

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.**

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.

Emergency.

We will attend within 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:

24
hours

Heating or hot water not working (between 31st Oct to 1st May)

Gas leaks, which you need to report to Wales and West on 0800 111 999.

Carbon monoxide, or smoke detectors.

Water supply failure you must report to Welsh Water on 0800 052 0130.

Serious water leaks, including roofs, which cannot be contained and will cause serious damage to property.

Dangerous electrical faults, including exposed conductors (bare wires) or a total loss of power to fittings.

A home is insecure following a break-in or vandalism, including serious damage to windows or doors.

Faults with a fire alarm system, or smoke detection system.

Unsafe structure of a property, including walls and roof tiles which could endanger people.

Your home is insecure or you cannot gain access - please note we will charge for lost keys.

Damage caused by fire – an initial inspection will be followed by the necessary repairs to make the home safe.

A toilet is blocked (if only one in the building).

Failure of communal staircase lighting, where there is no natural light or other light sources.

Failure of smoke alarm.

A tap which cannot be turned off.

Blocked flue to an open fire or boiler.

Rotten or dangerous stair treads.

***If a full repair is not possible immediately, we'll make it safe and plan another visit to finish the job.**

Urgent.

We will attend within 7 working days.

Urgent repairs do not cause danger. We aim to carry out urgent repairs within 7 working days of you reporting it to us, at a time agreed with you.

These include:

Complete loss of a heating system (between 1st May and 30th September).
Failure of electric fittings: sockets, power outlet, ceiling rose, and switches where there is no immediate danger.

Leaks to plumbing that can be contained.

External overflow running, which would be classed as an emergency repair in winter.

Handrail or balustrades which are loose, or stairs are damaged.

Loose wash-hand basin or toilets.

A door entry system is not working in a block of flats.

Where has been physical damage to emergency lighting.

There is partial loss of power or water supply.

The main roof is leaking, which can be classed as an emergency depending on the severity which we will confirm when you report the repair.

An extractor fan is faulty in a room where there are no windows.

A toilet is not flushing.

7
working
days

***If a full repair is not possible immediately, we'll make it safe and plan another visit to finish the job.**

Routine.

We will attend within 90 working days.

Routine repairs do not cause danger. We aim to carry out routine repairs within 90 working days of you reporting it to us, at a time agreed with you.

These include:

Blocked or leaking gutters, or a rainwater downpipe.

Repairs needed to kitchen units, internal doors and skirtings.

Damaged gates, and fences.

Loose wall tiles.

Cracked or broken glazing where no danger exists.

Damaged or leaking drains.

Minor roof leaks, waste pipes leaking outside a property.

Failure of a second toilet in a property. Faulty taps, including dripping.

Any repairs needed to garages or common areas.

Replacement of floor tiles, or sheet flooring.

Leaking roofs to out-houses.

90
working
days

***If a full repair is not possible immediately,
we'll make it safe and plan another visit to finish the job.**

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 App



- enquiries@bronafon.org.uk



- www.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.



**Lets look at the
things which are
Bron Afon's
responsibility.**

Our Responsibility.

Doors



Communal Entrance Doors



External Doors



Front & Rear door faulty lock or locking mechanism



Sinks, basins, taps, leaks, and general plumbing



Bath panels



Shower Riser Rail
[For Shower Head & Hose]



Wall Tiles

Electrical



Switches and sockets

Outside



Boundary fencing and walls



Garages and outhouses



Garden fences and walls

Heating



Heating and hot water systems, plus associated pipework, or wiring



Faulty radiators

Structure



Outside walls and render



Roof and chimney



Guttering and down pipes

Health & Safety



Smoke and heat alarms



Carbon monoxide alarms

Kitchen & Bathroom



Units, doors, catches, hinges, drawers, runners, and worktops

Our Responsibility.

Structure



Ceilings



Fascia boards

Windows



Glazing to windows and doors

*Important Notes

Garages

For break-ins, you will need a crime reference number from the police. Customers are responsible for any fixtures or fittings in the garage

Damage

If we damage your property during a repair, we will be responsible for ensuring it is fixed

Bath panels

We will recharge if these are damaged by a customer, family, or visitors

Glazing to windows and doors

We may recharge you if you or your household has caused the damage.

Extractor Fans

Customers must use them, and keep them clear.



**Lets look at
the things
which are your
responsibility.**

Your Responsibility.

Doors



Door numbers, doorbells and draught excluders



Keys



Internal doors internal door locks

Electrical



TV aerials/Satellite dishes and sockets



Phone line and phone sockets



Appliance plugs and fuses



Pull cord lights
[Only String]

Heating



Setting heating controls



Bleeding Radiators

Kitchen & Bathroom



Plumbing in washing machines and dishwashers



Installing electric and gas cookers



Bath plugs, chains, handles and enamel chips



Toilet seats and lids



Shower head and hose



Shower curtain rail and curtain

Outside



Washing lines, rotary driers and clothes airers



Outside taps



Sheds



Gardening maintenance including trees and hedges



Gardens

Your Responsibility.

Pest Infestations



Wasp nests, rats and ants, outside of communal space.

Structure



Decorating



Curtain rails, battens, hooks, rails and shelving

Windows



Clearing condensation from window frames and glazing

*Important Notes

Washing lines, rotary driers and clothes airers.

We will repair or replace communal washing lines.

Pull Cord Lights

The light fitting is our responsibility, the string can must be replaced by you.

Bath panels

We will recharge if these are damaged by a customer, family, or visitors

TV aerials/Satellite dishes and socket

You are responsible for TV aerials and satellite dishes unless they are in communal areas.

Keys

If you lose your keys or lock yourself out you need to arrange a locksmith. Bron Afon will recharge you, if we have to deal with this.



Lets look at the things which are shared responsibility.

When it comes to repairs, the type of fix and the circumstances can mean we both have a role to play. It's important to check out our guide on shared responsibilities below to see how we can work together on maintenance and repairs.

Shared Responsibility.

Electrical



Wiring and light fittings

Heating



Relighting and re-pressurising boilers

Health & Safety



Security lighting



CCTV cameras

Kitchen & Bathroom



Blocked drains, sinks, toilets, baths and showers.



Grouting and sealant

Outside



Paths

Pest Infestations



Structural damage.

Structure



Plaster cracks



Floors

There are some important notes on our shared responsibilities that you need to consider before reporting to us.

They can be found on the next page.

Important Notes

Please consider these before reporting your issue.

Wiring and light fittings

We'll maintain and replace our installed light fittings and change bulbs in sealed units in kitchens and bathrooms. You're responsible for any light fittings you install.

Relighting and re-pressurising boilers

Our Customer Services team may be able to give advice or signpost you to help address this. Our repair team can visit if you cannot resolve this.

Security Lighting

If we have installed wired-in lighting, we will repair or replace it. Any battery operated or non-wired lighting is your responsibility.

CCTV Cameras

We are responsible for CCTV in communal areas. Any cameras installed by a customer is your responsibility.

Blocked drains, sinks, toilets, baths and showers

You must attempt to clear home blockages. If unsuccessful, we'll investigate. Charges may apply if blockages are due to your actions. We guarantee one working toilet in your home.

Grouting and sealant

You are responsible for this. We are only responsible if we are doing the work as part of a bigger repair.

Paths

We'll maintain safe access to your home's front and back. You're responsible for paths, patios, or decking you've installed in the garden.

Wasp nests, rats and ants.

We will address structural issues but may recharge for them. If the infestation is in a communal area, it's our responsibility. However, if it's due to your actions, like accumulating waste, you must handle the pest control.

Structure

We'll address structural issues with possible recharge. We're responsible for communal area infestations. If your actions, like waste buildup, cause infestation, you must manage pest control.



Do you have home contents insurance?

Bron Afon does not insure your furniture, belongings or decorations against theft, fire vandalism and burst pipes. You need to take out your own household insurance, you can find full details on our website - www.bronafon.org.uk

Appointments.

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

You will be allocated a morning (8am – 1pm) or afternoon (12pm – 4pm) appointment. If you would like specific appointment, please tell us this when you report your repair. We can also allocate an appointment to avoid school traffic (9:30am-2:30pm) and all day appointments (8am - 4pm)

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. If the repair is still required you will need to report it again.

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 we are working 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. 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 - www.bronafon.org.uk



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 - www.bronafon.org.uk



Tell us what you think.



Join our Your Voice community.

yourvoice.bronafon.org.uk

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



www.bronafon.org.uk



- 01633 620111

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