

Repairs & Maintenance Handbook

EMAIL

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TELEPHONE

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INTRODUCTION

Chrysalis Supported Association Limited is committed to ensuring the homes of our tenants are safe and well maintained. This guide has been created to help both tenants and support providers understand how to report repairs, address minor issues, and access help when needed.

As your landlord, we are responsible for day-to-day repairs (due to wear and tear), health and safety compliance (and associated works) and grounds maintenance. The cost of these services is included in the weekly rent amount, as detailed in the tenancy.

If either the tenant or the support provider damage the property, whether by accident or on purpose then the cost of these repairs will be passed on the relevant person, separate and in addition to the weekly rent amount. Chrysalis is happy for external contractors to be used to complete these minor works (such as a washing machine door being accidentally pulled off) as sometimes using a local contractor may be a more cost-effective option. If using a local contractor, please always let us know their name and details of the works being carried out.

We urge both tenants (where capacity allows) and support providers to read this guide carefully. It contains important information on maintaining the property, responsibilities around repairs, how to contact Chrysalis, and provides answers to many common questions.

If you are ever unsure, please contact us - we are here to help!

We ask all support providers to work with us and remember that the property is not a workplace, it is the tenants home.

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CHRYSLIS CONTACT INFORMATION

Office hours:

Monday to Friday, 9am-5pm

Contact Information:

Office freephone number, 9am-5pm:	0300 3654 040
Out of hours emergency number, 5pm-9am: (Weekdays, Weekends & Bank Holidays)	07584085613
Maintenance and repairs email, 9am-5pm:	repairs@chrysalishousing.co.uk

CHRYSLIS RESPONSE TIMESCALES

Emergency: Repairs will be addressed within 4 hours and aimed to be fixed within 24 hours

Urgent: Within 7 days or 5 working days

Non-urgent: Within 28 days or 21 working days

An example of an Emergency Repair is where there is an observable risk to health, safety, and wellbeing. It is also where there is a likelihood that severe damage to the fabric of the property will result if the repair is not attended quickly.

Here are examples of emergencies; if an issue is not listed below or does not impact the safety of your home, it will be classified as urgent or non-urgent.

- Severe roof leaks
- Burst tanks, boilers, pipes, and other water receptacles that cause immediate risk
- Total power loss
- Unsafe electrical or gas fittings that has the potential to cause harm, death, or injury
- Loss of heating (Between October-March) Outside of these times, it will be treated as urgent
- Front door or window that cannot be secured
- Uncontrollable leaks

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EMERGENCY PROCEDURES OUTSIDE CHRYSALIS

Gas:

If you can smell gas, have a gas leak or the carbon monoxide alarm is sounding, immediately call 0800 111 999 for the National Grid.

If you are experiencing any of the above, please remember:

- **DO NOT** smoke or light matches
- **DO NOT** turn electrical switches on or off
- **DO** open doors and windows
- **DO** evacuate the property and do not return until they have been instructed to do so
- **DO** turn off the meter at the control handle if possible
- **DO** seek medical assistance if anyone is suffering from the following:
 - Nausea
 - Light – headedness
 - Headaches
 - Shortness of breath
 - Dizziness
 - Sleepiness

No water:

If your whole property has no water, please contact your local water board. If you're unsure who your water supplier is then contact your care provider, or search online.

Fire:

If you're hearing fire alarm sounds, please follow your evacuation procedure and call the emergency services on **999**.

Electrical:

If you are experiencing no power in the house, speak to neighbours or call **105** for the UK Power Cut Free Service to see if there is a power outage in the area. If it's only your property, ask yourself the following questions:

- Have you tried resetting the trip switch? Refer to **Page 8** on how to do this
- Have you plugged anything new in recently? If so, unplug and reset trip switch.
- Has an appliance/ bulb blown? With an appliance, remove from socket and reset trip switch. For bulb, to remove and reset trip switch. **PLEASE ENSURE YOU HAVE SWITCHED OFF THE SWITCH BEFORE ATTEMPTING TO REMOVE BULB OR APPLIANCE.**
- See if it is just localised to one area or if all electric power has gone? If so, can it wait until the next working day to be managed?

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EFFECTIVE REPORTING PROCEDURE

During office hours:

Anything that is urgent or non-urgent, we would ask for an email that has the following:

- Address of property
- Location of repair
- Description of what the repair is
- Photos and video alongside repairs
- Contact details

If you are unable to provide an email, please still provide us with the above details using another method.

Emergencies Outside of office hours:

The only way to contact for emergencies outside of office hours is the phone number provided on **Page 3**.

Important questions to decide if the repair is an emergency or urgent repair:

- Can it wait until the next working day?
- Will it impact the health and safety?
- Have you carried out reasonable trouble shooting methods?



PLEASE NOTE

WITHOUT ACCURATE INFORMATION AND WHERE APPLICABLE PICTURES AND VIDEOS, THIS CAN DELAY THE REPAIR FROM BEING FIXED.

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BOILER OR PLUMBING ISSUES

If you experience any of the below, please contact Chrysalis:

- Boiler breakdown
- No Heating
- No Hot Water
- Blocked Toilet
- Blocked Drains

How to effectively report:

Following on the effective report process on **Page 5**, for boiler and plumbing issues we would also like the following:

Boiler

- Is it affecting the whole house or a section (for example, only the bathroom has no hot water)?
- Is there an error code on the boiler?
- Are any of your thermostats turned down (on wall and radiators)?

Plumbing

- If there's a leak, where is it?
- Can the leak be contained?
- Is the leak continuous?
- If you report a blockage, is it one section or the whole house?
- If you report a blocked toilet, is there another toilet that can be used?



Leak in the sink drain pipes



Error code on boiler



Thermostat

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LEGIONELLA CONTROL & PREVENTION

As a care provider, you have a duty of care to ensure the water supply is safe for tenants.

Legionella is a type of bacteria that can grow in stagnant water and cause Legionnaires' disease, a serious lung infection. While Chrysalis manages Legionella risks, it's essential to follow simple preventative measures to stop it from developing.

To minimise risks, make sure that any unused water outlets, such as taps, toilets, showers, and outdoor taps (especially in winter), are regularly flushed to prevent water from becoming stagnant.

Please ensure the following:

- Toilets should be flushed at least once a week.
- All remaining outlets should be run for at least 5 minutes every week.

Following these simple steps will help maintain a safe water system for tenants.



Outdoor tap flushed



Shower flushed



Sink flushed

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TROUBLESHOOTING ELECTRICAL FAULTS

Appliance not working?

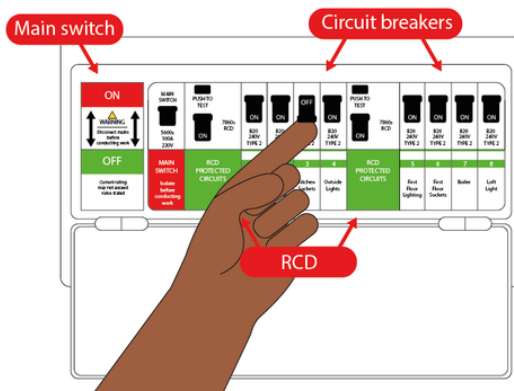
- Is it plugged in/switched on?
- Is there a fuse spur, and is this switched on?
- Has it tripped out? Check consumer unit (see care provider pack for location) and reset tripped switch.
 - If trip will not reset, check what the switch trip is for. The location of the electrical area for each switch trip is underneath each one.
 - Switch off all sockets in the area where the tripped switch is indicating and reset the trip switch by pushing the switch to the on position. Then, individually turn on each socket in that area until you find the problem appliance. The problem appliance can be identified as it will be causing the RCD to trip.
 - If problem appliance is identified, unplug it and do not use.
 - If this does not resolve the issue, contact Chrysalis using the appropriate method listed on **Page 5**.

Lights not working?

- The bulb has gone in the property, if possible, can you change it?
- Can a lamp be used temporarily until the problem can be resolved?
- If not, contact Chrysalis using the appropriate method listed on **Page 5**.



Plug socket switched on



Consumer unit with tripped switch



Fuse spur

PLEASE NOTE

THESE PICTURES ARE FOR EXAMPLE PURPOSES ONLY AND MAY NOT LOOK THE SAME AS YOUR SETTINGS.

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TROUBLESHOOTING BOILER FAULTS

- Is the boiler on? Check the consumer unit to see if it's been tripped
- Is the thermostat turned up on the wall? The boiler will disengage once the selected temperature is reached
- Are the thermostats turned up on the radiators?
- Is the pressure on the boiler between 1-2 bars or in the green section? If this is getting low or in the red section, report this to Chrysalis.
- If this does not resolve the issue, contact Chrysalis using the appropriate method listed on **Page 5**.



Pressure gauge on boiler



Thermostat on a radiator



Boiler Pressure low & not between 1-2

PLEASE NOTE

THESE PICTURES ARE FOR EXAMPLE PURPOSES ONLY AND MAY NOT LOOK THE SAME AS YOUR SETTINGS.

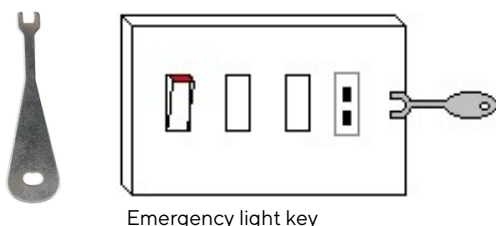
FIRE ALARM & EMERGENCY LIGHT REPAIRS

Fire alarms

- If the fire alarm panel is beeping or buzzing, carry out a walkthrough of the property to check for damaged fire alarms and damaged call points. Silence the buzzer and reset the system.
- If this does not resolve the issue, contact Chrysalis using the appropriate method listed on **Page 5**.

Emergency lighting

- After testing emergency lights, make sure they are put into the on position using the emergency lights key.
- If the emergency lights are not working or won't turn off, please follow the steps for fixing an electrical fault and check the switch which is labelled 'emergency lights'
- If this does not resolve the issue, contact Chrysalis using the appropriate method listed on **Page 5**



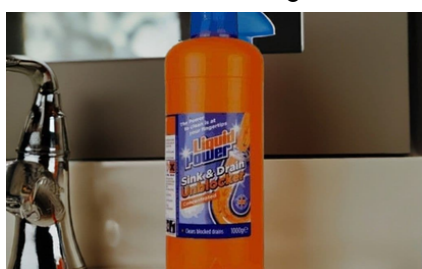
Emergency light key

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PREVENTATIVE STEPS AND MEASURES

Plumbing

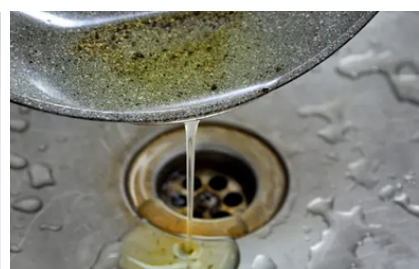
- If a shower, bath or sink is regularly used by someone with long hair, this will be prone to the plughole becoming blocked. To prevent this, please use a sink and drain un-blocker monthly. If possible, remove hair from the plughole.
- Regularly checking the pressure valve can prevent boiler issues. When the pressure is at 1 or below, please notify Chrysalis staff. **DO NOT** attempt to refill valve yourself.
- Ensure the **ONLY** thing that is flushed down the toilet is toilet paper. Please make sure baby wipes, make up wipes, kitchen roll, sanitary products, razor blades etc are not flushed down the toilet as this will cause a blockage.
- Make sure cooking oil is not poured down the sink or drain after use.



Sink and Drain unblocker



Pressure at 1 on boiler



DO NOT pour cooking oil down the sink



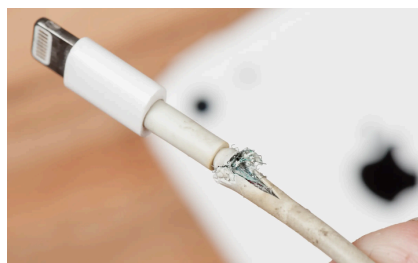
Examples of items to **NOT** flush down the toilet

Electrical

- Please **DO NOT** overload extension cables or plug sockets.
- Ensure tenant personal items are PAT tested; Chrysalis is happy to support with this. Please make sure any items deemed unsafe are either repaired by a professional or removed from the house



Overloaded plug sockets



Signs of fraying on phone charger



PAT tested plug

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PREVENTATIVE STEPS AND MEASURES

Fire risk prevention

- Please keep all fire doors closed or always locked as per instructions on the door.
- Fire alarms must be tested weekly, and emergency lights must be tested monthly; a log of this needs to be kept. If help is required, please ask your housing office for advice. This is not a request from Chrysalis, this is required by law.
- Ensure everyone in the property knows how to work the fire alarm system and how to reset. This is a requirement by law and people that have not be sufficiently trained are not allowed to work on the property.
- If the fire blanket in the kitchen is used please notify Chrysalis immediately so we can replace it



Pests

There are some simple things that can prevent and deter pests from entering the property dependent on the type of pest.

Vermin (mice, rats, and cockroaches etc):

- Ensure there is no food waste or crumbs on the floor or surfaces. Any used crockery should be washed up after use and not left in rooms for long periods of time.
- Any external or internal holes can be blocked and sealed by Chrysalis Maintenance.
- Keep the garden and grounds clear of waste and rubbish.
- Do not feed birds in the garden



DO NOT leave crumbs on surfaces



DO NOT leave unwashed crockery



DO NOT feed birds

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PREVENTATIVE STEPS AND MEASURES

Pests

Bedbugs:

- Keep bedrooms clean, including regular vacuuming.
- Wash sheets and change bedding regularly.

If you suspect you have bedbugs, please take the following steps:

- Clean bedding, linens, curtains, and clothing in hot water and dry them on the highest dryer setting.
- Use a stiff brush to scrub mattress seams to remove bedbugs and their eggs before vacuuming.
- Vacuum your bed and surrounding area frequently.

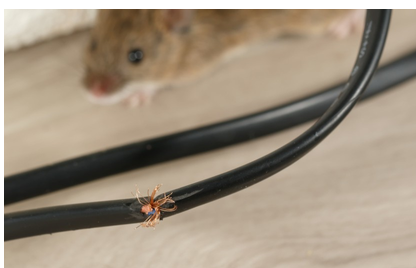
Care staff must be alert to the possibility of infestation on discovery of any of the following:

- Direct sightings of vermin/pests.
- Droppings near food source.
- Evidence of nesting.
- Gnawing (mice and rats do this not just to access food but to keep their teeth short)

Should a member of staff or tenant notice signs of pests entering the property, please report this to Chrysalis as soon as possible. We will respond to all pest concerns inside of the property within 7 days (urgent repair). Once investigated we will determine the best method to rid the pest and action as soon as possible.



Signs of bedbugs



Signs of gnawing



Signs of vermin droppings

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PREVENTATIVE STEPS AND MEASURES

Damp & Mould

Black mould growth and condensation are visible signs that air in the property is too wet. In 99.99% of cases, the cure for condensation and mould growth is through heating and ventilation.

Condensation

There are several ways to prevent the build-up of condensation:

- Drying clothes outside wherever possible
- If drying clothes indoors, ensure they are away from walls in a ventilated room
- Turning the extractor fan on in the bathroom whilst showering
- Turning the extractor fan on in the kitchen when cooking
- Ventilating the house by opening windows whenever possible
- Ensure furniture is not directly against the wall, especially external walls

Mould

If you notice mould growth in the property, please inform Chrysalis and follow the below steps below:

- Wash the affected area thoroughly with hot water and soap and dispose of the clothes/sponges used to clean the mould
- Rinse the area with a clean damp cloth after cleaning, and then dry off the wall
- Disinfect the area by using mould sprays or bleach and leaving for around 10 minutes
- Clean up the disinfected area
- Dry out the room as much as possible for the next 2 to 3 days

Please be aware that damp and mould poses a serious health risk to tenants and to staff members, therefore it is very important that it is reported immediately so that the appropriate action can be taken.



Signs of mould



Condensation on windows



Signs of damp

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MAINTENANCE CHARGES

Please be aware that damage done to the property by improper use by care providers or tenants will be chargeable to the person responsible.

We would expect care providers to do the following:

- Replace batteries
- Replace lightbulbs
- Clear out filters
- Clear rubbish

White goods

Washing machine care:

- Empty pockets, remove tissues, paper, coins and anything else that will damage the machine.
- Please clean all filters regularly.
- Clean the detergent drawer.
- Do not overload the machine.
- Do not use too much detergent.
- After use leave the door open to prevent mildew.
- Do not lean on the washing machine door

Tumble dryer care:

- Clean the dust filter after use.
- Empty the water container.
- Clean the evaporator filter at the bottom of the machine.
- Allow the machine to do the full cycle.
- Leave the door open after use.
- Clean the drum.



Washing machine filter



Tumble dryer dust filter



Cleaning the inside of a washing machine

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MAINTENANCE CHARGES

Fridge/Freezer care:

- Keep your fridge and freezer clean.
- Do not put hot food in the fridge or freezer.
- Clean the door seals.
- Clean the drain at the back of the fridge.

Oven/Hob and Cooker Hood care:

- Please keep your oven and hob clean.
- Do not use anything sharp or abrasive on the hob.
- Be careful not to drop anything on the hob to avoid cracking and breaking.
- Clean cooker hood filters.

Dishwasher care:

- Remove large pieces of excess food before loading plates
- Make sure that the salt is topped up when needed
- Always use rinse aid
- Always put the tablet in the drawer dispenser
- Clean filters regularly
- Run the dishwasher when empty once a week or with a dishwasher cleaner to avoid bad smells
- Do not overload the dishwasher
- When loading make sure that you don't obstruct the spray arms
- Clean door seals

Lots of white goods stop working because they are not cared for properly, please make sure that you clean and maintain your white goods to make sure that they are efficient and last longer.

Any call outs that are later deemed to not be an emergency will be charged back to the care provider. To avoid this, please take the time to read our maintenance policy on our website: <https://chrysalishousing.co.uk/policies.html>



Drain hole in fridge



Cooker hood filters



Dishwasher filter

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