



"Providing high quality homes & services that put people first"

Leaseholders

Repairs

MHA's Mission Statement

"To provide **high quality homes & services** that put **people first**"

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh or any other language, braille or audio format.

Introduction

This is a guide to the repair obligations of both MHA and you as a leaseholder. It will, in general terms, tell you what you should expect from MHA and what you can and can't do inside your property. You should always refer to the terms of your individual lease for confirmation of your rights and responsibilities.

MHA's Obligations

MHA are responsible for arranging or organising the repair and maintenance of the structure, exterior and shared parts of your block of flats. You will be charged your share of the cost of these repairs within your annual service charge bill as per your lease agreement with us.

This may include:

- Exterior walls
- Roof
- Foundations
- Timbers and joists
- Beams
- Chimney stacks
- Rainwater and soil pipes
- Sewers and drains serving the building
- Gas, water and electricity pipes up to the flat
- Communal hot water systems
- Exterior decoration
- Internal common way decorations
- Communal windows and doors
- Communal electric
- Communal lifts
- Communal grounds and parking areas
- Smoke alarms
- Repairs to door entry systems
- Maintaining communal/ external lighting

MHA must give you at least three days' notice (except in an emergency) to enter your property to carry out an inspection or repair.

Your Obligations

You are responsible for maintaining the inside of your property, this includes:

- Fittings such as kitchen units and sinks
- Floorboards
- Internal non-structural walls
- Plaster or other surface material on interior walls and ceilings
- Internal doors and door frames
- Toilets, baths and showers
- Radiators, cisterns, tanks, boilers and pipes used exclusively within the flat
- Gas, water and electricity installations exclusive to the flat
- Fixtures, fittings and internal decorations
- Responsibility for any leaks or burst pipes, including damage caused to other Association property as a consequence

You must request permission in writing from MHA if you wish to carry out any structural works or alterations to your property. Structural work includes removal of any internal walls, replacing windows or exterior doors, decoration of the exterior of the property, building an extension or conservatory.

To request permission, please contact your leasehold officer, with a description of the work you would like to undertake.

Major Works

(Also known as Section 20 works)

MHA has a legal obligation to consult you on any works that will cost you £250.00 or above. Please see MAJOR WORKS - A guide for leaseholders of social landlords.

Examples of major works include roof replacement, cyclical painting, and replacement of flooring in communal areas.

Major works will be billed with your service charges in the financial year following the completion of the work. For example if your roof replacement was completed in November 2019, you would be billed in June 2020. Payment plans are available to spread the cost of major works, though may be subject to an affordability review.

A programme of upcoming major works can be found in the leaseholder section of the MHA website.

Report a Repair

You can report a repair by:

- Contacting your leasehold officer
- Calling the MHA main line – **0345 677 2277**
- Via the website: **www.monmouthshirehousing.co.uk/report-a-repair**

Repair Response Times

Emergency - Respond within 2 hours and complete the same day.

Urgent - Respond and complete in 24 hours.

Non-Urgent - Complete within 5 days.

Repair Inspection - A

maintenance officer may call to assess what work needs doing before an order is given to the tradesman.

If a repair is necessary as a result of a crime or vandalism. It must be reported to the police and a crime incident number obtained. Reporting crime and anti-social behaviour to the police will help reduce the likelihood of further service charges relating to such damage as we will not recharge you if the repair/replacement is due to vandalism which has been reported to the police.

Repairs



How to Contact us

General

If you have a query regarding your home, leasehold or service charges or would like to report problems with anti-social behaviour or a neighbourhood issue please contact your leasehold officer by calling our Head Office at Mamhilad on: **0345 677 2277** (local call rate).

Freephone Repairs Hotline (Inc. emergency out of hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (from a mobile)*

**Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

Live Chat

Click the link on our website to talk to a member of our Customer Service Team.

Email

You can also contact us via email: **leasehold@monmouthshirehousing.co.uk** We aim to respond to emails within 3 working days.

Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

Facebook**

www.facebook.com/Monmouthshire.Housing

Twitter**

www.twitter.com/mon_housing

***Social media accounts are not monitored 24 hours a day. To report repairs please use our hotline number **0800 980 7751**.*

Useful Contacts

MHA's Main Office:	0345 677 2277
Repairs Helpline:	0800 980 7751
TV Licence:	0300 790 6131
Council Tax:	01633 644630
Homemakers:	01873 857 618

Utility Companies

Welsh Water:	0800 052 0145
SSE/Swalec:	0345 071 3994
British Gas Emergency:	0800 111 999

Useful Websites

Our Website:	www.monmouthshirehousing.co.uk
MCC's Website:	www.monmouthshire.gov.uk
TV Licensing:	www.tvlicensing.co.uk

Monmouthshire Housing Association

- 📞 **0345 677 2277**
- ✉ **customerservices@monmouthshirehousing.co.uk**
- 🌐 **www.monmouthshirehousing.co.uk**
- ✉ **Monmouthshire Housing Association**
Nant-Y-Pia House, Mamhilad Technology Park
Mamhilad, Monmouthshire, NP4 0JJ
- 📘 **facebook.com/Monmouthshire.Housing**
- 🐦 **twitter.com/mon_housing**



Scan the QR code to access
the MHA website.