



Your new home

Understanding the defects period and repairs



What can I expect from a new Two Rivers home?

We aim to ensure our new properties:

- comply with minimum standards, as laid down by legal and building regulations.
- are substantially wind and weather-tight.
- are free from major structural defects.
- are free from damp.
- do not present any unreasonable hazard to the health and safety of its occupants, or to the public.
- are reasonably secure in terms of crime prevention and fire risk.
- are suitably equipped and serviced (eg water, drainage, power) to enable its residents to live there in reasonable comfort.

What standard of repairs can I expect?

Your new home is provided with a one-year maintenance guarantee by the contractor/builder. This covers any faults or problems caused by poor or defective workmanship that may arise within the 12-month period immediately following the handover date. During this time - known as the defect period - the contractor is responsible for attending to such problems.

The contractor will only be responsible for a defect if it can be clearly shown it has arisen as a result of poor workmanship, or a defective component being installed when the property was first built. If the fault occurs as a result of damage, or action the tenant has taken, then the tenant will be charged for correcting this fault.

After the end of the contractor's defect period, Two Rivers Housing is responsible for all repairs and maintenance on the property.

What is a defect and how soon will it be repaired?

A defect is something that is inadequate or has failed on a new home.

If you have a problem or need to report a defect within your new property, you can contact Customer Services on 0800 316 0897.

Alternatively, a repair can be reported online through our secure tenant portal 'My account' at www.tworivershousing.org.uk.

Category of defect	Response time
Emergency	Within 24 hours
Urgent	Within five working days
Routine	Within 20 working days

Examples of 'non-defects' you will be recharged for are:

- toilet blockages caused by nappies, plastic bags, sanitary towels etc.
- sink blockages caused by food, fat or oil.
- when lights aren't working because a bulb needs to be changed.

Out-of-hours emergencies

Electricity and water

All electricity and water suppliers operate their own 24-hour call-out services. Please refer to the handover pack provided to you at sign-up for contact information. If you have changed suppliers, your latest bill will provide their contact information and what you should do in event of an emergency.

Your supplier's contact information should also be readily available in the telephone book and online.

Gas

If you smell gas, call National Grid on 0800 111 999 and contact your supplier.

Two Rivers Housing out-of-hours emergencies

Our office is open Monday - Friday, 8.30am - 5pm. At all other times your call will be directed to our out-of-hours emergency line which will organise any repairs required.

Please note, we class out-of-hours emergencies as:

- a total loss of power or heating.
- problems likely to cause injury or significant damage to your property, or that of your neighbours.

These emergencies will be dealt with within 24 hours. If the problem doesn't appear to be an emergency, our repairs team will contact you the next working day.

If a contractor/builder is called out to a situation which turns out not to be an emergency, you may be charged. If in doubt, please ask us when you make the call.


CONTACT US

Telephone: 0800 316 0897

If you would like this leaflet in large print or audio CD, please call us.

Website: www.tworivershousing.org.uk

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