Rechargeable Repairs

- Many of our repairs will be included in the service charge which you pay each year. For example, drains, gutters and external pipes, basins, sinks, baths and toilets, boilers and heating, communal aerials and door entry systems.

- There are some things that are not our responsibility to fix, or may be repaired or installed at an additional cost to yourself. A rechargeable repair is a repair or piece of work that is:

  - The responsibility of the tenant
  - Something that the tenant wants us to carry out and charge them as they have no other means of undertaking it themselves.
  - Something that has already been repaired, but during the repair it has been determined that the reasons for the repair was tenant damage or inaction.
  - Any repair required to be carried out due to damage caused by a tenant.

- You can find more information on Rechargeable Repairs in our separate leaflet.

Further information

If you would like more information please feel free to contact us via the details below. You can find further advice in the LJHA Tenancy Handbook. You can also find a variety of our documents on our website at www.ljha.co.uk/about-ljha/our-documents

Get in touch with us

Our reception is based at:
Leeds Jewish Housing Association,
Stonegate Way, Queenshill Avenue, Leeds,
LS17 6FD

Telephone: 0113 320 7777
Email: info@ljha.co.uk
Website: www.ljha.co.uk
WhatsApp: 0113 320 7770

Problems reading this document?

We can supply this document in large print if you require it.

Leeds Jewish Housing Association

LJHA

Making a Complaint

How to lodge a complaint with us.

When things go wrong

Our responsive repairs service includes:

- Day-to-day repairs to individual properties
- Repairs which may affect more than one person in a communal block, street or area.
- Repairs to empty properties before letting
- Major repairs such as fire or flood damage
- Planned works, such as kitchen and bathroom replacement.
- Compliance-related items, such as gas safety, fire alarm maintenance, water hygiene and cleaning.

How to report a repair

- You can ring our Repairs Team on 0113 320 7777 from 9am to 5pm Monday to Thursday and 9am to 2pm on Friday. Outside of these hours, call this number and select option 2- you will be directed to our out-of-hours repairs service.
- You can e-mail repairs@ljha.co.uk. Please note that the message may not be picked up outside of normal office hours.
- You can report in person to Housing Support Workers for sheltered housing repairs, or to another member of staff, who will pass this on to the Repairs Team.
- You can report via Facebook, or our LiveChat facility. Please note that the message may not be picked up outside of normal office hours.

Repair Timescales

- **Emergency Repair**
  This is a repair to be made safe within 24 hours. It may include action required to prevent a serious risk to health and safety, major damage to the structure of the property or results in the property being insecure.

- **Urgent Repair**
  A repair to be attended within 7 days. This may include repairs which seriously affect your comfort or cause damage to the property. These repairs could be plumbing or drainage faults, extractor fan not working in the kitchen or bathroom, roof leaks etc.

- **Routine Repair**
  A repair to be attended within 28 days. This is where there is only a minor inconvenience in the short-term, where there is no immediate danger to your health and safety and a low likelihood of any damage to people or the property. Routine repairs are for the likes of rehanging or easing a door, general heating repairs, fixing cupboards or units, small external repairs etc.

  In some cases, a repair may take longer if it is affecting a number of residents in a large area.

What happens after I report a repair?

- All repairs, except communal repairs, will be made by appointment with you. Our appointed principal contractor will ring you to arrange an appointment within 1 hour of them receiving the order. They will deal directly with you.

- You will be given options as arrival times (not repair completion times): morning between 8am and 12pm; or afternoon between 12pm and 5pm. Our contractors are able to offer 2 hour slots and contact you on the day of the appointment.

- If you need to cancel the appointment, please let us know as early as soon as possible. If we are unable to keep to an appointment we will inform you in good time and agree an alternative date/time.

- Our Maintenance Technician can also be made available at an hourly rate for DIY work within tenants' homes.

- In some cases, we also rely on specialised contractors. Sometimes we may ask these contractors to deal with you directly and book in appointments.