

Guide to repairs and maintenance

Leasehold Properties



You are responsible for all fixtures and fittings and the decoration of the inside of your property. Your lease provides details of any other items you are responsible for maintaining.



enabling independent living

Who is responsible for repairs?

Your specific repairs and maintenance responsibilities are listed in your lease. This guide contains details of the main responsibilities that are common to most leases.

We are responsible for looking after the common parts, including common entranceways, halls, gardens and shared utilities and facilities used by all such as the lift and laundry equipment. Specific additions or exclusions to these examples will be contained in your lease.



How to report a repair

If your development has a Leasehold Scheme Officer it is usually best to report non-urgent repairs to them. They can then keep a track of the repair and make any necessary arrangements with our Contact Centre.

If you need to report a repair to Colne or if you do not have a Leasehold Scheme Officer you can report repairs directly to us online: www.colnehousing.co.uk/customer-services/report-it

The contact number for reporting repairs is 01206 244700. When you report a repair we will ask for some details, including your name, address and contact telephone number. We will let you know if the repair is our responsibility, and if we need to inspect it before we instruct our contractors. We will also tell you what priority we are giving your repair.

Reporting emergency repairs out of normal office hours and during holiday periods

If your repair is an “out-of-hours emergency”, or it occurs during an extended holiday period when the office is closed, you can still call our Contact Centre. You will get a message that instructs you to press 0 to be connected to Careline. Please do not report a repair as an emergency unless you are sure it warrants immediate attention.

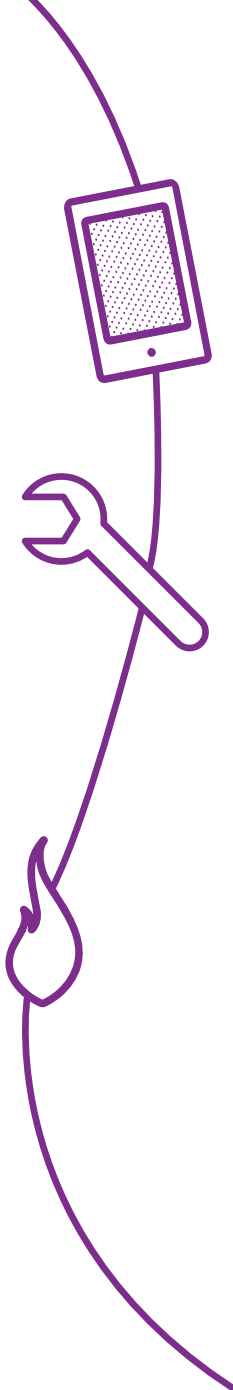
Our contractors

Careline employs contractors to undertake repairs and maintenance work. If you have a query about their work please contact Careline. Normally our contractors are not allowed to take instructions from anyone else other than us. This is to ensure we manage your property effectively.

- General and Electrical Maintenance – Fosters Property Maintenance
- Gas Services – Aaron Services

Gas boiler and appliance servicing

It is important that you have any gas appliance in your property serviced annually. This will ensure that the appliance is not faulty and that it is working efficiently.



enabling independent living

We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

**Colne Housing
Block G, Parkside,
Knowledge Gateway,
Nesfield Road,
Colchester, Essex
CO4 3ZL**

Tel: 01206 244700

Text Service: 07539 114114

E-mail: info@colnehousing.co.uk

Website: www.colnehousing.co.uk

Registered with Homes England (LH1651) and under the Co-operative and Community Benefit Societies Act 2014 (20799R) with exempt charitable status.

Reviewed June 2019.

CHS38

