

Your Repairs Handbook

Includes easy to use diagrams to help you report a repair.



Book, schedule and track your repair
online at www.mysalix.co.uk

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Salix Homes is committed as part of our carbon reduction goals to repair items where possible rather than replace them. Furthermore, we will sometimes consider removing items where a more environmentally friendly solution is available, such as replacing flagged areas with turf or grass seed. Replacement items such as new kitchens or bathrooms, are only replaced at the end of their expected life cycle or where we are unable to repair them. These items will be inspected every five years also as part of the stock condition surveys.

Helpful Information:

My stop tap
location is:

My fuse box
location is:

Gas meter
location:

Electric meter
location:

My electricity
supplier is:

My gas
supplier is:

Handy Contact Numbers:

Electricity North West

105

United Utilities

0345 672 3723

British Gas

0330 100 0303

EON

0345 366 5996

How do I order a repair?

You can order a repair in a number of ways;

- Via www.mysalix.co.uk in your MySalix account. This enables you to:
 - Book instant appointments for basic repairs such as simple joinery, plumbing and electric repairs
 - Access your upcoming and previous appointments
 - Amend and cancel your existing appointments
 - Book AM, PM or anytime appointments, view the next availability and choose a convenient date
 - We do not offer appointments for emergency repairs, instead, we aim to attend within eight hours and will do so as soon as we can.
- Call us on **0800 218 2000** to report emergency repairs.

How long will my repair take to fix?

When your repair is reported it will be identified as one of the three categories below:

Priority	Response Time	Description
Emergency	Up to eight Hours	Emergency repairs are those that pose an immediate danger to you or others, or where your home or another home may be significantly damaged if action is not taken straightaway.
Urgent	Up to five Working Days	Urgent repairs are those that are not emergencies, but require attention more quickly to minimise inconvenience to customers.
Appointed	Up to 60 Working Days	Repairs that are not emergency or deemed urgent are appointed repairs these are repairs that do not impact of the day to day function of a home.

If your repair is an emergency please call us on **0800 218 2000**.

Tracking your repair: How we communicate

Once we have booked your repair we will send you a text and email confirmation. It is therefore important that contact information on our systems is up to date - you can check this on your MySalix account. Each message will provide you with a link that will allow you to track your repair. You can also view the repair on your MySalix account.

What is considered an emergency?

Emergency repairs are those that pose an immediate danger to you or others, or where your home or another home may be damaged if action is not taken straight away. They are not things that are an inconvenience, or which can be contained or that are not diagnosed as an emergency repair below.

Examples of emergencies;	The following are not emergencies;
✓ Blocked sewerage drains	✗ Blocked baths, sinks or basins
✓ Blocked toilet (where there is only one toilet in the property)	✗ Toilets that are not flushing where a bucket of water can be used as a short-term measure
✓ Gas escapes	✗ Loss of lighting to one room including the kitchen or bathroom – a lamp or landing light can be used in the short term
✓ Hazardous electrical faults	
✓ Major leaks or bursts that cannot be contained	✗ Small leaks or drips that can be contained with a bucket or pan in the short term
✓ Boarding up broken glass	✗ Broken showers
✓ Total loss of electrical power or water supply	
✓ Insecure external window or door lock (ground floor)	

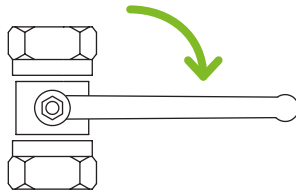
We will also attend where an immediate risk to Health and Safety has been identified such as to secure loose objects. Please be aware that if you knowingly abuse or misuse our emergency service by providing false or exaggerated information to receive emergency attendance we will recharge the cost of the repair and call-out charge to you. We ask our customers to be respectful and understand that by reporting false repairs you are potentially taking away attendance from someone who is in need of emergency assistance.

What should I do in an emergency?

Do you think you can smell gas or have a leak?

Remain calm and follow the steps below:

- Do not switch on and off any lights or appliances
- Do not smoke or light matches
- Open all of your windows
- Turn off your gas supply by turning the handle to the horizontal position (see picture below)



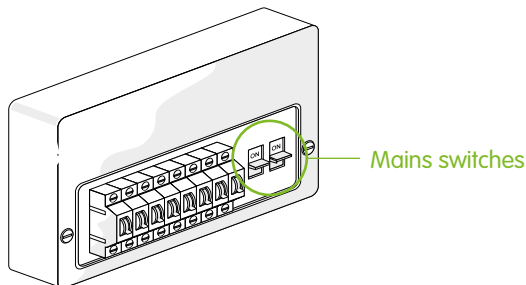
- Then exit your home and call the National Grid on **0800 111 999**. Remember to use a telephone outside of your building (even using a mobile phone could spark an explosion).

You can also call us on **0800 218 2000** if you need assistance.

Do you have an issue with your electrics? Such as fittings or appliances sparking, flickering, giving off shocks or no electricity at all?

Follow the steps below:

- Turn off the mains switch on your consumer unit, see the diagram below. Turn the two switches off – these are your mains switches

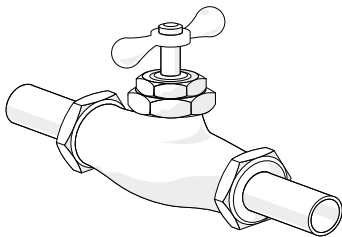


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- If you have a full power cut call your electricity supplier. If you do not know who your supplier is, call Electricity North West by dialling 105
 - If you have any other problems with your electricity you can call us on **0800 218 2000**.

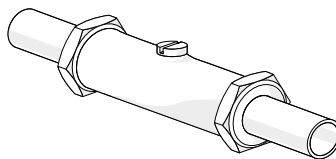
Do you have an issue with your water? Such as a burst water pipe, no water supply or extremely low pressure.

Remain calm and follow the steps below:

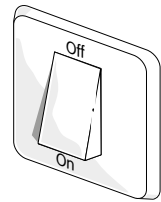
- Turn off your stop tap by turning it to the right or clockwise. Sometimes you may have a stop switch, if you do, press this to turn off your supply and minimise any damage
- If you need to turn off the water supply to just one item in your home that is leaking such as a toilet or sink you can use the valve that leads to it. This can be turned off or on using an object with a flat end such as a flat screwdriver or a butter knife, and turning it to the right
- We have included images below to help you identify the valves, stop taps and switches in your home
- If you have no water in your home and you have checked all the stop taps, switches and valves in your home call United Utilities on **0345 672 3723**
- If you have a leak within your home call us for assistance on **0800 218 2000** after you have attempted to turn off your water supply.



Stop Tap



Water Valve



Sure Stop Switch

Helpful tips for preventing emergencies:

We recognise that not all emergencies are preventable, but we have put together some top tips to try and help you to prevent emergency repairs.

Going on holiday?

If you are going on holiday or are going to be away from your home for more than a day we recommend turning off your water supply at the stop tap. If a burst happens whilst you are away it will mean the damage to your home is limited, and during winter, will reduce the risk of your pipes bursting due to them freezing.

Prevent blockages - have you heard of 'fat-bergs'?

You may have heard of 'fat-bergs', on the TV or in the news, as they are causing trouble across the UK. 'Fat-bergs' block our sewer pipes by forming giant boulders of rubbish and fat that have to be carefully removed. You can help prevent unnecessary sewer blockages by only flushing toilet paper.

United Utilities who supply water in the North West of the UK are running a 'Stop the Block' campaign. They advise on these tips to help:



Only natural waste and toilet paper should be flushed.

Don't flush wet wipes or cotton buds - please put them in the bin instead.

Don't flush cotton buds - put them in the bin too.

Scrape oils into the bin - wait for them to cool and throw them away – don't pour them down the sink.

You can get more advice on what you can and can't put down the toilet at www.unitedutilities.com.

What if I miss my appointment?

You should receive a calling card or text message to advise you of this. You will need to re-book a further appointment via your MySalix account or by calling us. If we do not hear from you we may re-book your appointment automatically up to a maximum of three attempts. As per our Rechargeable Repairs policy we may also charge you for the failed visit.

If you reported an emergency, and were not home when we attended, you will be charged for the failed appointment as well as a call out charge.

Where we have attended for an emergency or another urgent matter, such as a leak affecting neighbours, and you were not home we may have had to force entry in order to keep everyone safe. We normally give 24 hours notice unless there is a serious problem such as a burst pipe.

Can my child wait at home instead?

Please make sure that you or someone over the age of 16 is at home for your appointment. Our operatives will not enter your home if a child is home alone and this will count as a failed appointment.

I am not going to be home – how can I change my appointment?

Please help us by letting us know if you are not going to be available in advance. You can cancel and change your repair date using your MySalix account 24/7. On some occasions an alternative appointment date may not be available instantly, and we will book this on your behalf and inform you via text or email.

Failed appointments not only mean a delay in your repair being completed, but also impacts on the waiting times for all customers. It also costs us money which could be better spent on improving services for all our customers.

How do I know the operative works for you?

All our operatives carry an identification card which they will show you if asked. This includes their name, job and a photograph along with our logo. We recommend checking this before you let anyone in your home.

If you have any doubts about letting someone into your home call us immediately on **0800 218 2000** so that we can confirm they are who they say they are; including the subcontractors we work with who will carry their own identification cards. We can also set up a password if this would help you feel safer when we need to work in your home.



What priority is my repair?

Emergency repairs (up to eight hours response time)

We are open 24/7 and you can report emergency repairs to us on our freephone number **0800 218 2000**.

In emergencies we will visit your home as soon as we can but sometimes this can be up to eight hours. You will need to wait at home until we have attended once you have reported the situation.

We may need to revisit to complete the repair. Where another appointment is required this will be made for you and we will send a text and email to confirm the date. You can then amend this appointment via your MySalix account if it is not convenient.

Urgent repairs

If your repair is identified as urgent, this will be classified as a priority and we will aim to offer you an appointment slot within five working days. You can choose a later appointment if this suits you better. There may be times when demand may exceed appointment availability, where this is the case the earliest available appointment will be displayed and offered to you.

Repairs we consider as urgent are;

- Loss of electrical power to one room/ part of your home
- Loss of water supply to part of your home
- Toilets that don't flush
- Blocked sink, bath or basin
- Taps which can't be turned
- A loose or detached banister or handrail
- Minor leaks
- Broken or leaking showers
- Overflowing water from toilets or tanks that are causing damage
- Leaks from baths, showers, basins or sinks that do not leak when not in use.

Appointed repairs

Appointed repairs are repairs that are not an emergency, or urgent in nature. We aim to resolve these repairs as soon as possible, however, these may take up to 60 working days to complete from the job being raised (approximately 2-3 months).

Examples of repairs diagnosed as appointed are:

- Guttering repairs
- Hot water cylinder requiring replacement
- Repairs to a door and where there is no security risk
- Manufactured joinery including doors and frames that need to be made to measure
- Replacement window frames and glazing
- Brickwork repairs including pointing
- Paths
- Uneven flagging*
- Roof work (if no leak)
- Plastering repairs
- Tiling Repairs
- Kitchen unit and door repairs
- Bathroom repairs including replacement sinks and toilets
- Partial re-wires and installation of replacement lights or sockets.

* Flagging may be removed and replaced with turf or grass seed

I have been contacted by someone to arrange a repair who says they are a contractor on behalf of Salix Homes – why?

Some repairs require specialist technology or engineers meaning we sometimes have to work with contractors to ensure the repair is completed correctly. We work with a number of specially selected contractors for items such as glass replacement, drain blockages and structural repairs.

If you have a repair which has been passed to a contractor they will contact you directly within 48 hours to arrange an appointment with you. You should also be able to find details of the subcontractor allocated within your text and email confirmation. If you wish to re-arrange an appointment with a subcontractor you will need to let them know directly. If you fail to do so and a failed appointment occurs you may be charged for this in line with our Rechargeable Repairs policy.

New Build Homes

You may live in one of our newly built homes – these homes are under a warranty for at least 12 months after they are built. If you report a repair during this time we are obliged to report the problem to the builder so they have an opportunity to repair this for you. In these circumstances the home builder will attend themselves or arrange one of their own contractors to do the repair.

What preparation do I need to do for my repair?

There are a few things you can do to help us make the repair go as smoothly as possible such as:

- Clearing the area being fixed by removing items from kitchen cabinets or cupboards and moving furniture
- Clean the area prior to the operative arriving to ensure it is hygienic
- Remove any floor coverings including laminate for repairs to floorboards or hidden pipes.

If the above guidance is not followed our operatives reserve the right to leave and re-arrange a new appointment date. If you require support or assistance for moving items please state this when requesting your repair. If we are able to help you will need to sign a disclaimer before any work starts and items are moved.

A repair was carried out to my walls or ceiling – can you help with decoration?

If your decoration is damaged following a repair, we will attempt to match the existing decoration to the best of our ability using white or magnolia paint. Alternatively, you may be offered decoration vouchers to contribute towards the costs in carrying out any subsequent redecoration following the repair. The amount will be calculated based upon an allowance of £25 per wall or ceiling affected, and is capped at a maximum amount of £300.

What if my belongings are damaged due to a water leak?

We will repair the structure of your property following a leak unless this was caused deliberately where recharges may apply. However, we are not responsible for any damage caused to your personal items.

You are responsible for ensuring you have adequate insurance cover in place to protect your belongings, this includes any damage caused as a result of leaks from within your home, your roof or other properties. We do not provide any cover or have any liability for providing replacement items or compensation for damaged items including flooring, furniture and clothing.

You can protect yourself by purchasing contents insurance, it means your personal belongings are insured against events including fire, theft and water damage. You can purchase insurance online via most insurance comparison websites. Alternatively Salix Homes has its own scheme just for customers which can be paid via instalments, for further information including details on how to apply is available on our website by visiting www.salixhomes.co.uk/insurance.

What repairs do I have to pay for?

We operate a Rechargeable Repairs policy meaning if you would like us to undertake a repair in the situations below, we will provide you with a price for completing the repair and ask for a deposit as a minimum.

Rechargeable Repairs include (but are not limited to):

- Changing your locks to provide you with replacement keys including when lost or stolen
- Repairs that are needed due to damage caused by you, a household member or a visitor to your home or where forced entry is required by emergency services
- Repairs due to alterations made by you with or without our permission
- Where we have to clear your home after you leave as you have not removed possessions or have left behind rubbish or other items.

More information on Rechargeable Repairs can be found on our website by visiting www.salixhomes.co.uk/our-repairs-service

Which repairs are my responsibility?

As well as Rechargeable Repairs, some repairs are also your responsibility to repair and maintain as per your tenancy agreement. Below are a list of repairs and items in your home that you are responsible for maintaining:

- Electrical appliances, cookers and heaters - unless provided by Salix Homes (not including our Recycling Scheme)
- Fencing and gates
- Gas fires - unless provided by Salix Homes
- Small cracks in plaster (which can be resolved with filler)
- Floor finishing (carpets, laminates etc)
- Maintaining and clearing your gardens
- Landscaping work to your garden including minor repairs to your driveway or path
- Providing replacement keys including window keys

- Maintaining or providing replacement light bulbs, plugs or fuses
- Maintaining, installing and replacing appliances such as washing machines, dishwashers, tumble dryers etc
- Repairing any damage caused by you, someone who lives with you or a visitor
- Sheds
- TV aerials and satellite dishes
- Repairing or maintaining any improvements done by you
- Plugs and chains to baths and sinks
- Replacing broken toilet seats
- Pest control services such as rats, rodents, wasps, squirrels or any other animals (Salford Council provide this service for a fee).

A full list of all repairs and who is responsible is available on pages 21-23.

I am a leaseholder – can I still get repairs?

Please refer to your leaseholder handbook for more information on the services available to you. As a general rule we do not maintain your home but are responsible for certain elements such as communal spaces and balconies.

I have damp or mould in my home – how can you help?

We have a zero-tolerance approach to damp and mould and are committed to resolving any issues of this nature as quickly as possible. Please report to us any signs of damp and mould as soon as you spot them. Once we receive the report our dedicated team will be in touch as quickly as possible on the next working day and no later than two working days to arrange mould treatment or an in person inspection. We will also check with you if you have any signs of damp and mould when visiting you at your home or when speaking to our customer service centre. For more information on how to manage this issue, visit www.salixhomes.co.uk/damp-mould-condensation.

I want to make a change to my home – how do I get permission?

If you have a secure tenancy with Salix Homes (this is usually after 12 months in your home) you can request permission to make improvements to your home. In order to do this you would need to complete the application form which details the requirements that will need to be met in order for permission to be considered. The form will then be assessed by the Repairs Manager. You will be informed if this is approved after consideration of legislation on planning, building controls and any impact on neighbours and the community.

It is important to note that if you carry out improvements to your home you are then responsible for any future repairs regarding or connected to the improvement undertaken. See www.salixhomes.co.uk/manage-my-home for full details.

Keeping you safe

If you have a gas supply our partner contractor, Sure, will visit your home once a year to check it is safe. We will also visit you to conduct an electrical test on your home every five years. During these visits we will also check your carbon monoxide, fire, smoke and heat alarms. It is a condition of your tenancy to allow for these tests to be conducted.

If you live in a high rise apartment block we have a team of Property Safety Officers who will regularly visit the block and check items such as fire doors to make sure our buildings are safe.

Fire prevention

You can help keep yourself and neighbours safe by preventing fires. If you are having a BBQ in your back garden ensure it is away from fences, sheds and other structures which could easily catch fire. Greater Manchester Fire and Rescue Service have safety advice you should consider before commencing your BBQ. Visit www.manchesterfire.gov.uk for more information.

Keep your home in an orderly condition as much as possible. If you do have a large amount of possessions keep yourself safe from fire by following this advice:

- Keep cooking areas clear of possessions and do not use hobs or ovens to store items
- Don't store items on or close to heaters, lamps or other electrical equipment
- Replace the batteries in your smoke alarm if it alerts you to do so
- Do not stack possessions too high that they could become unstable and fall over blocking your escape
- Sort through mail and newspapers when you receive them and recycle regularly – these items can easily catch fire
- If you smoke use a proper ashtray and keep it on a flat, stable surface and never leave lit cigarettes unattended
- Place candles and tea lights in heat resistant holders that hold them firmly. Keep them away from anything that can catch fire and never leave them unattended.

Stop rodents in their tracks

If you have a garden please maintain your grass and hedges to prevent easy nesting for rats and mice. Rats can cause a lot of damage and destruction to your personal possessions and can even chew through electricity cables.

Running a business from home

Salix Homes will only repair and maintain your property to a domestic living standard. If you are running a business from home you will need permission from Salix Homes in order to do so. You will be required to provide relevant insurance documentation. If your business requires changes to the property which are outside of our domestic specification such as additional locks or fire doors, this will be at your own cost, Salix Homes will not provide these items install them or repair such items.

What do I do if things go wrong?

Whilst we strive to ensure every repair goes smoothly, we understand that sometimes things do not go as planned. If you are unhappy with the service provided, please contact us to discuss your concerns and we will make every effort to make things right for you.

Provided you are still dissatisfied after allowing us to try and resolve the problem, you have the option to raise a formal complaint which can be done via your MySalix account or by contacting our customer service centre. Please be aware formal complaints may take up to 10 working days to investigate and respond and will not change your appointment date unless the wrong priority has been assigned.

The Housing Ombudsman Service can assist customers throughout the complaint process. For more information, please visit

www.housing-ombudsman.org.uk

Repairing responsibilities

The table below gives a full list of repairing responsibilities for your home.

Item	Us	You	Expectations
Bannisters	X		
Baths	X		Unless installed by you.
Blocked drain	X		We will recharge if the blockage is down to misuse.
Blocked waste to bath, basin, sink, toilet and shower	X		Providing you have made an initial attempt to clear it yourself.
Brickwork	X		
Ceilings	X		
Central heating pipes, radiators, timer and thermostat	X		
Chimney stacks and pots	X		
Cisterns	X		
Communal areas in flats	X		
Cooker		X	
Damp proof course	X		
Door entry systems	X		
Door locks	X		If broken. If you lose your keys this is your responsibility.
Doors - external and internal	X		
Downpipes, rain and soil stacks	X		
Driveways		X	Unless provided by Salix Homes.
Electric heaters		X	Unless provided by Salix Homes.
Electric plugs and fuses		X	
Electric wiring, sockets and switches	X		

Repairing responsibilities continued

Item	Us	You	Expectations
Electrical appliances (i.e. kettle, oven)		X	
Exterior and rendering	X		
Fascia	X		
Fencing and gates		X	
Gas fire		X	Unless provided by Salix Homes.
Floor finishing (i.e. carpets, tiles etc)		X	
Floorboards	X		
Foundations	X		
Garages or outbuildings	X		If owned by Salix Homes.
Garden clearance and maintenance		X	
Gardens		X	
Glazing		X	Rechargeable if due to vandalism or damage by members of the household or visitors. A police crime reference number should be provided to avoid being recharged.
Gulley, surrounds, grids and grates	X		
Guttering	X		
Immersion heaters	X		
Key replacement		X	
Kitchen cupboards	X		
Kitchen fittings and worktops	X		
Light bulbs		X	Unless in a communal area.

Repairing responsibilities continued

Item	Us	You	Expectations
Lighting pendants	X		
Locks and ironmongery		X	
Maintaining washing machines, dishwashers, tumble dryers and associated plumbing		X	
Overflow pipes	X		
Painting - outside	X		
Paths to communal areas or front and back doors		X	
Paths to garden		X	
Plaster	X		
Roof tiles and slates	X		
Sheds		X	
Sink base units	X		
Smoke detectors	X		
Stairs	X		
Taps	X		
Tenant alterations and improvements		X	
TV aerials		X	Unless communal.
Vents	X		
Wash basins	X		
Waste plugs and chains to baths and sinks		X	
Water heating supply	X		
Water supply	X		Unless it is United Utilities responsibility.
Window frames and furniture	X		

We value your feedback

We love to have feedback on the services we provide and encourage our customers to provide us with details on any services they have received. This is then analysed by both Salix Homes, and our Customer Committee to identify areas where we can improve the experience for our customers, and celebrate successes.

You will be able to help us by rating your repair via the link provided in your repair tracking text message. Additionally, we will send more detailed surveys to a selection of customers following repair to capture how we are doing against our Customer Charter promises.


If you prefer you can also submit feedback and compliments via your MySalix account on our website.



Book, schedule and track your repair online.

 www.mysalix.co.uk

 0800 218 2000

 Diamond House,
2 Peel Cross Road,
Salford, M5 4DT

Do you need help reading your Repairs Handbook?



العربية Čeština فارسی français كوردی polski ភាសាខ្មែរ

Scan the QR code to take you to the Recite me tool to translate the Repairs Handbook into your preferred language. Other



accessibility tools are available including large text, screen reader and audio file. Alternatively, call us on **0800 218 2000**.