stair Treads

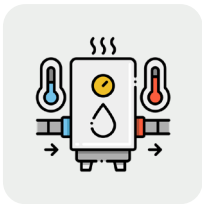
More Help

You can find helpful numbers and contact details on the last page.

Routine repairs. We aim to attend within 7 days.

7
days

Routine repairs do not cause danger. We aim to carry out routine repairs within 7 days of you reporting it to us, at a time agreed with you. These include:



Total Heating System Failure
between 1 May
and 30 September



Physical damage to emergency lighting.



Plumbing Leaks



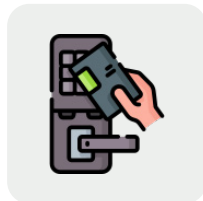
External Overflow Running



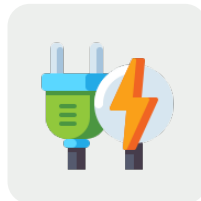
Plumbing Leaks



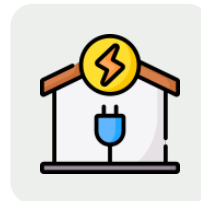
Loose wash-hand basin or toilets.



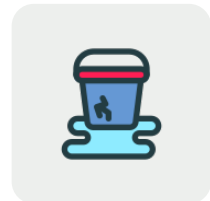
A door entry system not working



Partial loss of power.



Partial loss of water.



Main Roof Leaking



Faulty Extractor Fan



Toilet is not flushing.

More Help

You can find helpful numbers and contact details on the last page.

Planned repairs. We will attend within 90 days.

These are serious issues which may cause damage to a home or commercial property if they are not dealt with, but they are not a danger to our customers.

90
days



Blocked or
leaking gutters



Repairs to
kitchen units



Poorly fitting doors
or windows.



Damaged gates
and fences.



Loose paving
stones.



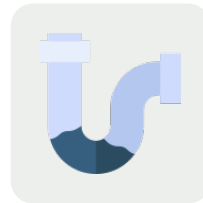
Replacement of
floor tiles



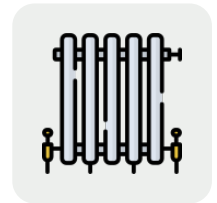
Loose wall tiles.



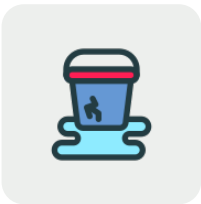
Cracked or broken
glazing



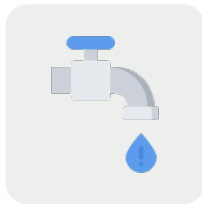
Damaged or
leaking drains.



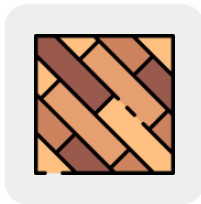
Partial failure of a
heating system



Minor roof leaks



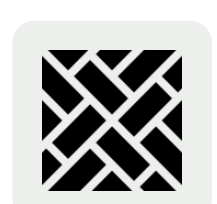
Faulty taps,
including dripping.



Broken wooden
floors.



Garage or
communal area
repairs



Replacement of
floor tiles

More Help

You can find helpful numbers and contact details on the last page.

Repair Responsibility

If something needs repairing in your home, first of all, look at our repair checklist to confirm if it is your responsibility.

How to Report a Repair.

Most repairs are free and if there is a charge, we will discuss this with you before we start any work.



It's quick and easy to report a repair to us.



- My Bron Afon Portal



- enquiries@bronafon.org.uk



- 01633 620111

Our phone lines are open Monday-Friday 8.00am – 5.00pm.

If you need an emergency repair out of office hours, at weekends and during national holidays, your call will be diverted to our Out of Hours service.

In these cases, we will carry out a temporary repair to make it safe. We will then make another appointment with you so we can complete the repair.



It is your responsibility to report repairs to us.

Please give us as much information as possible about the repair. Tell us the best way to contact you and when you will be at home so that we can make an appointment that works for you. Sometimes we will need to inspect the repair first. Please be aware that missed appointments cost us money and we will recharge you in line with our recharge policy.

Things we will need from you.



As much detail as possible.



The best way to contact you.



Your availability.

What are Bron Afon responsible for?

Structural and Exterior:

- Balconies
- Brickwork, Blockwork, etc.
- Ceilings
- Chimney stacks/pots/cowls
- Driveways and garden entrance access
- Fences (garden boundary)
- Foundations/Damp Proof Courses
- Guttering

Plumbing and Water Systems:

- Baths
- Cisterns
- Downpipes (rain & soil)
- Drainage (excluding wastepipes)
- Shower (electric/boiler feed)
- Sink bowl & drainer
- Taps
- Wash hand basin
- Waste trap/plugs/chains to basin/bath
- Water and heating
- Water pressure supply and water hammer
- WC Toilet

Electrical and Safety Systems:

- Communal TV systems
- Doorbell or door entry system
- Electric sockets outlets
- Electric wiring, sockets & switches
- Entry systems
- Fuse box/consumer box (nuisance tripping)
- Gas central heating/pipes/radiators/timer/pumps/thermostats
- Gas piping
- Lighting pendants, roses, and lights
- Lamps over 10 feet high (communal street lighting)
- Smoke detectors and CO2 alarms
- Sprinkler systems

Interior Fixtures and Fittings:

Doors/door fittings - external

Doors - internal (holes in panel doors)

Kitchen fittings & worktops (excluding installations by CH)

Plaster & plasterboard

Skirting boards

Roofs (roof tiles/slates, flat roofs, porches)

Maintenance and Repairs:

Altro safety flooring in kitchen & bathroom

Clothes pole

Decoration - internal

Damp & Mould (survey inspection raised)

Pest control

Rotary clothes lines (exclusive and communal use)

Common Areas and Shared Facilities:

Bin Stores

Doors to common area

Drying areas and communal washing

Lifts (through the floor and stair lifts/communal lifts)

Overflow pipes

Parking area (communal)

Paths

TV aerial communal sockets

Ventilators and fans

Miscellaneous:

Glass (external and internal doors/screen over bath or shower)

Hatch to loft

Handrails (external)

Immersion heaters

Lights

Toilet seats

Sink and drainer

Wall tiles in kitchen and bathroom/wet room



What are you responsible for? (CH)

Appliances and Installations:

Cookers (only when provided normally)

Unauthorised installations

Kitchen fittings & worktops (any installations carried out by CH)

Doors and Windows:

Door locks (when tenant has lost or broken)

Doors - internal (holes in panel doors)

Glass (external - normally tenants should claim through house insurance)

Maintenance and Repairs:

Drainage- Blockage in internal (CH to try first to unblock)

Fences - between gardens

Floor Tiles

Floorboards or interlocking boards

Garden shed (other than when part of the original build structure)

Miscellaneous:

Keys (lost or stolen)



Appointments.

Repairs appointments are available
Monday to Friday from 8am to 4:30pm

You will be allocated a morning (8am – 1pm) or afternoon (12pm – 4:30pm) appointment. If you would like specific appointment, please tell us this when you report your repair.

If you cannot keep the appointment, please let us know as soon as possible.

If we attend and do not get access, your repair will be closed and marked as no access.

Bron Afon staff will carry a photo I.D with them so make sure to check this before you allow them into your home. A genuine caller will not mind you checking. If you are not sure whether a person is working for us, do not let them into your home. Please contact us or the police if you have any doubts.

Please note:

An adult (over 18) must be present while the operative is in your home.

**Keep children and pets away from the working area.
Dogs must be kept secured in a different room.**



Rechargeable Repairs.

If you, your family, your pet or a visitor cause damage to the property, or if you lose your keys and need the locks replacing, you will be charged for these repairs. Where we can, we will quote for the repair up front so that you know how much it's going to cost.

If you need a repair because of criminal activity not caused by you, a member of your family or a visitor to your home, we will not charge you for the cost of any work. You will need to provide us with a crime reference number from the police.



Help us to help you.

Keep your repairs and inspection appointments or let us know as soon as possible if you are not going to be available so we can arrange another time that works for you.

Treat our teams with respect, both face-to-face and over the phone. We will not tolerate abuse of our colleagues under any circumstances, and we may refuse to complete your work because of it.

Please keep young children away from the areas we are working in.

Dogs must be kept secured in a different room.

Please be understanding. We will try our best to complete every repair quickly, but sometimes We may need to order additional parts or plan a bigger repair.

An adult (over 18) must be present while we are working in your home.



What you can expect from us.

We will tell you if it's an emergency repair, or one that needs a scheduled appointment.

We will ask the right questions to make sure we understand the problem and send the right team to fix it.

We will book an appointment at a time that suits you. If you need to change the appointment, let us know as soon as possible so we can arrange another time.

To ensure that you and your home are treated with respect, we have a Code of Conduct for all our teams to work to when they are visiting or working in your home. If you have any concerns, please contact us.





Leaseholder Responsibility.

As a homeowner, you are responsible for internal repairs in your home, including the safety of gas and electrical fittings. You will need to use a qualified contractor to carry out any required work. In an emergency, such as a serious leak causing damage to other properties or where there is a health and safety risk, we may ask you to carry out the repair immediately. If you can't, we may arrange to carry out the repair and recharge you for the costs.

Making changes in your home.

Under the terms of your contract, if you want to make any changes or adaptations to your home, you must contact us first for our approval.

You need to fill out this Alterations & improvements form and a member of our Asset team will be in touch.

We may need a technical surveyor to visit your home to make sure the changes can be made so please don't start any work until we have been in touch.





You may also be asked to:

Provide us with plans and diagrams of the proposed work for approval.

Seek building regulation and/or planning permission for the proposed work from Torfaen County Borough Council where necessary.

Provide us with details of who will be carrying out the work on your home.

If we cannot approve your proposed changes, we will let you know in writing and set out the reasons for our refusal.

You may have to pay administrative charges and our legal costs, whether or not the improvement or alteration goes ahead.

If you carry out any changes or adaptations to your home without our written approval, you may have to return the property to its original state at your own cost.



Adaptations.

We are committed to providing quality homes and a safe place to live. This includes helping our customers to live independently in their homes and communities.

We have a dedicated adaptations team, and we will fund and maintain the adaptations needed. We cannot give equipment or make adaptations for short-term disabilities which are expected to improve, but we can offer advice and information. We will always look for simple solutions first, like offering bathing equipment before major adaptations such as installing a level access shower.

You can find out more about minor and major adaptations and how to apply on our website and in our self-help guides.



Home Safety and Security.

Gas Servicing & Electrical Checks.

Your safety is always our number one priority. Gas service and electrical checks are very important, and you must allow us access to your home so we can complete these safety checks. They will keep you, your family, neighbours', and community safe.

Every 12 months, by law, we must check the safety of the gas appliances and gas supply in our homes. We complete our electrical checks every five years. These checks make sure that everything's running well, as well as helping to keep you safe by finding any leaks or faults.

You can find out more about gas servicing and electrical checks on our website and in our self-help guides.

Damp Mould and Condensation in your home.



Damp, mould and condensation can become a problem, especially in colder weather.

We can all make small changes to the way we live in our homes to prevent mould which is normally caused by a build-up of condensation in our homes.



Search 'Bron Afon' on YouTube to view our helpful videos on Damp & Mould.

Need more help?

If you are worried about damp and mould in your home, please tell us as soon as possible so we can work with you to sort it out.

More Help

You can find helpful numbers and contact details on the last page.

Helpful Tips for preventing damp, mould and condensation.



Let light into your home.

Moist and dark spaces are breeding grounds for mould, so keep your curtains open during the day to let natural light and fresh air to enter the room.



Keep air moisture to a minimum.

Dry any condensation that may be on your walls, ceilings, and windowsills. Dehumidifiers can also help to remove moisture from the air.



Remove any excess moisture.

To prevent mould and condensation forming, dry and wipe any areas with excess moisture. This could be your bedroom windows after a night's sleep, just wipe them down with a dry cloth.



Ensure your home is well-ventilated.

Ventilation is key when it comes to tackling condensation. Open trickle vents on windows or open a window to allow a little air to the room.



Keep your home sealed from water.

If you have any concerns about water coming into your home, please contact us.

A warm home helps prevent dampness and water, which can make mould and mildew grow.

Keeping your home warm makes the air cleaner and reduces the chance of breathing problems.

The high cost of living may mean you do not want to put your heating on, but this can cause problems. If you are worried about the cost of your bills, please contact us and we will do everything we can to help you.

For more tips and advice on damp, mould and condensation, check out our self help guides on our website.



Tell us what you think.



Join our Your Voice community.

What you think matters to us. We often send out short surveys by text or email to ask for your feedback. If you are happy with the service we're providing to you, let us know. If you're not happy, let us know too. It's the only way we can learn and improve what we do.

Your Voice is where you can get involved in projects affecting our community by joining discussions, giving us feedback, or sharing your thoughts and experiences.

Ways to get in touch.

We know life is busy, that's why we've developed the My Bron Afon app. It's free to download and you can report a non-urgent repair, pay rent and much more.



- My Bron Afon Portal



- enquiries@bronafon.org.uk



- 01633 620111

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