



# Repairs Handbook

Housing Services

July 2025

---

## Contents

Reporting a Repair .....	3
Tips for reporting a repair .....	3
Emergency Repairs.....	4
Examples of Emergency Repairs:.....	4
Gas Leaks .....	4
Repairs – Our responsibilities.....	4
Your responsibilities as a Tenant .....	5
Leaseholders.....	6
When will my repair be done? .....	6
Access to Your Home .....	7
When We Visit .....	7
Gas Servicing.....	7
Repairs reporting guide.....	8
If Work Isn't Done on Time .....	9
Right to Repair Scheme .....	10
Make a Formal Complaint .....	10
Internal decorations.....	10
Gas-fired Central Heating.....	11
Electrical heating .....	11
Dampness and condensation .....	11
Electrical equipment .....	12
Gas Fired Central Heating .....	13
Insurance .....	13
Gardens .....	14
Television aerials.....	14
Refuse collection.....	14

Thank you for taking the time to read this handbook to understand the repairs service and how it is managed. This handbook sets out the service you can expect to receive from the Council as your landlord

## Reporting a Repair

You can report a repair in any of the following ways:

<b>Online</b>	Complete our quick and easy form <a href="http://www.guildford.gov.uk/reportarepair">www.guildford.gov.uk/reportarepair</a>
<b>Email</b>	Send full details of the issue to: <a href="mailto:repairs@guildford.gov.uk">repairs@guildford.gov.uk</a>
<b>Phone</b>	If you're unable to use the internet, call us: <b>01483 505050</b> Press option 3, then option 1 for Repairs Monday to Thursday 8.30am to 4pm · Friday 8.30am to 3.30pm
<b>Emergencies</b>	Outside the above hours call 01483 532122
<b>In Person / by post</b>	Millmead House Millmead Guildford Surrey GU2 4BB (For Sat Nav: GU2 4BE) Monday to Thursday: 8:30am – 5:00pm, Friday: 8:30am – 4:30pm

### Tips for reporting a repair

- **Tell us clearly what's wrong** – give as much detail as you can.
- **Let us know when you're available** – for example, “mornings except Wednesdays.”
- **Make sure someone is home** – repairs are paid for from rent. Missed appointments waste time and money.

## Emergency Repairs

Emergency repairs are those that could cause **injury, serious property damage**, or pose a **health hazard** if not dealt with quickly. Misuse of this service may lead to delays for others and you may be charged for the call-out.

### Examples of Emergency Repairs:

- Blocked toilet (if only one in the property)
- Blocked drains (if the Council is responsible)
- Dangerous structures
- Total loss of electrical supply
- Cooker point not working (not general sockets)
- Burst water supply pipes (not minor leaks)
- Broken external doors/windows posing a security risk

### Gas Leaks

For any suspected gas leaks, contact **National Gas Emergency Service** immediately: **0800 111 999**

Textphone (Minicom) users: **0800 371 787**

## Repairs – Our responsibilities

We are responsible for maintaining:

- The structure and outside of your home.
- Drains, gutters and external pipe work.
- The installations for water, gas and electricity supply, sanitary ware and drainage.
- The installations for water heating, central heating and any other fixed heating equipment we have supplied.

Many repairs will be done as and when they are needed. Some works, such as external painting will be done at regular intervals, generally every five years. We may also do other external repairs at the same time since this is often the most cost-effective way to organise such work.

## Your responsibilities as a Tenant

You're responsible for looking after your home and avoiding damage. Some of these responsibilities are part of your tenancy agreement.

You are responsible for:

- Any damage that isn't caused by normal wear and tear
- Redecorating the inside of your home
- Fences and gates if you have your own garden
- Your own appliances, such as fridges and cookers

If damage is caused by something other than fair wear and tear, you will need to pay for the repairs.

It wouldn't be fair for other tenants to cover this cost through their rent.

You'll find more about this in your tenancy terms.

We've listed examples below to show which repairs we cover, and which are your responsibility.

Repair	Landlord Responsibility	Resident Responsibility
<b>Blocked drains</b>	If the drain is faulty (e.g. collapsed).	If the blockage is caused by misuse (e.g. fat, nappies, wipes or other unsuitable items put down).
<b>Electrical wiring, sockets, and light fittings</b>	If faulty due to wear and tear or age.	If damaged by the resident or visitors (e.g. a nail through a cable or a broken socket).
<b>Fences and gates</b>	If part of communal gardens.	If in your own private garden.
<b>Lost or stolen keys</b>	N/A	You are responsible for replacing lost or stolen keys. This is not considered fair wear and tear.
<b>Leaking pipes</b>	If the leak is due to a fault or age.	If damaged by residents or visitors (e.g. a nail driven into a pipe).

<b>Broken windows</b>	If the frame or glass is faulty.	If broken by accident or misuse. We may cover the cost if it is due to criminal damage or racial harassment <b>and</b> a Police crime number is provided.
-----------------------	----------------------------------	---

If you are required to pay for work we may do the job first and send you the bill afterwards: we have the right to demand part or full payment before starting work.

Alternatively, you may have the work done yourself. We will inspect it once it is completed. If the work is acceptable, that will be the end of the matter: if not we will tell you what has to be done and inspect again, once the work is complete.

We will not accept the bill if you call in your own workman without our written agreement.

## Leaseholders

For leasehold properties we are responsible for keeping the structure, shared areas such as landings or lobbies in blocks of flats and facilities in good repair. We may be responsible for doors and windows.

## When will my repair be done?

All repairs are given a priority at the time of ordering.

Priority	Response Time	What This Means	Examples of Repairs
<b>Emergency</b>	Attend within 4 hours	There is an immediate and serious risk to health, safety, or the property.	- Unsafe wall- Blocked drain causing flooding- Serious water leak or flood
<b>Next Day</b>	Completed by the end of the next working day	There is some risk to safety or risk of damage if not fixed quickly.	- No heating or hot water- Only toilet not flushing- Insecure first-floor window
<b>Urgent</b>	Completed within 7 working days	There's no immediate danger	- Leaking sink, bath or basin- Water

		but the issue is inconvenient or could worsen.	wastage- Loose roof tiles (not over footpath)
<b>Routine</b>	Completed within 30 calendar days	Non-urgent repairs that don't affect safety or immediate use of your home.	- Repair to kitchen unit- Renew bath or basin- Repair gutters

## Access to Your Home

### When We Visit

Repairs usually take place **Monday to Friday, between 8:30am and 4:00pm**. We will normally arrange a time with you in advance.

But in some cases, we may **need to enter your home without notice**—for example, if there's an emergency.

In other cases, we may give **at least 24 hours' notice** if we need access for safety checks or urgent repairs.

If you've asked for a repair but don't give us access, we'll assume you no longer want the work done.

Appointments are offered in **morning or afternoon slots**.

### Gas Servicing

If you have gas central heating, we must service it **once a year**.

We'll also service any **fixed gas fires** we installed.

This is the law—and it's for your safety.

Please make sure someone is home to let the contractor in.

If your service is overdue please contact us

If you have a gas cooker, it must only be connected or disconnected by a **GAS SAFE registered** engineer. This is also a legal requirement.

## Repairs reporting guide

When you report a repair, we need to know as much as possible about the problem. The table below is a guide to the information we need. If you cannot answer all the questions, do not delay reporting the repair.

Repair Type	What to Tell Us	Advice
<b>Doors</b>	- Which door is affected (front, back, internal)?- What is wrong with it?- Is your home secure?	- Vandalism must be reported to Police with a Crime Reference Number - otherwise you may be charged. - Doors catching on new carpets are your responsibility.
<b>Locks &amp; Keys</b>	- Which door is it?- What type of lock?- What is wrong?	- You must pay for lost keys, lock-outs, and internal lock replacements. - Report vandalism with a Police Crime Reference Number to avoid charges.
<b>Drains</b>	- Is it a leak, blockage, or smell?- Which drain is affected?	- If blocked by misuse, you must pay.- Blockages affecting multiple properties may be Thames Water's responsibility: 08459 200 800.
<b>Gutters &amp; Downpipes</b>	- Is the issue at the front, back, or side?- Is it a gutter or downpipe?- What's the problem?	- Report if rainwater is soaking walls - this can cause damp inside.
<b>Heating &amp; Hot Water</b>	- What type of system is it (gas, electric)?- Where is the boiler?- Is the whole system or part affected?	- Check controls, thermostats, and credit if on prepayment meters before reporting.- A warm room might mean the system is working correctly.



<b>Kitchen Units</b>	- Which unit is affected (wall, base, under-sink)?- What part is damaged?	- We can't guarantee matching replacements for damaged surfaces or tiles.
<b>Electrical</b>	- What's the problem (no power, faulty socket, etc)?- Whole home or specific room?- Any exposed wires?	- You're responsible for appliances, bulbs, and plug fuses.- See section 4 for help resetting trip switches.- Check if there's a power cut.
<b>Bathroom Fittings</b>	- What is broken (bath, tiles, panel)?- What size and colour are the tiles?	- You must replace bath plugs and chains.- Matching existing materials may not be possible.
<b>Roofs &amp; Chimneys</b>	- Is it a flat or sloped roof?- What's wrong (leak, missing tiles)?- Where is the issue?	- If you use coal/log fires, you're responsible for regular chimney sweeping.
<b>Pipes &amp; Water Supply</b>	- What's wrong (leak, noise, no water)?- Where is the issue?- Hot or cold supply?	- Check with the Water Company for local supply cuts.- Know your stopcock location in case of emergency.
<b>Taps</b>	- Which room and fixture (kitchen, bath, basin)?- Hot or cold tap?- Can it be turned off?	- You are responsible for replacing tap washers.
<b>Toilets</b>	- Which toilet (if more than one)?- What's the issue (leak, won't flush, cracked)?	- Blocked toilets caused by misuse must be paid for.- You must replace broken toilet seats.
<b>Windows</b>	- Which window is it?- What's the problem (stuck, broken, loose)?- Is it single/double-glazed?	- For vandalism, report to Police and give us the Crime Reference Number to avoid charges. - We may board up broken windows for security.

## If Work Isn't Done on Time

Sometimes we may need expert advice before we can carry out a repair.

If this causes a delay, we'll let you know—usually by letter.

We might also add your repair to a **planned maintenance programme** if it makes sense to do the work at the same time as other jobs. Again, we'll let you know.

If a contractor visits and you're not home, they'll leave a card asking you to contact us.

If your repair is overdue and you haven't heard from us, **please contact the Repairs Team** to follow up.

## Right to Repair Scheme

If you're still not happy and the repair hasn't been done, you can write to the **Head of Housing Repairs** to ask for the matter to be reviewed.

In some cases, you may be able to arrange the repair yourself under the **"Right to Repair"** scheme.

Before doing this, you **must contact the Repairs Team** to check if the repair qualifies.

We have a leaflet explaining the scheme—ask us for a copy.

## Make a Formal Complaint

If you would like us to log and investigate the service we've provided as a formal complaint, please use the online form.

[www.guildford.gov.uk/complaintsandcomplimentsform](http://www.guildford.gov.uk/complaintsandcomplimentsform) You can also call us on **01483 505050** and speak to one of our dedicated contact centre team, who will log the complaint for you.

## Internal decorations

You are responsible for redecorating your home. If the decorations are damaged - for example by an accident in your home - you may need to make a claim against your household insurance.

We offer a redecorating service for elderly tenants who have nobody at home capable of doing the work for them. The work is done every five years, generally during the winter immediately after external repainting is done. A charge may be made for the service. For advice, please contact the Repairs team

## Gas-fired Central Heating

To get the best results:

- Control the temperature carefully. Most systems have a wall thermostat that controls how warm your home gets. A setting of 20 to 22 degrees Centigrade (68 to 72 degrees Fahrenheit) is normally comfortable. Once the area where the thermostat is placed has reached the temperature you have set, the heating will turn off until the temperature in the area drops to below the setting.
- A programming unit is provided which gives you control over when your central heating will operate. If you are out at work all day, you can set the heating to come on around the time you get up, turn off when you normally leave, switch on when you are due home and turn off at bed-time. This saves you from having the heating running when you do not need it.
- Some systems have a small thermostat on the hot water cylinder. If this is set to about 55 degrees Centigrade this should be adequate.
- In warm weather you can set your programming unit to 'Water only.'

## Electrical heating

Some flats and houses are equipped with electric storage radiators. These use cheap rate electricity overnight to build up heat that is then available to heat your home during the day.

Hot water - if your home has storage radiators, it will also have a hot water cylinder, which is heated by an immersion heater overnight.

## Dampness and condensation

Damp and mould are common problems—many people will deal with them at some point. But if left untreated, they can harm your health and wellbeing. That's why it's important to tell us as soon as you notice any signs of damp or mould in your home.

### What Causes It?

Damp and mould are usually caused by **condensation**—this happens when warm air meets a cold surface.

It often appears:

- In corners
- On north-facing walls
- Near or on windows
- Behind furniture like beds or wardrobes, where air can't move

Everyday activities like **cooking, bathing, or drying clothes indoors** can make condensation worse.

### Want to Learn More?

Visit our [Damp and Mould Guidance Page](#)

You can also read our full [Damp and Mould Policy \(PDF, 217 KB\)](#) for more detail.

### Report Damp or Mould

If you spot damp or mould in your home, report it right away:

- **Online:** Fill in the [report a repair form](#)
- **Phone:** Call **01483 505050**
- **Email:** Write to [repairs@guildford.gov.uk](mailto:repairs@guildford.gov.uk)

## Electrical equipment

If you have a modern fuse box with mini-circuit breakers a fault on an electrical appliance may cause a circuit to switch off. The fault can be as simple as a light bulb failing. If a circuit does switch off:

- Reset the switch.
- If the cause is a fault on an appliance, such as an electric kettle, check the appliance and have any fault corrected. If a light bulb has failed, change it.

Older fuse boxes have cartridge fuses that can be pulled out for checking. The fuses contain fuse wire, which must be of the correct type for the specific fuse. If a fuse fails, the fuse wire must be replaced with the correct type only. If this is not done, or the fuse is bypassed with normal electrical

cable, a fire risk may be created. If in doubt contact the Repairs Team for advice

## Gas Fired Central Heating

### Gas-fired central heating in general

Many gas fired central heating systems have metal external flues. If your home has one please ensure that it is not blocked or obstructed in any way. There is a serious safety hazard if it is blocked or obstructed.

### Gas-fired central heating via a back boiler.

If you have Gas-fired central heating via a back boiler in your living room:

- You should not use the room for sleeping. The reason for this is that there is a very slight risk of carbon monoxide poisoning.
- If the room has vents to the outside air please ensure that they are not blocked or obstructed in any way. The air that comes through such vents is needed for the safe operation of the boiler.

## Insurance

### What our Insurance covers

We insure the structure of your home. Our insurance does not cover the contents or internal decorations of your home.

We also have third party cover. This covers us if our employees do any damage.

### What you must cover yourself

We cannot give detailed advice on insurance cover - this should come from your insurer, but we advise you should ensure you have insurance to provide:

Cover for loss of your possessions (including the cost of redecoration) if there is a fire, flood or other disaster.

**Third** party cover. This could be important if something that goes wrong in your home affects others, such as neighbours. If you live in a flat, it should provide cover against incidents such as a failure in a washing machine causing damage in a flat below yours.

**Occupiers** liability cover - this will protect you against claims from visitors if they suffer injury in your home.

## Gardens

### Individual Gardens

If you have your own individual garden you are responsible for keeping it neat and tidy. This means the grass must be kept cut, any hedges or bushes trimmed and the area reasonably weed free.

### Communal Gardens.

Some blocks of flats and Sheltered Housing schemes have communal gardens. We provide a gardening service for such areas.

### Gardening service for elderly and disabled tenants.

We provide a limited gardening service for elderly and disabled tenants. Gardens are mown and hedges cut back. Apply to your Housing Officer.

## Television aerials

It is up to you to provide your own television aerial, but you will need to apply to us for permission to erect one, whether a conventional one, or a satellite dish. If you live in a block of flats you may need Planning Permission if you want to erect an aerial or satellite dish.

Certain blocks of flats have communal aerial systems.

## Refuse collection

### Standard arrangements

Guildford's standard method of refuse collection is to collect refuse in wheeled bins provided by us on a fortnightly basis. Collection is on a fixed day but there are special arrangements at Bank Holidays.

Please do not put your rubbish out until the evening before it is due to be

collected. This reduces the risk of it being scattered around the area.

Find your bin day here [Find your bin day - Guildford Borough Council](#)

## Blocks of flats

Certain blocks of flats have communal bin stores. If there is a refuse chute, do not put large items into the chute that will block it.

## Bulk refuse

Bulk refuse, such as old furniture, can be dealt with in one of two ways:

- Special collection can be arranged by telephoning our cleansing service on 01420 488783. or book a collection here:  
[www.furniturehelpline.co.uk/bulky-waste-collection](http://www.furniturehelpline.co.uk/bulky-waste-collection)  
A charge will be payable.
- Take your bulk refuse to the Guildford Community Recycling Centre  
Moorfield Road, Slyfield Green Industrial Estate, Guildford, Surrey GU1 1RU

Note: Do not dump refuse: it is an offence for which you can be prosecuted.

---

Please contact us if you would like to receive this document in large print, or another format

## Housing Services

Guildford Borough Council

Millmead House

Millmead

Guildford

Surrey GU2 4BB

[repairs@guildford.gov.uk](mailto:repairs@guildford.gov.uk)

01483 505050