The tenant’s guide to repairs, maintenance and improvements
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Introduction

We are committed to providing and maintaining quality accommodation for you. This booklet will help you when you report a repair. It will help you give us the correct information, so we can deal with your repair properly.

Please read this booklet and keep it in a safe place, so you can refer to it when you need to report a repair.

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Section One: Requesting a repair

1. How to report repairs

Please report repairs promptly. Any delay might make the problem worse.

- To report a **gas central heating or hot water repair**, call our gas contractor, Paynes Heating and Plumbing Ltd, on 01825 891723 between 8.30am and 6.30pm Monday to Friday.

- For **all other repairs** including emergency repairs & repairs information, call 01883 722000 at any time.

- You can report the problem **in person** to your Sheltered Scheme Coordinator (if you live in sheltered housing) or by visiting Customer Services at the Council Offices, 8 Station Road East, Oxted, Surrey RH8 0BT.

- Submit the online repair request form at: www.tandridge.gov.uk/reportrepair.

- E-mail: repairs@tandridge.gov.uk

- Write to:
  Repairs Administration
  Tandridge Commercial Services
  Warren Lane
  Hurst Green
  Oxted RH8 9DB

To help us arrange the repair quickly, when you submit a form, e-mail or write to us, please remember to include your daytime contact phone number(s) and precise information about what needs repairing, including the location.

**Emergencies outside office hours**

If you need an emergency repair outside office hours, please call **01883 722000**. This service must only be used in a real emergency, likely to be life threatening or cause serious injury to persons or significant damage to property.

Some examples of emergency repairs include:

- Burst pipes.
- Serious structural, storm or flood damage.
- Blocked drains and toilets (where there is only one toilet in your home).
- Complete loss of power or lighting.
- Other problems that seriously threaten your home or your health.
Sometimes we will carry out a temporary repair, just to make your home safe. If that is the case, we will carry out a permanent repair later.

Weather conditions can affect us safely carrying out even temporary repairs. For example, it may be unsafe to access a roof to carry out repairs in windy conditions. We may also have to wait for daylight before it is safe to carry out such repairs. Where repairs cannot be completed out of hours, we will arrange to return when it is safe and convenient to do so.

If you use the emergency service for work that is not an emergency, you will be recharged for the full costs of the call out. These costs are likely to be high, as they will include a charge for working outside normal hours.

**Gas leaks**
To report a gas leak contact National Gas Emergency Service on **0800 111 999**.

If you suspect a gas escape:
- Call National Grid immediately.
- Don’t smoke or use naked flames.
- Don’t turn electric switches on or off.
- Turn off the gas supply at the meter.
- Open all doors and windows.

**Power cuts**
To report a loss of electrical power contact UK Power Networks on **0800 783 8866/0333 202 2023**.

**Gas and electric meters**
Some properties have gas or electricity meters operated by a key or card. These are provided by the company you buy gas or electricity from. You can get telephone numbers from the telephone book, directory enquiries or the internet.

The company will send you a key or card for your meter. These can be recharged at local shops displaying the Pay Point logo. If you have this type of meter, please make sure you have enough credit units for your gas and electricity requirements and you know where you can buy additional units outside the Pay Point shop opening hours.

If you have problems with your metered supplies, including key and card meters, you should contact the following:
- EDF: 0800 015 1733.
- British Gas: 0800 048 0303.
- Scottish Power: 0800 027 0072.
- E-on: 0345 303 3040.
2. How quickly are repairs carried out?

We put repairs into categories and carry out the most urgent first. When you request a repair you will be told what priority it has been allocated, so you know how quickly we hope to complete it. The priorities are:

- **Priority 1:** Emergency repairs to be completed within 1 working day.
- **Priority 2:** Urgent repairs to be completed within 7 working days.
- **Priority 3:** Routine repairs to be completed within 30 working days.

Examples of the types of repair included in these three priorities can be found in the table on Page 13.

3. What happens when I report a repair?

Most jobs will be booked in without the need for an inspection before, which means the work is carried out quicker. Most repairs are completed on the first visit. Occasionally we may have to order additional materials and agree another date when we can carry out the work.

Some jobs will need to be inspected first. If we have to inspect, we will contact you within 10 working days. Where a matter is urgent we will make special arrangements.

Once the repair has been identified, the work is prioritised (see section 2 above) and passed to our contractor.

If you are considered to be at risk, perhaps because you or a member of your household has special needs, is elderly or vulnerable, we may give your repair request a more urgent priority than usual. Usually we need to gain access to your home to carry out the work. When you report a repair, you must give us details of when you will be at home and a contact telephone number. Our contractor will always try to phone you to agree a convenient appointment.

If you are not at home when the contractor calls, a card will be left inviting you to contact their office to re-arrange the visit. If they visit you again and you are still not at home, they will cancel the job and you will have to report the repair again. We will try to contact you by phone if this happens.

There will be occasions when we will not be able to complete the repair in the recommended timescale, eg if a part needs ordering.

When you report a repair, we will send you an acknowledgement form. The form will contain information about your repair - the job to be done, job number, target completion date and the name of the contractor.
The form also contains a pre-paid questionnaire asking what you think of the repairs service. It would be helpful if you could complete the form and return it to us. We use the information you provide to help improve the service.

Some completed repair jobs are checked for quality and value for money by our housing staff. This is to ensure the work has been done properly and on time. The officer will arrange a convenient appointment with you for the inspection. If you are unhappy with the work carried out, please let us know.

4. The Right to Repair Scheme

Under the Right to Repair scheme the government has given tenants a right to compensation if councils do not carry out some repairs within a set time. You will get compensation if:

- We do not carry out certain repairs within a set time - the government’s list of qualifying repairs are shown in italics in the table on page 13 of this leaflet.
- The work costs less than £250.
- You have not stopped our contractor from entering your home.

If any of these qualifying repairs are not completed within the set time, which is usually 1 working day, you can require the Council to instruct another contractor to carry out the work.

If the second contractor fails to complete on time, the Council must pay you £10 compensation, plus £2 for each day’s delay in completing the repair, subject to a maximum of £50.

If you are entitled to compensation under this scheme, but owe us money for rent or anything else, we will take your compensation off the amount you owe us.

5. Landlord and tenant responsibilities

Works we carry out
We are responsible for keeping in good repair:

- The structure and exterior of your home, which includes:
  - Foundations, external walls, roofs, chimney stacks and flues.
  - Drains, gutters and rainwater pipes.
  - Outside doors, window sills and frames, including locks, keys, handles and hinges.
  - Internal walls, floors, and ceilings, plasterwork, and skirting boards.
- Front/side entrance paths, steps and handrails (excluding rear garden paths and paved patio areas).
- Gates and boundary fences (ie a fence adjoining a footpath or road, not a dividing fence between properties).
- Garages, brick sheds and store areas.

• Fixtures and fittings provided by the Council, such as:
  - Basins, sinks, baths, showers, toilets and waste pipes.
  - Kitchen units.
  - Hard-wired smoke or heat alarms, carbon monoxide alarms.
  - Lifts, stair lifts and mechanical lifting devices in properties adapted for tenants with special needs.
  - Electrical wiring, sockets, switches, gas and water services, pipes and taps.
  - Heating and hot water systems, radiators, fireplaces and fixed heating appliances.

• Repairs to communal areas:
  - Shared entrances, halls, stairways and passages.
  - Communal lighting.
  - Communal laundry equipment.
  - Lifts, rubbish chutes and lighting
  - Entrance paths, steps, handrails and paved patio areas if we have provided them.
  - Shared washing lines.
  - Entry phones, fire alarms, shared TV aerials and smoke detectors in shared areas.

• Decoration to the outside of your home and to communal areas.

We will make good any areas disturbed or damaged as a result of carrying out repairs. If you are over 70, or registered disabled, our contractor will, if required, move furniture or lift carpets to carry out repairs. If carpets have been glued down or are foam-backed and stuck to the floor, the Council cannot accept liability for any damage.
Which repairs are tenants responsible for?
As a tenant, you are responsible for:

- Repairing or renewing:
  - Any fittings, extensions or alterations which you have installed or carried out.
  - Any internal or external item damaged by, or resulting from the negligence of you, someone who lives with you, or a visitor to your home. Damage caused by others should be reported to the police and a crime reference number obtained and passed to us when you report the damage.
  - Broken glazing to all windows except when you can give us a crime number obtained from the police, or you are suffering harassment, or you can show you did not break the window.
  - Internal doors and door frames and casement stays to timber windows.
  - Locks, handles and hinges on doors inside your home.
  - Locks or keys to any type of door in the event of being locked out.
  - Letterboxes and doorbells.
  - Dustbins, wheelie bins, washing lines or rotary driers.
  - Solid fuel fire parts and sweeping your chimney or flue at least once a year if you use solid fuel and keeping it free from obstructions.
  - Dividing fences between properties.
  - TV aerials (if you live in a house or in a block of flats that does not have a communal TV aerial).
  - Washers on sink, basin or bath taps, plugs and chains in baths, sinks and basins, toilet flush handles’ and chains.
  - Plugs, light bulbs, fluorescent tubes/starter, fuses and re-setting circuit breakers.
  - Toilet seats, insulation jackets to hot water cylinders or tanks.
  - Shower hoses and shower heads.

- Small maintenance jobs, such as:
  - Oiling locks, hinges, and ventilators.
  - Clearing blocked waste pipes if the blockage is caused by household waste/your actions.
  - Bleeding air from unsealed radiators and re-setting time switches/thermostats.
  - Cleaning smoke detectors and changing their batteries.
  - Fitting draught excluders.
• Internal decoration, including the filling of any minor cracks in walls and ceilings.
• Keeping your garden in a tidy state.
• Providing your own washing lines and posts, except when these are shared.
• Dealing with household pests, eg rats, mice, cockroaches, ants, wasps etc.
• Plumbing in washing machines and dishwashers.
• Adjusting doors over new carpets.
• Ensuring any gas appliance you have installed is serviced at least once a year, by a Gas Safe registered contractor and supplying the Council with a copy of the gas servicing certificate.
• Taking all reasonable precautions to prevent damage to the property by fire, frost, burst pipes or blocked drains.

The repairs team will tell you if a repair is your responsibility. If you are over 70 years of age, or registered disabled, we may carry out some of these small jobs for you.

You must always:
• Report any repair to us as quickly as possible.
• Allow access for our staff and contractors to inspect and carry out repairs.
• Leave your home in a clean and tidy condition at the end of your tenancy, removing all furniture, rubbish etc.
• Remove, when necessary, any fitted carpets to allow our contractor to carry out repairs.
• Get written consent from the Council before you carry out any alteration or improvement to the property.
• Ensure you adequately heat and ventilate your home to keep it free of condensation.

6. Our repairs agreement with you

When you contact the Council you can expect to be dealt with in a courteous and professional manner at all times and can be assured of equal treatment.

What you can expect from us:
We will always:
• Be friendly, polite and professional towards you.
• Be discreet and treat any information provided by you with an appropriate degree of confidentiality.
• Be sensitive to your individual needs and treat you with respect.
• Ask for your opinions and seek suggestions regarding the services we run.
• Respond to any complaint you have in an open, professional and fair manner.
• Ensure:
  – You are provided with a leaflet which gives all the information about the repairs services offered.
  – A direct access telephone number is available seven days a week, 24 hours a day, to request responsive repairs during the day and emergency repairs out of hours.
  – 90% of all non-emergency repairs are completed within the target period, which is generally 7 or 30 working days, depending on the repair.
• Let you know why we cannot complete a repair and advise you when it will be completed.
• Have Repairs Assistants available between the hours of 8.30am and 5pm (4.30pm on a Friday). Technically qualified officers will be available out of office hours to deal with emergency situations.
• Deal with the majority of incoming service requests at the first point of call and advise you of the target for either the completion of the repair or inspection of the request.
• Complete inspections within 10 working days of your request and arrange for inspections to be carried out at a mutually convenient time.
• Send you written confirmation of the repair or inspection ordered, confirming the job number, works ordered and target completion date.
• Wherever possible, make arrangements with the contractor to contact you by telephone to arrange a convenient time for the work to be carried out.
• Require our contractors to abide by the Contractors’ Code of Conduct (see page 12).
• Check at least 10% of all completed repairs on site and all complaints of poor quality workmanship.
• Issue customer satisfaction surveys to ensure your feedback regarding service delivery is obtained. Feedback received will be used to shape further service delivery improvements.
• Reply to letters within 10 working days of receipt.
• To help us make improvements to the repairs service, please submit the satisfaction survey sent to you or online at www.tandridge.gov.uk/repairfeedback. You can use the comments section to give any suggestions or feedback.
**How you can help us:**

To help us maintain accurate records and provide you with a prompt and efficient service, we need your support. It would be helpful if you could:

- Make it as easy as possible for us to diagnose what works are required by giving a full and accurate description of your repair problems as soon as you know about them.

- Provide your phone number(s) when you report a repair, so we or our contractor can contact you to:
  - Arrange a convenient time to call.
  - Arrange the repairs if necessary.
  - Discuss the completed works.

- Ensure you are at home at the times you tell us, if an appointment is arranged. If you are not going to be available, please let us know.

- Only report repairs out of normal office hours if they are genuine emergencies.

- Provide us with feedback by completing our questionnaires.

- If the repair has not been done within the target time, or you are dissatisfied with the repairs service or quality of workmanship, let us know - we will inspect it and/or instruct the contractor to put right any unfinished or poor quality work.

We will treat you with respect at all times and ask you to do the same. Please treat our staff with courtesy – they are trying to help you.

**Other help we can offer you:**

We will:

- Provide you with a decoration allowance if we damage your property during the completion of our works.

- Provide you with help and advice regarding associated maintenance issues such as modernisation work, planned maintenance programmes, health and safety inspections, void property repairs, aids and adaptations, drainage issues.
7. Contractor code of conduct

We require all our contractors to ensure any work is carried out with the minimum disruption to your home. They should:

- Introduce themselves, tell you what they have come to repair and show you proof of identity. **If they don’t do this, don’t let them in.**
- Explain the extent of any disruption that may take place while the work is being carried out and how long it will take to complete.
- Treat your home with courtesy and respect.
- Refrain from smoking, playing radios or using bad language in or near your home.
- Not behave or speak in a racist, sexist or other unpleasant manner towards you or your family.
- Be suitably dressed.
- Protect your home and contents from damage, dust, paint etc at all times.
- Keep your home secure.
- Ensure the safety of you, your home, your visitors and the workmen.
- Store equipment and materials safely during and outside working hours.
- Reconnect and test mains services (gas, water and electricity), ensuring they are left safe and where possible, that you have both heating and hot water at the end of each working day.
- Make good any areas affected by repairs to your home.
- Remove all rubbish at the end of each working day.
- Comply with all current Health, Safety and Welfare legislation and any relevant Codes of Practice.
- Where major or planned works are involved, comply with the Council’s claims procedure.
Repair priorities

Repairs in italics are qualifying repairs under the Right to Repair scheme.

Priority 1 – Emergency repairs. Target for completion: Within 1 working day

Repairs which are necessary to avoid danger to occupants or serious damage to the property

Types of repair:

- Total loss of electrical power.
- Partial loss of electric power.
- Unsafe power, lighting circuit or electrical fitting.
- Total or partial loss of water supply.
- Total or partial loss of gas supply.
- Blocked flue to open fire or boiler.
- Total or partial loss of space or water heating 1 November and 30 April. For total or partial loss of space or water heating between 30 April and 1 November, the target for completion is 3 working days.
- Blocked or leaking foul drain, soil stack or toilet pan (where there is no other working toilet in the property).
- Toilet not flushing, (where there is no other working toilet in the property).
- Blocked sink, bath or basin.
- Tap which cannot be turned.
- Leaking from water or heating pipe, tank or cistern.
- Insecure external window, door or lock.
- Loose or detached banister or handrail.
- Rotten timber flooring or stair tread.

Priority 2 – Urgent repairs. Target for completion: Within 7 working days

Repairs which affect your comfort or convenience

Types of repair:

- Leaking roof.
- Mechanical extractor fans in internal kitchens or bathrooms.
- Door entry phone system not working.
- Repairs to communal TV aerials.
Priority 3 – Routine repairs. Target for completion: Within 30 working days

Repairs which will not seriously interfere with your comfort or convenience

Types of repair:

- Blocked guttering.
- Repairs to brickwork, pointing and chimneys.
- General repairs to flat and pitched roofs.
- Repairs to sinks, baths, basins and taps (excluding blockages, replacing tap washers, plugs and chains).
- Plasterwork.
- Repairs to kitchen units.
- Repairs to window sills and frames, doors and door frames, door hinges, skirting boards, pathways and steps.
Section Two: Maintenance

1. Electricity, gas & water

Electricity
You are responsible for the safe operation of your own electrical appliances and for replacing blown fuses or re-setting trip switches.

To change a fuse:
- Switch off the mains supply. The main switch for your electricity is near the electric meter and fuse box or circuit breaker box.
- Unplug the appliance you think has caused the fuse to blow.
- Check the fuses in the fuse box to see which one has blown or reset the trip switch.
- Replace the blown fuse with one which has the same number of amps or use the correct fuse wire if it is a rewireable type.
- Switch on the main supply.
- If the replacement fuse blows before or when the appliance is switched on again, contact the Repairs Team, as there may be a fault in the electrical system. See Section 1.

Circuit breakers
If your home is less than 20 years old or has been rewired in the last few years, it may have circuit breakers instead of the cartridge or re-wired type fuses.

Circuit breakers are switches that automatically switch off in circumstances where a fuse would have blown.

Reset the switch to “on” after disconnecting the appliance that caused the problem. If the circuit breaker continues to switch off, contact the Repairs Team, as there may be a fault in the electrical system. See Section 1.

Plugs
If the socket outlets in your home take square pin plugs, the plugs will have a fuse inside them. We do not supply plugs. To find the correct type of fuse to fit in a plug, check the rating plate on the appliance or the instruction manual.

The following list offers a general guide to types of fuses but appliances vary according to design. If in doubt, contact a qualified electrician.
3 amp (up to 750 watts maximum) - red fuse
- CD player.
- Electric razor.
- Electric blanket.
- Table or standard lamp.

5 amp (760-1250 watts maximum) - black fuse
- Hair dryer.
- Vacuum cleaner.
- Toaster.
- Electric drill.

13 amp (1260-3000 watts maximum) - Brown fuse
- 3 KW fire.
- Electric kettle (high speed).
- Dishwasher.
- Microwave cooker.
- Washing machine with heater.
- Tumble dryer.

Gas appliances
Every year more than 20 people die from carbon monoxide poisoning caused by gas appliances which have not been properly installed or maintained. When gas doesn't burn properly, excess carbon monoxide is produced.

You can’t see it, taste it or even smell it, but carbon monoxide can kill without warning in a couple of hours. The early symptoms of poisoning include tiredness, drowsiness, headache, pains in the chest and stomach pains. You are particularly vulnerable when you are asleep.

You should never:
- Use a gas appliance if you think it’s not working properly. Signs to look for include yellow or orange flames, soot or stains around the appliance and pilot lights which frequently blow out.
- Cover an appliance or block the vents.
- Block or obstruct any fixed ventilation, grilles or air bricks.
- Block or cover outside flues.
- Fit draught proofing to doors of a room or cupboard containing a gas appliance.
Make sure your appliances are checked for safety at least every 12 months by a Gas Safe registered installer.

**Appliance servicing and inspection**
All gas appliances which have been installed by the Council eg water heaters, boilers, gas fires etc will be inspected and serviced by our contractor once a year. It is important you allow access to your home to inspect the gas appliance. The contractor carrying out the service will give you a copy of the test certificate.

If you have installed a gas appliance in your home you are responsible for its maintenance and safety. We have a duty to ensure you have the appliance properly serviced at least once a year. You must arrange for it to be serviced once a year by a Gas Safe registered installer and supply us with a certificate confirming this has been done.

Gas appliances can become dangerous if they are not regularly serviced. Please get them checked.

**Water supply**
Make sure you know where the stopcock for turning off the mains water supply is. It is usually under the sink, but it could be in the bathroom, the hall, under the stairs or in an outside toilet or wash house.

Check the stopcock can be turned off easily. If not, contact the Repairs Team. See Section 1.

**Overflows**
The cold water storage tank, toilet cisterns and central heating feed and expansion tank have overflow pipes, which normally discharge through an external wall to prevent flooding.

If there is a continuous overflow, you should contact the Repairs Team. See Section 1.

**Protect your home in cold weather**
As a tenant it is your responsibility to take all reasonable precautions to protect your home from frost damage.

**Before winter we advise you to:**
- Check stopcocks are working properly.
- Have any dripping taps and overflows repaired to prevent the possibility of freezing and flooding.
- Check all exposed water pipes, particularly in the roof space and make sure they are well insulated.
In very cold weather, you should:

- Try to keep your home warm day and night.
- Make sure it is reasonably warm if you are away or notify the Repairs Team or your Management Officer. Arrangements can be made to drain the heating systems to prevent pipes bursting.

If you do not take such action, you will be liable to pay for any damage caused to your home and your neighbour’s as a result.

Generally, it is quite safe to leave the central heating on, setting the thermostat to normal, while you are away for short periods. As a general guide, if your heating system works while you are at work or away from the house, it should function correctly while you are away for a few days and the system won’t need to be drained.

Frozen pipes

All exposed pipes in outhouses, sheds, external toilets and in loft spaces should already be lagged. If any of your pipes are not, please contact the Repairs Team. See Section 1.

In cold weather, if no water appears when taps are turned on, this may be due to frozen pipes.

If your pipes become frozen and no damage is visible, you may open all the taps and attempt to gently thaw out the pipework with an electric hairdryer.

In the event of leakage from burst pipes:

- Switch off all gas appliances and shut down solid fuel fires with back boilers.
- Turn off the mains water supply at the stopcock.
- Drain the system by turning on the bath and basin taps and flushing the toilet cistern.
- Switch off the electricity supply at the mains.
- Contact the Repairs Team. See Section 1.

2. Advice on mould and condensation

If your home appears to be damp, or you find patches of mould on the walls, your furniture or your clothes, this may have been caused by condensation.

Condensation is caused when warm moist air, such as that produced when cooking, bathing or washing, meets a cold surface such as a window or wall. The warmer you keep your home, while removing excessive moisture by ventilating the property, the less likely you are to get condensation.
You can get rid of small areas of mould by washing the affected surfaces with a mould and mildew remover, which can be bought from a supermarket or DIY store. The only permanent cure is to reduce the amount of moisture in the air in your home. You can do this in the following ways:

**Ventilation**
- Open a window in the kitchen when cooking or use the extractor fan if you have one.
- Open a window during or immediately after bathing or showering, or use the extractor fan if you have one.
- Never block up air vents in walls, doors, chimneys, floors etc.
- Keep kitchen and bathroom doors closed, particularly when cooking or bathing. This will stop moisture spreading through your home.

**Heating**
- Try to leave your central heating on low through the day. This may be cheaper than trying to heat the home up quickly at the end of the day.
- You may be able to:
  - Spread the cost of your fuel bills. Contact your, gas, or electricity supplier about budget payment schemes.
  - Get a fuel discount if you receive Family or Pension Credit.
  - Get additional insulation installed in your home under the government’s Home Energy Efficiency Scheme (HEES).
  - Have your loft and hot water tank insulated. Call the Property Services Team for more information.

**Cupboards and wardrobes**
- Do not overfill cupboards and wardrobes. Air must be able to circulate freely around your clothes etc.
- If possible, fit ventilators within the cupboards.
- Paraffin and portable gas heaters
- These types of heater are not allowed in council properties. They are dangerous and produce excessive amounts of water vapour, which create condensation problems.

**Drying laundry**
- Avoid drying laundry on radiators - outside clothes lines are better.
- If you have a tumble dryer, ensure it is correctly installed and vented externally.

Further information is available in our leaflet “Preventing and curing condensation problems in your home”.
3. Insurance

Although the Council is responsible for insuring against damage to the fabric, fixtures and fittings of your home, you are responsible for insuring against loss or damage to your own property and the internal decoration.

You should make sure your insurance cover is high enough to pay for repairing or replacing any item of furniture, clothing or valuables, even if these are kept outside the property in a shed or storeroom.

It is in your own interests to make sure you are adequately covered by a comprehensive insurance policy. Experience shows in many cases tenants have either been uninsured or under-insured.

The Council does have a scheme that provides affordable home contents insurance for tenants, provided by Royal & Sun Alliance. This scheme is not only affordable, but also offers the convenience of allowing you to pay the insurance premiums as part of your rent.

The scheme is operated by and belongs to the Royal & Sun Alliance Insurance Company (RSA). You are not insured by or with Tandridge District Council.

There are other schemes available. You can shop around and find your own home contents insurance scheme instead of joining this one.

An information booklet and application form is available from Customer Services or you can contact Royal & Sun Alliance on 08456 718 172.
Section three: Improvements

1. Tenants’ improvements and alterations

We are happy to give advice to tenants who want to carry out alterations or improvements to their home. This is especially important due to the potentially hazardous nature of some building materials if not handled correctly.

If you have any doubt in your own ability to carry out improvement works, you should contact a professional for advice and assistance.

Please remember:

- You must get written permission from the Housing Estates Management Section before you start any work. We will not refuse permission unless there is a good reason.
- Some improvements will need planning and building control approval, as well as permission from the Housing Estates Management Section.
- You are responsible for repairing and maintaining in good condition any improvement, alteration, or addition to your home.
- You may be recharged the full cost of putting right any alterations which have not been approved by the Council or which do not meet the standards set by the Council.

If you carry out certain improvements with the Council’s written permission, you may be entitled to compensation when your tenancy comes to an end. The compensation you get depends on how old the improvement is at the end of your tenancy.

For further information contact your Management Officer.

Planned and cyclical maintenance

We will carry out certain pre-planned works to your home, to make sure it remains in good order and provides safe accommodation for you and your family. Examples of works are:

- Repairs to external timbers and joinery before repainting 5 years
- External repainting 5 years
- Servicing gas appliances Annually
- Servicing lifts and fire fighting equipment Annually
- Internal redecoration of sheltered housing units 7 years
- Servicing fire alarms and emergency lighting in communal areas Quarterly
The Council and its contractor will contact you in advance to carry out surveys or works at your home. Please remember to ask for identification before letting anyone into your home.

**More information**
For more information please contact:

**By post:** Property Services Team  
Housing  
Tandridge District Council  
Council Offices  
8 Station Road East  
Oxted RH8 0BT

**By telephone:** 01883 732804

**By e-mail:** propertyservices@tandridge.gov.uk

**Our website:** www.tandridge.gov.uk/housing
Tandridge District Council’s website is a comprehensive source of information about council services and the community.

You can find information about businesses, councillors, council tax and benefits, housing, jobs, planning, leisure, recycling and waste collections and much more.

www.tandridge.gov.uk

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