Repairs
A guide for leaseholders
Large print format available
If someone in your household needs this information in large print or as an audio recording please contact our Customer Service Centre on 020 3535 3535.

This leaflet explains what we will do when something in your home needs to be repaired.
It also provides detailed information about our repair service and useful tips on how to stay safe in your home.
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Who is responsible for repairs to your home?

Your responsibilities

As a leaseholder you are required to pay service charges. These charges are your share of the costs of managing and maintaining your building (excluding costs which are your responsibility) and its common parts. If you live on an estate, you also contribute towards the management and maintenance of external communal areas.

You are required to allow us to gain access to your property, with appropriate notice, to undertake emergency repairs or to access structural areas for repairs.

Your lease tells you in detail who is responsible for repairing the various elements of your estate, block, house or flat. This leaflet gives some guidance on repairs but is not meant to replace your rights and responsibilities as outlined in your lease.

You are generally responsible for repairs and maintenance to the interior of your home. For example:

- central heating (including annual gas safety check)
- water tanks in your flat
- internal walls, floors and ceilings
- doors, door frames, locks and door hinges
- the glass in windows
- window catches, locks, hinges and sash cords
- plasterwork
- decoration
- air vents and extractor fans
- any internal blockages and overflows (e.g. sinks, baths, WCs)
- leaks from within your flat and any damage caused to another property
- all plumbing and electrical services

How to contact us

Before you call us to report a repair, check pages 4 and 5 of this leaflet to see if the repair is your responsibility or ours.

If it’s our responsibility, please contact our Customer Service Centre on 020 3535 3535.
window frames
external doors.

If you live in a house you will also be responsible for any maintenance and repairs to the outside of the property.

Our responsibilities

If you live in a flat that we manage, we are responsible for arranging repairs to the structure and outside of your home. You pay for this through your service charge. For example:

- roof
- outside walls
- gutters and external pipes
- drains and gullies
- interior communal parts (e.g. lighting)
- communal TV aerials, lifts and entry phones
- fire alarm systems
- communal roads, pathways and steps
- communal boilers.

If you are unsure about whether a particular repair is a landlord or leaseholder responsibility, please contact our Customer Service Centre.
A guide to the repair process

You can report a repair to us through any of the following ways:

- Phone: 020 3535 3535
- Online by logging in to our Customer Self Serve system: www.metropolitan.org.uk/customerselfserve
- Email: contactus@metropolitan.org.uk
- Post: Metropolitan, PO Box 10262, Nottingham NG8 9LE

You can also report a repair to your caretaker if this is a service provided to you.

When you contact us please tell us:

- your name, address and telephone number
- as much detail about the repair as you can and where it is.

What we will do

Our Customer Service Centre will place an order for a repair. Usually this will be through a contractor working on our behalf. We will:

- tell you what we intend to do
- tell you how soon the repair will be done
- send you a short satisfaction survey afterwards so you can tell us how we did.

Inspecting a repair

Sometimes repairs will need to be inspected before and/or after they are complete. Where this is the case, the Customer Service Centre will make arrangements for someone from the maintenance team to carry out an inspection.

Monitoring repairs

Our Customer Service Centre monitors repairs from when they are reported to completion. They will follow up any outstanding
repairs where necessary and answer any of your questions.

**Repair priorities – how long will the repair take?**

We have target times for the completion of repairs which fall into the following categories:

- **Emergency repairs**
  within 24 hours

- **Routine repairs**
  within 28 calendar days

- **Major routine repairs**
  within three months or as part of our planned programme of works

**Major repairs and planned maintenance**

**Major repairs**

These include structural repairs to the building, repairs to the area around and specific to the dwellings, service installations (e.g. renewal of installations such as the supply of gas, electricity and water, heating and ventilation and lifts) and improvements.

**Planned maintenance**

We carry out planned maintenance based on a regular cycle of work and, where relevant, include this in the service charges we collect. Regular maintenance includes work such as:

- regular servicing of lifts
- painting the walls in shared stairways
- re-pointing brick work on the outside if necessary
- replacement of gutters and down pipes if necessary
- painting outside windows and doors.

**Consultation about planned maintenance and major works**

Metropolitan has a duty to consult with leaseholders before work is carried out:

- where the work will cost any one leaseholder more than £250
- where the amount payable by a leaseholder exceeds £100 in any one year.

In such cases each affected leaseholder will be sent a letter explaining the proposed works, including financial information.
Paying for planned maintenance and major works

On some schemes we collect contributions in a separate fund called a sinking fund. We can only use this money for planned maintenance. We hope that by setting aside this money, there will be enough available when the time comes to carry out planned works. However, this cannot be guaranteed. If we need more money or there is no sinking fund, we will consult you at the time and send you an invoice for the extra charge within 18 months of the work being completed.

Insurance

Please ensure that you have arranged adequate insurance cover for both your property and your contents. Please see our website for more information. www.metropolitan.org.uk

Right to repair

If our repair service has not reached the required standard you may be able to progress the work under the ‘Right to Repair’ scheme. There are specific circumstances to be able to use this scheme and you should ask for details before you follow the procedure, but you could be entitled to compensation if we do not complete a repair within a specified time limit.
Complaints and compensation

If you have a complaint about a repair, or are seeking compensation please contact our Customer Service Centre.

Emergencies

Gas

If you smell gas in your home:
- turn off your gas supply at the meter; contact your caretaker (if you have one)
- open all doors and windows to get rid of the gas
- do not turn any electrical appliances or light switches on or off
- do not use door bells
- do not light a match or cigarette lighter
- check to see if an appliance has been left on, but is unlit. If so, do not turn your gas back on or try to re-light until the smell of gas has cleared.

If the leak cannot be stopped by turning off appliances, phone the National Gas Emergency Service immediately on 0800 111 999 or 0800 371 787 (deaf or hearing impaired). This service is free.

Please note Moorlands residents should contact Multi-gas on 020 8651 2644 or 01293 529 380.

The Gas Emergency Service will attend as soon as possible to make sure your appliances are safe to use. They will advise you if the problem requires your gas to be shut off until a repair can be carried out. For more information, refer to our Gas Safety leaflet.
Translators

This leaflet explains who is responsible for repairs to your home.

We want all of our customers to be able to understand the customer information we provide. If you would prefer to receive this information in your own language, please contact us on 020 3535 3535 and we will take reasonable steps to arrange this for you.

Chinese simplified
本宣传单说明了谁对你的住宅修理负有责任。
我们希望我们的顾客都能够理解我们所提供的顾客信息。如果你希望收到本信息的采用了你的语言的版本，请联络我们：020 3535 3535，我们将采取合理的步骤来为你安排此事。

Chinese traditional
本宣傳單說明了誰對你的住宅修理負有責任。
我們希望我們的顧客都能夠理解我們所提供的顧客資訊。如果你希望收到本資訊的採用了你的語言的版本，請聯絡我們：020 3535 3535，我們將採取合理的步驟來為你安排此事。

Polish
Ta broszura wyjaśnia, kto jest odpowiedzialny za naprawy Pana/Pani domu.
Chcemy, aby wszyscy nasi klienci byli w stanie zrozumieć informacje dla klientów, jakie zapewniamy. Jeśli wolą(a)by Pan(i) otrzymać te informacje w swoim własnym języku, prosimy skontaktować się z nami pod numerem tel. 020 3535 3535, a podejmiemy stosowne kroki w celu zorganizowania tego dla Pana/Pani.

Portuguese
Este panfleto explica quem é responsável por efetuar reparações na sua habitação.
Queremos que todos os nossos clientes compreendam as informações que facultamos. Se preferir receber esta informação no seu próprio idioma, contacte-nos através do 020 3535 3535 e faremos o possível para o providenciar.

Punjabi
ਇਕਾ ਪਤਰ ਮਾਇਲ ਕੀਤਾ ਗਿਆ ਹੈ ਕਿ ਕੁੱਲੇ ਪਰਿਵਾਰ ਚੇਹਰੀ ਭੂਮਿਕਾ ਦੇਖ ਲੈਂਦਾ ਹੈ।
ਅਸੀਂ ਜੋਡੇ ਦੇ ਜਿਨ੍ਹਾਂ ਨੇ ਕੱਲੇ ਮੇਲੇ ਗ੍ਰੇਡ ਮੰਡਲੀ ਪੁਲਾਂਤ ਲੇਡੀ ਗ੍ਰੇਡ ਨਿਵਾਸ਼ ਸਭਾ ਸਰਕਾਰ। ਨੇ ਕੁੱਲੇ ਦੁਆਰਾ ਵਿਚਕਾਰੀ ਉਂਚੀਆਂ ਭਾਸ਼ਾਵਾਂ ਦੇ ਪ੍ਰਾਬੱਧ ਪ੍ਰਤੀਬੱਧ ਮਕੇਸੀ ਕਾਢਾ, ਜਿਥੇ ਵਿਚਕਾਰੀ ਕਰਨ ਵਾਲੇ ਸਾਰੇ ਸਾਰੇ ਸਾਰੇ 020 3535 3535 ਦੇ ਸੰਪਰਕ ਕਰਨ ਵਾਲੇ ਜਾਂ ਸਾਰੇ ਭਾਸ਼ਾਵਾਂ ਦੇ ਪ੍ਰਤੀਬੱਧ ਵਾਲੇ ਲਗਦੀ ਲਗਦੀ ਵਾਲੇ ਵਾਲੇ ਵਾਲੇ।
Somali
Buugyarahani waxa uu kuu sharxayaa cidda ka masuul ah hawlaha dib u hagaajinta ee gurigaaga.
Waxa aan rabnaa in macaamiishayada oo dhani ay fahmi karaan macluumaadka aan bixinno ee aan macaamiisha ugu tala galnay. Haddii aad ka jeclaan lahayd in aad warbixintan ku hesho luqaddaada gaarka ah, fadlan annaga nagala soo xiriir lambarka 020 3535 3535 waxaanan si kastoo macquul ah ugu dadaali doonaa in aan taas adiga kuu habayno.

Spanish
Este folleto explica quién es la persona responsable de las reparaciones en su hogar.
Deseamos que todos nuestros clientes puedan comprender la información que facilitamos. Si prefiere recibir esta información en su idioma materno, llame al 020 3535 3535 y tomaremos las medidas razonables para proporcionarle este servicio.

Turkish
Bu yaprakçık evinizdeki tamirat işlerinden kimin sorumlu olduğunu izah etmektedir.
Tüm müşterilerimizin tedarik etmekte olduğumuz müşteri bilgilerini anlayabiliyor olmalarını arzu ediyoruz. Eğer bu bilgilerin kendi dilinizde elinizce geçmesini tercih ediyorsanız, 020 3535 3535 numaralı telefondan bizimle temasa geçtirdiğinde bunu size ayarlayabilmek için her türlü makul adımı atacağız.

Urdu
پینے پر مضامین کے ذریعے آپ کے گھر کی تعمیراتی چیزیں کی جگہ کسی کیہیں
ہم ہمہ مشتریوں کے لئے اپنی اطلاعیں دکھائیں۔
یہ یقینہ ہے کہ آپ گھر کی تعمیراتی چیزیں کی جگہ کسی کیہیں

Vietnamese
Tờ thông tin này giải thích rõ ai là người chịu trách nhiệm về những sửa chữa đối với nhà của quý vị.
Chúng tôi muốn tất cả khách hàng của chúng tôi có thể hiểu được thông tin khách hàng mà chúng tôi cung cấp. Nếu quý vị muốn nhận thông tin này bằng ngôn ngữ của quý vị, xin vui lòng liên hệ với chúng tôi theo số 020 3535 3535 và chúng tôi sẽ thực hiện các bước phù hợp để sắp xếp việc đó cho quý vị.