



Repairs and maintenance

What this guide is about

This guide explains our repairs and maintenance service.

Who is this guide for

People who live in a Progress Housing Group home.

Bitesize summary

- We provide a 'right-first-time' repairs service where possible in line with our Customer Promises and service standards
- The quickest and easiest way to report and track a repair is online
- View our webpage '**Repairs priorities and responsibilities**' for more information on what repairs you are responsible for and when you need to request permission from us before you complete a repair
- Our Healthy Homes Team will investigate all reports of damp and mould
- Where access is not provided to your home for repairs and compliance checks, this leaves less money for

much-needed repairs and improvements in homes - and could also be a breach of your tenancy agreement.

Service standards and how we prioritise repairs

We provide high-quality repairs and maintenance services to keep your property safe and in good condition.

We will:

- Provide an emergency repairs service 24 hours a day, 365 days a year
- Complete repairs within the following timescales:
 - **Emergency repair** - an issue that creates a risk of life-threatening danger or serious damage to the property - **within 24 hours**

We need to prioritise repairs so that we can help the people who have the most disruption first

- For all other non-emergency repairs - **within 28 days** - we will schedule the most

convenient first available appointment at the first point of call

A non-emergency repair can be any general joinery or plumbing work. Minor problems with fixtures, fittings and other non-urgent internal and external repairs.

- Some repairs are not emergencies but cannot wait 28 days to be fixed. We call these **urgent repairs**, which will be prioritised to be **completed in 7 days**
- Tell you what the target timescale is for completing a repair
- Offer the facility to track your repairs online
- Notify you of any changes to the completion of your repair
- Specify the repairs that we are responsible for and the repairs that you are responsible for
- Recharge tenants for repairs that are their responsibility
- Complete repairs on a 'right-first-time' basis wherever possible.

Reporting a repair

It is quick and easy to report a non-emergency repair online at

any time of day, or you can report it via live chat, phone or in person during working hours.

Online - QR code



Reporting a non-emergency repair by logging into your online tenant account is the quickest way.

You can also select and book the most convenient appointment time online for most repairs.

To register for your online tenant account, you will need your 9-digit tenancy reference number beginning with a '4' or '5'.

You can use your tenant account to check the status of repairs you have reported, change your appointment and update your contact details.

Please check your account for details before you contact us about a repair that has already been reported.

Email

You can report a repair by email or on our website.

Please remember to include as much information as possible about the issue.

We will respond within 5 working days.

Live chat

You can report a repair during office opening hours by contacting a live chat advisor on our website.

Telephone (emergencies only)

We like to keep our phone lines free for tenants reporting emergency repairs so that we can help them quickly.

If you need to speak to an advisor, call us on 0333 320 4555. Lines are open between 8am and 6pm, Monday to Friday and outside of these times for emergencies.

In-person or in writing

Progress Housing Group, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

You can also report it to a colleague who will log it on your behalf.

In an emergency

For emergency repairs, call us on 0333 320 4555.

If someone's life is in danger, call 999.

Our website has information on what to do if you:

- think you have a gas leak
- have lost electricity or gas supply
- are at risk of flooding or have an escape of water

- have any other kind of emergency, including repairs.

Track your repairs

When you report a non-emergency or emergency repair, we will text you a message confirming the date and time of your appointment.

We will text you a reminder the day before your repair appointment and again on the day to let you know when the operative is on their way.

You can track your repairs and check your appointment date by logging into your online tenant account.

Rescheduling your appointment

Please get in touch with us with as much notice as possible by phone, live chat or logging into your online tenant account to cancel or change your appointment; we cannot reschedule repairs once the operative is on their way.

On average, a missed or uncancelled repair costs £150 per appointment, which leaves less money for much-needed repairs and improvements in homes like yours.

If you cannot give access to our operative to complete the repair at the scheduled time, you will need

to contact us to rearrange the appointment. We will cancel the original repairs request until you can do this.

We will let you know with as much notice as possible if we need to change your repair or appointment.

Estate caretakers

Any issues with a communal area or your neighbourhood could be a job for our estate caretakers.

Our estate caretakers look after the upkeep and the appearance of our estates. They also undertake estate inspections, carry out weekly fire safety checks in communal areas and work closely with other agencies that work in the area.

Our estate caretakers can help with the following:

- Fly-tipping in some instances
- Graffiti
- Reporting repairs.

Our caretakers cannot remove the following:

- Recyclable items - these can be put in the local authority recycling bin
- Any domestic waste left in black bags - these must be disposed of in an appropriate bin provided by the local authority.

Please note: It is your responsibility to keep your property and neighbourhood tidy.

Removal of large items and bulky waste

We ask you to make use of your local councils' waste collection services for your bulky waste.

Each council has its arrangements and scale of charges for using the service.

Our Caretaking Team will be able to help guide you with using this service if you need it. You can arrange with your local council to collect large items, such as beds, carpets, fridges, and settees.

Occasionally we will hire a skip and place it in your neighbourhood for you to dispose of things you no longer want. When we do this, we advertise it in advance.

If you see something in your neighbourhood that needs attention, you can report it to your estate caretaker, online via live chat or phone.

Repairs you will have to pay for

We have a legal responsibility to keep your home in good repair, but some things are your responsibility to fix.

You will be charged for the repair if the following circumstances apply (although this list is not exhaustive):

- If you tell us the repair is an emergency repair and it is not
- If it has been carried out because of misuse or neglect of your home; this includes damage caused by people living with you or visitors to your home
- If you do not provide access to the operative or inspector
- If you accept responsibility and require the work to be done
- If you need a repair to internal door locks, garden maintenance, or broken glass in windows and doors.

We will not accept responsibility for paying the bill if you instruct a contractor to carry out work.

Responsibility

Type of repair	Ours	Yours	Exceptions
Electrical repairs	✓		We are not responsible for replacing plugs, fuses, doorbells and the meter from your supplier
Gas	✓		We are not responsible for the meter from your supplier
Floor coverings		✓	We are responsible for replacing floor coverings that we provide in kitchens and bathrooms
Door locks (external)	✓		
Door locks (internal)		✓	
Infestations		✓	Except for insects and vermin in a communal area
Communal garden maintenance	✓		
Replacement of broken glass in windows and doors (due to accident or vandalism)	✓		If the breakage is due to vandalism, we need a crime reference number to book the repair

Emergency repairs

We provide an emergency repairs service 24 hours a day, 365 days a year.

Emergency repairs are to remove a life-threatening danger or rectify serious damage to the property.

Examples of emergency repairs are:

- burst pipes or flooding
- unsafe electrical fittings or wiring
- blocked main drains or blocked soil pipe to the only toilet (not a blocked sink)
- complete loss of electrical power or lighting
- complete loss of heating, if there is no alternative source
- unsecured external doors or windows (unless damaged by you, your family or visitors to your home)
- lift failure
- failure of the warden alarm call system
- a toilet, not flushing (where there is no other working toilet on the property)
- offensive or racist graffiti.

If you want to report an emergency repair out of hours, we will only carry out repairs needed to avoid

immediate danger to personal safety or serious damage to your property.

If it is impossible to make a full repair, we will make the situation safe until a full repair can be done.

We will recharge you for any misuse of the out-of-hours system, and in most cases, the cost to you may exceed £50. Common examples of repairs you will be charged for include blocked sinks, no electricity due to tripped consumer units, minor toilet leaks, insufficient credit on your gas or electricity meter, and faulty appliances.

Our website has information on what to do if you:

- think you have a gas leak
- have lost electricity or gas supply
- are at risk of flooding or have an escape of water
- have any other kind of emergency.

Home contents insurance

In the event of a major flood, we are responsible for repairing the property but not for replacing your personal belongings, including floor coverings.

It is your responsibility to insure your belongings against damage

or theft. Contents insurance offers cover for your contents and belongings if they are lost or damaged whilst living in a rented property. More information is available on our website.

Damp and mould

We know it can be worrying if you are experiencing problems with damp, mould or condensation in your home. If you are concerned about damp and mould in your home, get in touch, ask for a leaflet or visit our website.

Checking ID

All operatives, including those working on behalf of Progress Housing Group, carry formal identification and will present this before accessing your property.

They will not ask you to sign any paperwork regarding repairs to your property.

If a cold caller comes to your door, make sure you:

- always ask for identification
- speak to us first if you are unsure about allowing them access to your property
- call the police if you feel scared or threatened
- talk to us before you sign any documents, particularly those relating to disrepair claims.

Healthy Homes

We carry out a 5-year stock condition survey programme to ensure we effectively plan our maintenance programmes and highlight any issues in your home to the correct department. As a responsible landlord, we are committed to ensuring you live in a safe, warm, affordable home.

We also complete additional surveys of homes identified to be at greater risk of damp and mould. If your property is identified, our Healthy Homes Team will contact you to make the necessary appointment. However, if you are experiencing any issues, please contact us immediately.

Planned maintenance

Every year we carry out a programme of planned maintenance and improvements to replace or repair the parts of your home that need to be updated.

There are 2 types of planned maintenance:

Work that needs to be done every year

- Servicing any gas central heating boiler or fire in your home (this is a legal requirement)
- Servicing gas appliances that we have provided.

Major planned works

This includes replacing:

- kitchens
- bathrooms
- windows
- doors
- roofs
- heating systems.

We replace these based on their age and condition, identified through stock condition surveys. We may arrange a visit to inspect your home before confirming any needed work. If your home does need work, we will notify you in advance and explain what will happen and when.

Painting the outside of your home

We paint the outside of your home every 5-10 years, where needed. This will often involve minor repairs to rotten or damaged timber before the painting is carried out. We will tell you if your property is part of the annual programme before it starts.

Gas servicing

Every year we must check the safety of all the gas appliances we have provided in your home. This service is for your safety, to

ensure everything works safely and efficiently.

We must carry out these checks as it is a legal requirement for all landlords to do them every year, so please keep to the appointment we have made with you.

If you are unavailable on the day of your appointment, please get in touch with us immediately to rearrange.

If a gas engineer calls at your property and has been unable to gain access, a card will be posted through your door to tell you that someone has called to do your inspection. The card will have our phone number on it. You must contact us to make a suitable appointment for your safety and compliance with the law.

On occasion we may call outside the arranged appointment time if we are in your area.

If you fail to allow us access on 3 occasions, we may have no option but to take legal action, as this will breach your tenancy.

Electrical testing

We must carry out electrical checks every 5 years (and sometimes more frequently), so please try to keep to the appointment we have made with

you. If you are unavailable on the day of your appointment, please get in touch with us immediately to rearrange.

If an electrician calls at your property and cannot gain access, a card will be posted through your letterbox to tell you someone has called to do your inspection. The card will have a phone number on it. For your safety, it is important that you contact us to make a suitable appointment.

You must allow us access to your home to carry out these checks. Gas servicing and electrical testing are carried out to keep you safe in your home. We will do our very best to schedule an appointment convenient for you. You must allow us access to your home before the date of your last certificate.

If you fail to allow us access on 3 occasions, we may have no option but to take legal action, as this will breach your tenancy.

Energy efficiency measures

We continue to invest in environmental improvement measures, which include loft and cavity wall insulation programmes. In addition, we are also investing in major external wall insulation and solar panel programmes over the next 5 years. These

programmes aim to make our homes more comfortable, helping reduce energy consumption. Our ongoing programme of inspections identifies these properties that require energy efficiency measures.

For information on reducing your energy bills, please visit our website.

Other health and safety checks

We have many other cyclical maintenance programmes running all the time. These include servicing lifts and fire alarms, testing electrical appliances in communal areas of independent living schemes, and disinfecting water storage tanks.

We always try to minimise disruption to tenants, and, in most cases, you will not know that they are happening - but where you need to know, we will contact you in advance. We must carry out regular health and safety checks to ensure the safety of our tenants.

For information on asbestos, legionella, and fire safety, please visit our website or ask for a leaflet.

Home improvements

We want you to make your home your own, but we need to ensure

that any changes you plan to make will be safe and suitable for you and any possible future tenants.

If you wish to improve your home - other than decorating or changing the carpet - you will need our permission first.

This includes any work that involves drilling into walls or ceilings, installing fixed flooring (like wood, laminate or tiles) and installing electrical chargers.

We may also be able to help with the cost of home improvements or offer compensation if you make improvements to your home and then end your tenancy.

Contact us to find out more, ask for a leaflet or visit our website.

Aids and adaptations

We are committed to providing an aids and adaptations service to meet the needs of people with disabilities and to help them maintain their independence. Contact us to learn more, ask for a leaflet or visit our website.

Appliance safety

If there is a gas supply for a gas cooker in your home, you may install one without asking us for permission. If you wish to install any other gas appliances you must

contact us for permission first. Gas appliances must be installed by a Gas Safe (formerly CORGI) registered gas engineer. An NICEIC-registered electrician must install electrical appliances. Any appliances that you have installed should be checked every year to ensure they are safe.

We will only carry out a visual inspection of a tenant's own appliances; if we see anything concerning, we will disconnect the appliance, but it is your responsibility to get it fixed.

Gardens

You are responsible for maintaining your garden and fences, including cutting your grass. If you cannot do your gardening, a local charitable organisation may help you, such as Age UK, Groundwork or the Carers Trust.

We do not remove unwanted trees unless they are diseased or damaging the property. Some trees may be protected and cannot be removed. If you want to arrange to have a tree removed, you must first check with your local authority.

Vermin or pests

We know pests can be a nuisance, damage your home and can affect your health. However, we are

only responsible for pest control in communal areas. Your local council usually offers services to remove pests like wasps, rats, mice and bedbugs. Please contact us for advice if you are experiencing any issues.

How-to videos for simple do-it-yourself repairs - QR code



Our website has how-to videos to help with simple do-it-yourself repairs.

- Fix a blocked pipe or sink
- Unblock a kitchen sink
- Stop tap
- Fit a kitchen cupboard
- Fix an internal door
- Fill in a crack or hole in your wall
- Get the power back on and check a fuse
- Fix a kitchen cupboard door handle
- Gas pressure
- Bleed a radiator
- Turn your gas off in a non-emergency situation
- Switch off electrics in an emergency
- Turn off your water supply
- Unblock a toilet

- Frozen pipes
- Burst pipes.

Housing disrepair claims

Disrepair claims negatively impact us, our tenants, and our communities.

Claims management firms target tenants directly, often misleading them with promises of large and unrealistic compensation awards.

These claims result in high legal costs, which leaves less money for much-needed repairs and improvements in homes like yours.

Tenants have been left in debt with large legal bills when they have been misled or bullied into signing contracts and then become liable to pay fees if they change their minds or do not win the claim.

Please contact us before you consider a disrepair claim so that we can support you in resolving any outstanding repair issues.

Preparing your home for winter

Preparing your home to combat the harsher winter weather can prevent loss of heating or other plumbing issues and help save on your bills.

We have created a list of tips to keep your home safe and warm:

Check your boiler

Turn on the heating via the room thermostat and the time clock. The room thermostat should be set between 18 to 21 degrees Celsius in normal operating conditions.

- Check that all your radiators get hot to the top (if not, it might mean that they need bleeding with a radiator key)
- Check that the pressure gauge on the boiler is above 1 and not above 2
- Check for any signs of distress, leaks, or damage
- Turn it off and make sure that it goes off.

Bleeding a radiator

- Get a radiator key, and insert it into the groove in the valve, usually located at the top of your radiator
- Using a tissue/cloth to protect your hand, slowly turn the key in an anti-clockwise direction, and listen for a hiss (the air escaping)
- When the hissing stops, turn the key clockwise again
- After this, you will need to check the boiler pressure, and if you need to increase the pressure,

you can do this by filling the valve/loop (to about 1 - 1.5 bar).

If you are unsure or in doubt about how to do this, please get in touch.

Burst pipes

In freezing weather, if possible, keep your heating on low. If you go away for any time, turn off your water supply at the stop tap and open all the taps. This will prevent your pipes from freezing in cold winter temperatures.

If your home has an escape of water:

- Switch off the water supply using the stop tap
- Switch off the appliance causing the leak if possible, or avoid using it
- Move your personal items from the affected area to avoid damage if possible
- Place a container to catch the leak if possible
- Soak up the leak with towels or mop if possible
- If water has leaked near your electrics switch them off at the mains.

Please contact us immediately on 0333 320 4555 to report this as an emergency repair. The line is open 24 hours a day, 365 days a year. If needed, we will send someone to

help you as soon as possible to stop the leak.

Leaks

You want to watch for a drop in water pressure or a possible increase in your water bill. This could indicate a pipework leak, which will need investigation. Look for leaking taps, hosepipes, washing areas and pressure washers. Over the year, the cost of leaks really can add up, so it pays to ensure your pipework is in order before Jack Frost arrives.

You may also be interested in

- Our approach to keeping homes safe and in good condition, including our lettable standard
- Aids and adaptations
- Help with the cost of home improvements
- Dealing with damp and mould
- Saving money and energy
- How-to videos for DIY repairs
- Insuring your belongings
- Our Customer Promises
- Our Lettable Standard.

Get in touch

The quickest way to get in touch is online at www.progressgroup.org.uk by:

- logging into your online tenant account
- emailing us
- live chat – available Monday to Friday, 8am to 5pm.

You can also:

- call us on 0333 320 4555
- visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

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[@progress_hg](https://instagram.com/progress_hg)

Progress Housing Group is the trading name of Progress Housing Association Limited.

Repairs/2025

Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at www.progressgroup.org.uk

Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints, Feedback and Redress Policy and process follow the standards set out in the Housing Ombudsman's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Information in another format or language

This leaflet is available in the following formats:

- Easy Read or pictorial
- Audio
- Large print
- Captioned video
- High contrast
- Braille
- Other languages.

More information is available at www.progressgroup.org.uk/access