

Repairs and your tenancy



As your landlord we aim to provide quality repair services, on time and with the highest standards of customer care.

Generally, we are responsible for repairs to the structure and outside of your home. We will only repair items which we supply or which we have accepted (in writing) responsibility for maintaining. If the item has been damaged by wilful misuse or neglect we may not accept responsibility for its repair.

Your responsibilities:

- you must tell us when a repair needs doing in your home
- you must allow reasonable access to your home for the purposes of repairs and maintenance. Failure to do so may result in LMH taking legal action to gain access. We will normally give notice in writing but in an emergency we reserve the right to obtain immediate access.
- when you buy and fit your own fixtures, fittings and appliances it is your responsibility to repair and maintain them
- if items are damaged or missing due to wilful misuse or neglect you will be expected to replace or repair them
- you must remove rubbish from the inside of the property (including the loft) and from the outside the property both during and at the end of your tenancy.

Your tenancy agreement contains details of all your responsibilities relating to repairs.

Reporting repairs

If you have a repair to report, contact LMH connect on **0800 678 1894**. You will need to provide as much detail as possible about the repair and include your contact/access details.

LMHconnect@liverpoolmh.co.uk is a new email address that you can use to send repair requests or enquiries regarding repairs direct to our call centre. All call centre staff will have access to this mailbox and will regularly check for incoming mail and take action as necessary. Please include your customer contact details so we can get back to you with details of what action has been taken. This is an ideal way of reporting routine repairs or general enquiries and helps us to deal with our customers more efficiently. If you are reporting an **emergency or urgent job** please continue to phone us.

If the repair is our responsibility, we will confirm the category of your repair so that you know the maximum time you will wait for completion. You will also be provided with a unique repair reference number which you should quote in any future communication.

We prioritise each repair as follows:

Emergency repairs

We will respond to emergency work within two hours and complete the work within 24 hours of you reporting your repair

Urgent repairs

This work will be completed, by appointment, within three working days of you reporting your repair

Routine repairs

This work will be completed, by appointment, within 20 working days of you reporting the repair.

Emergency repairs

You can report an emergency repair at any time of the day or night.

Emergency repairs include any defects or damage that may make the property unsafe, insecure or dangerous (e.g. electrical faults, gas escapes, major leaks, security issues or blocked drains etc).

Rechargeable repairs

We will make a charge for any repairs that need to be carried out due to deliberate damage or neglect caused by you, members of your family or visitors to your home, or damage caused as a result of police following enquiries.



Improvements to your home

You can carry out improvements to your home as long as you get our written permission before you start. The work must be done to a reasonable standard and you must, if required, obtain building regulation approval and planning permission.



Gas servicing

A separate information leaflet is available at all neighbourhood offices.

Major improvement works

We are undertaking a five year £300m major improvement programme to ensure all our homes meet the higher LMH standard. This programme includes installing double glazing and central heating, as well as the renewal of bathrooms and kitchens where needed.

Important

If you have installed laminated flooring/block paving to your home, please be aware that it may be necessary for you to take up the flooring/paving to enable the repair work to be carried out. LMH will not repair or replace any flooring/paving that is damaged whilst attending to your repair.

Our repairs promise

- we aim to provide an efficient day-to-day repairs service that is responsive to residents' needs.
- we will make sure that homes are structurally sound and weatherproof, with hot water and heating. (The law requires us to keep all homes in a decent state of repair.)
- we will carry out repairs to our properties as required.
- we will prioritise repairs for vulnerable, elderly or disabled people and for those living in supported housing. For these customers in particular, a broken heating system could affect their health and wellbeing.
- we will carry out regular customer satisfaction surveys and the results will be published together with information on how the contractors are performing, so you can see how well we are doing.





Our repairs contractors

Responsive repairs (**all areas**):

The Kinetics Group

Gas servicing and repair (**North and North West Areas**):

PH Jones

Gas servicing and repair (**South, East and West Areas**):

The Kinetics Group



Repairs and your tenancy - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Reparaciones y su contrato de alquiler - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Hawlaha dib u hagaajinta iyo kiraysiga gurigaaga - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

Ремонт и ваша аренда жилья - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

تاعوبطمو توص طئارشو ليارب فقيرطو تامچرت دجوت -كعب صاخلا راجيإل او تاحالصال
مقر ىلع انب لصتا بلطلا دنع ؤرفاوتم ؤري بئك 0800 678 1894. (Arabic)

هب تاعالطا نيا تفاي رد ىارب دين اوتىم ديش اب ليام هچنانچ - راجا دروم كالم و تاري م عت
اي و ىتوص راون ىور رب طبض اي (نايان يبان صوصخم) ليارب فورح اي همچرت تروص
ديهد تس اوخرد گرزب فورح اب پياچ 0800 678 1894. (Farsi)

维修与租期 如需翻译、盲文、录音磁带和大字版本，请随时索取 请拨打 0800 678 1894 与我们联系 (Chinese)

 0300 123 2300

 0800 678 1894



LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10:30am for staff training.

North West 3 Mark Steet, L5 0RF

North 3 Falklands Approach,
Off Parthenon Drive, L11 5BS

East Unit One, Montrose Business
Park, Edge Lane, L7 9PX

West 172 Park Road, L8 6SJ

South 4 Smithdown Place, L15 9EH

Head Office Commutation Plaza,
1 Commutation Row, L3 8QF



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