



What can I expect from a Two Rivers Home?

We aim to ensure that each of 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 dampness
- do not present any unreasonable hazard to the health and safety of its occupants or to the public
- are reasonably secure in terms of fire risk
- are suitably equipped and serviced (water, drainage, electricity and gas) to enable occupants to live in the property in reasonable comfort.

What is a defect?

A defect is a fault in the workmanship in the construction of a new build property, or a fault in the installation or manufacture of items of equipment which form part of the construction.

What standard of repairs can I expect?

Your new home is provided with at least one year's maintenance guarantee by the contractor/builder. This covers any faults or problems caused by a poor or defective workmanship which may arise within the 12-month period immediately following the handover date. During this period the contractor is responsible for attending such problems like:

Emergency repairs that require rectification within 24 hours:

- Gas leaks.
- Dangerous electrical faults.
- Complete lighting failure.
- Lift breakdowns in communal areas.
- Serious water leaks which are uncontainable.
- Dangerous structures.
- Inability to secure dwelling/building.
- Total loss of heating/hot water.
- Complete loss of electricity.
- Door locks/ door entry system failure.

Urgent repairs that require rectification within 5 working days:

- Roof leaks.
- Faulty entrance or exit doors.
- Faulty electrical switches.
- Faulty heating/plumbing appliances.
- General electrical faults.
- General plumbing faults.
- Communal tv aerials not working.
- Boiler or central heating plant malfunctions.

Routine repairs that require rectification within 20 working days:

- All faults/defects not classified above.

Please note the above can vary depending on the Contractor.

After the end of the contractor's liability period, Two Rivers Housing is responsible for all repairs and maintenance on the property. A fault may occur after this period, which is the responsibility of the contractor and is called a 'latent defect'.

However, the contractor will only be responsible for such a defect if it can be clearly shown that it has arisen as a result of poor workmanship or a defective component being installed when the property was first built. If the fault is not classed as a true defect but is a result of damage or action the tenant has taken, then the tenant will be charged for correcting this fault.

Examples of 'non' defects where a recharge will occur are:

- Toilet blockages caused by nappies, plastic bags, sanitary towels etc.
- Sink blockages caused by food, fat/oil.
- When lights aren't working because a bulb needs to be changed.

Defect inspection

Just before the expiry of the 12-month defect period, you will receive an appointment letter for a defect inspection to be carried out at your property. A representative from Two Rivers Housing, the builders and the employer's agent will visit and note down any faults that you may have with the property and arrange to get these rectified (subject to confirmation that the fault is covered by the builder under the contract).

Important things to remember:

- Your defect period lasts for 12 months from the date the property was handed over to us from the developers.
- If you find a defect within the 12-month defect period, please call Two Rivers Housing and let the Customer Service Team know, alternatively keep a note of the problem to notify us at the defect inspection.
- The end of the defect inspection is your final chance to get the builder to rectify any issues. You must attend the inspection and ensure that everything you mention is noted down. Do not sign off the inspection sheet until you are happy it includes everything you have mentioned.
- If the defect is not on the final inspection sheet, the builder will not remedy it and you will be liable for rectifying the issue.
- Once all the repairs have been dealt with following the 12-month defect inspection, all repairs going forward will be carried out by Two Rivers Housing Property Plus Team. Please call our Customer Service Team on 0800 316 0897 who can assist you. Alternatively, you can visit <https://www.tworivershousing.org.uk> and book a repair online.

Out of hours emergencies – power and water

Electricity and water

All electricity and water supply companies operate their own 24-hour call out services. Please refer to your latest bill for their contact information and what you should do in the event of any emergency.

Your suppliers contact information will also be readily available in the phone book and online via their website and search engines.



Gas

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

Out of hours emergencies – Two Rivers Housing

Our offices are open Monday – Friday 08:30am – 5pm. For **out of hours emergency repairs**, please call **0800 316 0897**. Your call will be directed to our support centre which will be able to organise the repair work, if 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 your neighbour’s property.

These emergencies will be dealt 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 be an emergency, you may be charged. So, if in doubt, please ask 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

Email: customerservices@2rh.org.uk

 /tworivershousing  @TRHousing

Registered Charity No: 1104723