

REPAIRS, HAZARDS & MAINTENANCE SERVICES

CONTACT US

Introduction

Alamo Housing Co-operative is responsible for providing day to day repairs, hazards and maintenance services to the properties we manage on behalf of Network Homes. **Network Homes**, retains responsibility for maintaining and servicing gas boilers, external redecoration, major repairs and for some health and safety functions.

In order to deliver the day to day maintenance repairs and hazards service, we have employed a specialist property management organisation, **A & E. ELKINS**.

You can report repairs and hazards to **ELKINS** directly during office hours. There is also an out of hours service for emergencies. You will find contact details for ELKINS over the page.

Before reporting a repair or hazard, we would ask you to check that the problem is not one that is the tenant's responsibility. The repairs and hazards that you are responsible for are listed below. Please always report a repair or hazard and if you cannot attend the time agreed time and date please ensure you advise A&E Elkins in advance or you may be charged for the missed appointment.

If you have any queries about repairs or hazards, or would like to discuss a specific repair or hazard with a member of staff before calling ELKINS, please contact the Alamo office.



FIRE!

Leave the building immediately and call **999** for the fire brigade.

- Do not attempt to collect your things
- Do not try to fight the fire

CENTRAL HEATING BREAKDOWNS!

If you have a problem with your boiler, please call Network Homes (a recorded announcement will direct you).

Tel: **0300 373 3000**

IF YOU SMELL GAS!

Leave the property immediately and call **Transco** on **0800 111 999**

- Do not smoke
- Do not turn any light switches or electrical equipment on or off
- Open doors and windows
- Check if a gas appliance has been left on or a pilot light has blown out
- Turn off the gas supply at the meter

WATER LEAKS!

If you have a leak, first turn off the stopcock, then call **ELKINS** to report it.

Serious leaks will be treated as an emergency.

Tel: **020 3887 6864/**
Or OUT OF HOURS: **07432 054504**
(4.30 PM – 8.30AM Evenings and weekends)

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CONTACT US

Alamo

If you have any queries about repairs or hazards, or if you are dissatisfied with the service you have received, please let us know.

Tel: **020 7272 3391**

Web: <https://alamoco-op.org>

Address: Unit 8 Archway Business Centre
19-23 Wedmore St
London
N19 4RU

A&E Elkins

You can report day to day repairs or hazards to Elkins by calling directly between 8:30am and 4:30pm

or by using the website:

www.aeelkins.co.uk

Email: enquiries@aeelkins.co.uk

Tel: **020 3887 6864**

(Monday to Friday 8.30AM -4.30 PM)

If you need an emergency repair outside office hours, please call

07432 054504

(4.30 PM - 8.30AM Evenings and weekends)
Emergency only.

Network Homes

Network Homes will repair, remove a hazard and maintain your boiler and will arrange to have it safety tested every year.

Network Homes will also carry out regular external redecoration, repairs and removal of hazards and will inspect fire equipment and emergency lighting.

Tel: **0300 373 3000**

Web: www.networkhomes.org.uk

Address: 8 Fulton Road
London
HA9 0NU

How long will my repair or the removal of my hazard take?

When you report a repair or hazard you have a right to expect that we will complete the repair or removal of hazard within a certain period of time. Our target time-scales for repairs or hazard removal are shown below.

Emergency repairs/hazards

Within 24 hours

- Serious hot or cold water leak
- Serious roof leaks
- Loss of power

Urgent repairs/removal of hazards

Within 7 days

- Minor hot or cold water leak
- Roof leak
- Failure of communal TV aerial
- Running overflow

Routine repairs & non-urgent hazards

Within 28 days

- Dripping water taps
- Lack of security – such as a defective lock or a broken ground floor window
- Anything else that is a health and safety hazard
- Broken light fittings
- Blocked WC, sink or bath
- Damaged sanitary ware
- All other repairs (other than planned works and improvements)
- Faulty kitchen units
- Cracked or defective windows above ground floor
- Broken trickle vent
- Intermittent heating

Rechargeable repairs or hazard removals

If we need to carry out repairs or hazard removal because you have damaged or neglected your home we may recharge you for part or all the cost of those repairs or hazard removals.

Repairs and hazard removals that are your responsibility

There are some repairs that we expect our members to do for themselves. However, we may be able to assist in exceptional circumstances. Please contact the Alamo office if you have a query about a specific repair.

Unblocking drains and toilets (if you have caused the blockage in any non-designed use such as disposing of wipes or other sanctuary products that are not designed to be disposed through the toilet)

Replacing lost keys (we suggest that you leave a spare key with a relative or neighbor)

Water damage caused by your appliances, particularly washing machines

Repairing broken windows (unless you have a crime reference number)

Replacing toilet seats, fuses, plugs, and light bulbs (except in special cases)

Fixing and replacing damaged internal doors and door furniture

Alamo Housing Co-operative

www.alamoco-op.org

A&E Elkins Limited
Maintenance, Refurbishment and Roofing
www.aeelkins.co.uk

