



Maintenance and repairs guide

Every year Squared carries out hundreds of repairs that are in fact our tenants' responsibility under the terms of their tenancy agreement, rather than Squared's.

In a bid to ensure all our tenants are aware of their responsibilities we have put together this information leaflet.

We have tried to be as clear as possible, however if there is something you don't quite understand you can contact our Maintenance and Repairs department or your Customer Relationship Manager, who will be happy to discuss this with you.

Blocked waste pipes and drains

Squared want to ensure you can deal with a blockage quickly and efficiently, so we're happy to give advice and potentially recommend a contractor to do the work if needed. If you report a blockage which you have already tried to unblock, Squared will arrange for someone to visit you. However, please be advised if the blockage is found to be tenant fault eg toilet tissue, grease, nappies, wipes and other foreign objects you will be recharged.

The table below outlines who is responsible for blockages:

Squared's responsibilities	Living in a house	Living in a flat
We are responsible for clearing communal blockages e.g. in a flat or on our private roads/land.	You are responsible for clearing all blockages that occur in your home. This includes: blocked toilets and sinks, all internal and external drains e.g. driveway and manhole covers.	You are responsible for clearing all blockages in the first instance. If a blockage is still evident Squared will step in to investigate further as it may be a communal issue.

Mould and Condensation

Mould and condensation are extremely common in the colder months therefore thorough ventilation in your home is required.

You may have noticed black patches appearing around windows and doors or even on your ceiling and walls. If so, this is caused by condensation. It is the tenant's responsibility to ensure the property is free from mould caused by condensation and will need to be cleaned with a mould remover.

Squared take numerous calls about this. We can only offer advice and provide information on what you, as tenants, can do to eliminate the mould along with looking after your home and health. In rare cases there may be an underlying problem that is within the structure of the building, if this does occur then we will arrange for a professional to investigate.

The table below outlines who is responsible for mould and condensation issues:

Squared's responsibilities	Living in a house	Living in a flat
<p>Squared are responsible for ensuring our tenants are educated on this topic and can provide information leaflets on request.</p> <p>We will arrange a survey when there is a possibility the damp is not caused by condensation.</p> <p>Squared are responsible for any damp in communal areas and ensuring guttering and downpipes are working efficiently to avoid damp walls.</p>	<p>You must use extractor fans, oven hoods and open your windows to avoid condensation.</p> <p>The mould must be cleaned off with a mould remover and left to dry.</p> <p>You must not have items of furniture close to walls as air cannot escape and this will cause black mould.</p> <p>Tell us as soon as you notice guttering leaking or dripping down walls.</p>	<p>You must use extractor fans and oven hoods and open windows to avoid condensation.</p> <p>The mould must be cleaned off with a mould remover and left to dry.</p> <p>You must not have items of furniture close to walls as air cannot escape and this will cause black mould.</p> <p>Tell us as soon as you notice guttering leaking or dripping down walls.</p>

Pests

If you have a pest problem in your home, you are requested in the first instance to use pest control products to eliminate the issue.

Squared can give advice on what to do, your local authority can also provide pest control services at very reasonable rates. Please visit www.luton.gov.uk or www.centralbedfordshire.gov.uk. Squared will step in if the pests are in communal areas and if there are holes that need filling.

The table below outlines who is responsible for pest issues:

Squared's responsibilities	Living in a house	Living in a flat
<p>We will ensure all holes are filled in the structure of the building.</p> <p>Where we have an elderly or vulnerable person Squared will look at each case to see if support is required.</p>	<p>You are responsible for ridding all pests in your home, including but not limited to: ants, cockroaches, wasps/bees, rats and mice.</p>	<p>You are responsible for ridding all pests in your home including but not limited to: bed bugs, ants, cockroaches, rats and mice.</p> <p>If the issue is more widespread Squared may get involved.</p>

Doorbells and fuses

Squared will ensure all electrical wires and cabling are safe in your home. Before reporting an issue with an appliance not working please check the fuses first. We attend many call outs where it has been reported that an appliance keeps tripping the electrics, much of the time this is because a fuse has blown in the plug or for overloading plugs.

The table below outlines who is responsible for doorbells and fuses:

Squared's responsibilities	Living in a house	Living in a flat
We will ensure: <ul style="list-style-type: none">• wired in doorbells are working• there are no faults with electrical cabling by carrying out electrical checks	You are responsible for ensuring: <ul style="list-style-type: none">• the batteries are replaced in your doorbell• fuses are checked inside the plugs of your appliances	You are responsible for ensuring: <ul style="list-style-type: none">• the batteries are replaced in your doorbell• fuses are checked inside the plugs of your appliances

Lost keys

Squared will not arrange for locks to be changed if keys have been lost. If you lose or misplace your keys, you will be responsible for getting new keys cut and/or the locks changed. We can give you advice and recommend a locksmith. If you live in a flat, you may also be responsible for getting any communal front door keys/locks/fobs changed - this is for the safety of everyone.

Out of hours calls

Out of hours is available from 17:00 until 09:00 Monday to Thursday and 16:30 from a Friday until Monday 09:00. **You must only call in an emergency and if the issue cannot wait until we are open at 09:00 on the next working day.** Before calling our out of hours number please think is it really an emergency or if it can wait until the morning. You can use this service if you need to report an emergency over the weekend.

For any emergency plumbing/ electrical issues the numbers are: 01582 509419/0800 999 09 29

For all other emergencies the out of hours number is: 0800 0147 333

Remember, only call the out of hours numbers in an emergency that cannot wait until the next working day, otherwise you may be charged.

Emergency calls	Non-emergency calls
<ul style="list-style-type: none">• Escape of water• No heating and/or hot water (over weekends)• Smoke/fire alarm sounding (flats)	<ul style="list-style-type: none">• No electric – fuses must be checked first and that you have not run out of electric• No heating and/or hot water on a weekday• Toilets not flushing• Pests• Fire alarms sounding in a house• Lost keys or locked out (tenant responsibility)• Fences blown down

Smoke/fire alarm batteries

Is your home safe?

Squared will ensure you and your home are safe by providing smoke/and or fire alarms. It is your responsibility to ensure you and your family are safe by changing the batteries when required and to ensure the alarms are not covered over and to check them regularly. When the batteries need changing the alarm will beep and will continue to do so until the batteries are changed. As soon as you notice an error with your alarm **you must** report it immediately.

The table below outlines who is responsible for smoke/fire alarms:

Squared's responsibilities	Living in a house	Living in a flat
We will ensure wired in smoke /fire alarms are checked and attend to any errors that are reported.	You are responsible for ensuring your safety in your home by changing batteries when required. You are also responsible for testing the alarms in your home.	You are responsible for ensuring your safety in your home by changing batteries when required. You are also responsible for testing the alarms in your home.

Did you know?

- Cooking fires are the main causes of fire in the home
- Every 6 days someone dies in a fire started by smoking materials
- Two accidental dwelling fires a day are started by candles
- Faulty electrics cause about 4,000 fires in the home each year, overloading plug sockets being the most common of these
- In the year ending June 2019, 215 people lost their lives due to a fire at home

You are around eight times more likely to die from a fire if you don't have a working smoke alarm in your home.

Contents insurance

It is extremely important that **all** Squared tenants insure their personal belongings. In the unfortunate event of an accident or burglary we all need that peace of mind that we are protected. Many tenants do not have contents insurance which is alarming considering all the possessions they own but may think it will never happen to them.

We offer a 'My Home Contents' insurance package with reasonable rates via the National Housing Federation. For more information please contact us on 01582 391053.

Other tenant responsibilities

- Changing toilet seats and cleaning showerheads
- Making good any tenant damage to the property inside and out
- Filling small cracks in plaster (providing not structural)
- Gas fittings and electrical appliances fitted by tenant, or provided as a gift from Squared
- Replacing lightbulbs (not florescant or bathroom sealed tubes)
- Keeping your home reasonably decorated and your garden area neat, tidy and free from rubbish
- Draining down your heating system if you are away for long periods
- Plumbing in washing machines and dishwashers or venting of tumble dryers
- Replacing and maintaining internal doors and frames including any door knobs, locks or chains
- Adjusting doors where needed for the fitting of new carpets

How do I report a repair?

For non-urgent repairs, the easiest and quickest way to report a repair is through the 'My Squared' tenant portal. If you have not yet registered, please contact your Customer Relationship Manager for details of how to sign up.

If you are not computer literate or do not have access to our portal you can still call on 01582 391 053 and use our automated service to report your repair.

The table below outlines when you can expect repairs to be carried out:

Repair types	Timescales
Emergencies	24 hours
Urgent repairs	7 days
Routine repairs	28 days
General repairs from inspections	6 months

If you have any queries about the content in this leaflet or would like to dicuss this further, please contact us.