

How to report a repair

We are committed to making sure your home is in a good state of repair. To meet our legal responsibilities, we will:

- Keep the exterior (e.g. roof, walls, doors, windows, paths) and interior (e.g. ceilings, doors, floors) of the building in good repair
- Make sure supplies for gas, water and electricity are in good working order
- Maintain kitchen and bathroom equipment and drainage
- Maintain shared areas like entrances and stairways in blocks of flats.

We expect you to:

- Treat your home with care and respect. You will be charged for repairs or damage that we do not consider fair wear and tear
- Report repair problems to us as soon as possible
- Replace minor items like light bulbs, toilet seats, showerheads and hoses
- Keep your home clean and decorated to a reasonable standard
- Allow access for works to take place and inspections such as the annual gas safety inspection and condition surveys.

Repair responsibilities

Please contact us if you live in sheltered or supported housing, we may help you with those repairs marked *

| Type of repair | Who is responsible? | |
|---|---------------------|----------|
| | Orbit | Customer |
| Plumbing | | |
| Drains and sewage within the curtilage of Orbit owned land | ✓ | |
| Overflows and ball valves | ✓ | |
| Pipework – repairing leaks or replacement | ✓ | |
| Sinks, baths, washbasins - blocked (unless caused by shared drainage problem, in blocks of flats) | | ✓* |
| Stopcock repairs | ✓ | |
| Taps – repair or replacement | ✓ | |
| Toilets – blockages (customers to try to unblock toilets themselves. If unable to do so this may be escalated to Orbit responsibility.) | | ✓* |
| Water storage tanks and cylinders – repair or replacement | ✓ | |
| Water – loss of cold supply | ✓ | |
| Water – loss of hot supply | ✓ | |

| Electrical | Orbit | Customer |
|--|--------------|-----------------|
| Appliances – owned by customer | | ✓ |
| Cooker point | ✓ | |
| Entry phones | ✓ | |
| Fans for ventilation – repairs and replacement | ✓ | |
| Fuse board (consumer unit) | ✓ | |
| Lighting – light bulbs, fluorescent tubes and starters | | ✓* |
| Lighting – switches, ceiling roses | ✓ | |
| Power failure (unless responsibility of utility provider) | ✓ | |
| Smoke and heat detectors – mains-wired | ✓ | |
| Smoke and heat detectors – battery | | ✓ |
| Sockets – repair or replacement | ✓ | |
| Wiring testing, repair and replacement | ✓ | |
| Heating systems | Orbit | Customer |
| Air and ground source heat pumps, warm air systems | ✓ | |
| Chimneys and flues, including sweeping (unless opened up by customer, or own heating source installed) | ✓ | |
| Gas central heating system with boiler, radiators, pipework, valves | ✓ | |
| Radiators – water filled – bleeding | ✓ | |
| Storage radiators – electric | ✓ | |
| Water leaks (unless from customer's appliances) | ✓ | |

| Kitchen | Orbit | Customer |
|--|--------------|-----------------|
| Appliances (unless supplied by Orbit) | | ✓ |
| Cupboard units – repair and replacement | ✓ | |
| Flooring coverings (supplied by Orbit) | ✓ | |
| Sealant around sink | | ✓ |
| Sink – repair or replacement (excludes plug and chain) | ✓ | |
| Wall tiling – repair and replacement | ✓ | |
| Worktops – repair and replacement | ✓ | |
| Bathroom | Orbit | Customer |
| Bath – repair or replacement (excludes plug and chain) | ✓ | |
| Bath panels | ✓ | |
| Flooring | ✓ | |
| Sealant around washbasin, bath, shower etc | | ✓ |
| Shower heads and hoses, rails and curtains or screens (unless originally installed by Orbit) | | ✓ |
| Showers (unless originally installed by Orbit) | | ✓ |
| Toilet pans and cisterns – repair or replacement | ✓ | |
| Toilet seats and covers | | ✓* |
| Wall tiling | ✓ | |
| Washbasin – repair or replacement (excludes plug and chain) | ✓ | |

| Doors and windows | Orbit | Customer |
|---|--------------|-----------------|
| Door – external – board up for security | ✓ | |
| Door – external – repair or replacement | ✓ | |
| Door – external – numbers, nameplates, door bells, chains, letter plates and letter boxes | | ✓ |
| Door – external – lock if faulty | ✓ | |
| Door – external – additional locks, bolts | | ✓ |
| Door – internal – repair or replacement | ✓ | |
| Door – internal – locks, furniture, hinges | ✓ | |
| Glazing (unless a crime or incident number is provided) | | ✓ |
| Windows – board up for security | ✓ | |
| Windows – frames, hinges, handles, failed double glazing seals | ✓ | |
| Structure | Orbit | Customer |
| Ceilings (excluding decoration) | ✓ | |
| Floors – timber and concrete | ✓ | |
| Plasterboard and plaster work (excluding minor cracking, holes and dents) | ✓ | |
| Roofs, fascia boards, soffits, rainwater pipes | ✓ | |
| Staircases, handrails | ✓ | |
| Walls – internal and external, masonry repairs (excluding internal decoration) | ✓ | |
| Other | Orbit | Customer |
| Accidental or malicious damage, by customers or visitors | | ✓ |
| Cleaning and other housekeeping activities | | ✓ |
| Clothes lines and post (except shared areas) | | ✓ |
| Condensation, damp and mould growth (unless due to structural faults or disrepair issues) | | ✓ |
| Fences – boundary (next to public right of way) | ✓ | |

| | | |
|--|--|----|
| Fences – dividing between homes (except one privacy panels), gates | | ✓ |
| Fixtures and fittings, improvements (unless otherwise agreed by Orbit), possessions, installed or belonging to customer | | ✓ |
| Forced entry by police or emergency service | | ✓ |
| Gardening, trees in private gardens (unless structural damage being caused, or dead or diseased – at Orbit's discretion) | | ✓ |
| Keys – lost or stolen, associated lock changes, accidental lock-out, additional keys requirements | | ✓* |
| Pest control (except in common areas) | | ✓ |
| Sheds | | ✓ |
| TV aerials and satellite dishes (unless shared system) | | ✓ |

Please contact us about repairs by one of the methods listed below.

Between the hours of 8pm and 8am, please only call us if you need to report emergency repairs. An emergency is usually something which presents an immediate risk to safety, security or health eg. burst pipes, damage following a break-in.

Fixed in a click!

Did you know that reporting repairs online is now available to all our customers? Just log into My Account and you can report, track and manage your repairs online 24 hours a day, seven days a week.

Repair timescales

Emergency

These are repairs that present an immediate risk to safety, security or health. We aim to attend within 4 hours and make safe within 24 hours. For example:

- Board up for security
- Gas leaks / gas supply failure
- Burst to water supply / loss of supply
- Total loss of electrical supply
- Blocked toilet (where there is only one in the property).

Essential

These are repairs where there is a risk to the customer or property if the repair is not dealt with quickly. For example:

- Partial loss of power
- Partial loss of water supply
- Total or partial loss of heating or hot water
(1 November to 30 April)
- Leak from water or heating pipe, tank or cistern.

We aim to make safe these repairs within 24 hours.

Routine

These are repairs that do not cause serious inconvenience. We aim to complete these repairs within 28 calendar days. For example:

- Total or partial loss of heating or hot water
(1 May to 31 October)
- Plumbing leaks (eg waste pipes / radiator valves)
- Tap which cannot be turned
- Brickwork
- Guttering.

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How to get in touch

For further information please email us at:
info@orbit.org.uk

Or call:
0800 678 1221

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