

Repairs



How to report a repair

Rooftop takes the maintenance of your home seriously and we will complete all essential repairs to keep your home safe, sound, and secure.



If you do need to report a repair, please contact us by telephoning 01386 420 800.

It is your responsibility to report repairs promptly. Our repairs are mostly carried out by our partners **Platform Property Care (PPC)** or another specialist contractor. When you phone us to report a repair, we will log the information and pass the details onto them.



Emergency repairs

If it is an emergency repair, you will be visited within 24 hours. If it is a non-emergency, you will be notified of an appointment time.

- **Emergency repairs - within 24 hours**

An emergency repair is something that could cause an immediate hazard to your health or others or cause considerable damage. For example: a severe water leak, total loss of your gas or electric, or unsafe electrical fittings.

A contractor will visit you but may make a temporary repair to make the situation safe.

It is not always possible to complete a repair on the first visit, for example, if additional parts are required.

- **Non-emergency repairs - up to 20 working days**

These repairs are something that are not an immediate hazard and can be left without causing too much inconvenience.

Repair in your home - Who is responsible?

Some minor repairs are your responsibility. Please see the list below - there is a more detailed list online at www.rooftopgroup.org.

Repairs that Rooftop are responsible for include:	Repairs that you are responsible for include:
<ul style="list-style-type: none">• Gas appliances and pipework in the property• Heating and hot water including boilers, water tanks and radiators• Toilets, baths, pipes, and sinks• electrical wiring and any appliances that we provide• Communal areas such as lifts and entrances• The structure of your home – including the roof, walls, windows, and external doors	<ul style="list-style-type: none">• Internal decoration and internal doors• Small cracks and chips in plaster work and door frames• Replacing door locks and keys• Doorbell and light bulb replacement• Unblocking sinks and clearing drains• Gardens, sheds, decking and fencing• Pest control• Damage caused by you or your guests

Repairs that we may charge you for

Rooftop do not have to make repairs that are your responsibility, or repair damage caused by you or your guests. If we do make these repairs, **you will be charged** for our costs and a management fee. It may be cheaper to find a local tradesman to do the work for you.

If you lose your keys or lock yourself out of your home, we can usually provide replacements or send a locksmith to help you gain access to your home. In most cases you will be charged for this, and you can read more about in the Customer Handbook, which is available on our website:

www.rooftopgroup.org

Contractors in your home

Our contractors are expected follow a **Code of Conduct**. The full code is available on our website. The code covers a number of areas, but in short it means that they should:

- Keep appointments and be punctual
- Introduce themselves and show identification
- Be polite, presentable, friendly, and professional
- Respect your home
- Leave everything safe, clean, and tidy

If you are unhappy with the conduct of a contractor or the quality of their work, please let us know.



How to contact us



You can email us at:
enquiries@rooftopgroup.org



Or call us on: **01386 420 800**



Or write to us at:
Rooftop Housing Association
70 High Street
Evesham
Worcestershire
WR11 4YD

Service requests, complaints, and the Housing Ombudsman

It is important to us that you are happy with the service we provide, but sometimes things do go wrong. When this happens, we want to ensure we put things right promptly and that we learn from your experiences.

Our approach is based on the
Housing Ombudsman's dispute
resolution principles

- Be fair
- Put things right
- Learn from outcomes

Any staff member can raise a complaint for you. Alternatively, you can email us at **enquiries@rooftopgroup.org**.

If you aren't happy with the outcome of a complaint, you can ask the Housing Ombudsman to intervene on your behalf.



Rooftop Housing Group

70 High Street
Evesham
Worcestershire
WR11 4YD

Tel: 01386 420800

Email: enquiries@rooftopgroup.org

www.rooftopgroup.org

First Edition: July 2025