

An easy read guide to repairs

This leaflet is for Dartford Borough Council tenants.

It tells you about what the Council, as your landlord, will do in terms of repairs to your home.

It also tells you what you must do in terms of repairs and decoration to your home.



What you must do

Part of the rent you pay us is for looking after your home and keeping it in good condition.

- ✓ You need to tell us if anything is not working and needs to be fixed.
- ✓ You must let us come into your home to look at the problem.
- ✓ You must arrange the decoration of the inside of your home. If you have a support provider they may help you do this.



What we as your landlord must do

- ✓ Repair the building and things outside like the drains, gutters and pipes.
- ✓ Make sure the heating, water, electricity and gas are all working.
- ✓ And sinks, baths and toilets too.



We must tell you how quickly a repair will be done. For example:

- **Emergency repairs** will be carried out within **2 hours**.
- **Urgent repairs** will be carried out within **2 days**.
- **Routine repairs** will be carried out within **5 days**.
- **Small renewals** will be carried out within **10 days**.
- **Very minor repairs** will be carried out within **20 days**.



We have a plan to carry out other work to be done every few years. We will let you know if work like this will be carried out to your home. For example:

- Major repairs and improvements, such as new kitchens, new windows.

Letting people into your home to do repairs

The Council or a person working for us will:

- ✓ Make an appointment with you so you know when they will be coming to your home.
- ✓ Show you their ID (identification) card and say who they are before coming into your home.
- ✓ If you are not sure ask them to call back later so you have time to check with us.



Equipment

We also have to look after fitted equipment provided with your home. These could be things such as lifts, boilers or entryphones.



Some of this equipment needs to be checked every year and you must allow us into your home to do this work. We will make an appointment to do this.

You will have supplied your own furniture and items for your home and have to look after or replace them yourself.

If you are not sure we will be able to tell you whose job it is to get things fixed.

What to do if you smell gas

If you smell gas telephone call the **National Gas Emergency Service** on 0800 111 999 or Minicom or Textphone 0800 371 787



Remember you will need to say:

- Your name
- Your address
- Your telephone number
- What the problem is

Useful contacts

Who to ask when something needs doing



■ **By telephone**

To report a repair during the day
01322 343800

To report a repair out of office hours
0845 634 1212

To report a repair by text, type
REPAIR to 07881 668706 with your
surname, first line of your address,
when you are available and details
of the problem.

■ **By writing**

Housing Services,
Dartford Borough Council,
Civic Centre, Home Gardens,
Dartford, Kent DA1 1DR

- **In person**

Civic Centre, Home Gardens,
Dartford, Kent DA1 1DR

- **By email**

repairs@dartford.gov.uk