



How we look after  
your home



# How we look after your home

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**We know repairs are your number one priority and we want every Curo home to be a great place to live.**

We promise to keep all our homes well maintained and carry out repairs quickly, taking your needs into account.

In this leaflet, we set out:

- what you can expect from us;
- what we expect from you;
- how to report repairs;
- how we keep your home secure; and
- how we plan major work in advance.

## **Our responsibilities**

We'll make sure the following items are in good repair and working order:

- the structure and outside of the property, including the drains;
- gutters and outside pipes;
- fittings for water, gas or electricity;
- fixtures such as basins, sinks, baths and toilets;
- radiators and other items that heat your home or water; and
- the main route into and out of your property (but not including your garden or garden fence).



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## Shared areas

If your neighbourhood has shared areas, we'll maintain any footpaths, roads and car parks we own.

In blocks of flats, we'll maintain the entrances, halls and stairways you share with your neighbours. We'll look after floor coverings and similar items.

We'll bring in pest control, if your shared areas get infested.

On estates, we'll repair site boundaries and fences, and maintain other shared services.

All of these services are paid for as part of your service charge.

## Your responsibilities

Some things are down to you. They include:

- keeping the inside of your home reasonably well decorated;
- keeping your home clean and tidy;
- repairing or replacing things that get neglected or damaged;
- keeping your private garden tidy, if you have one;
- repairing or replacing everyday items – for example, fuses,

curtain rails, toilet seats, light bulbs, plugs and chains for sinks and baths, handles on doors inside your home;

- refitting doors so they open properly (for example, after you buy new carpets);
- replacing lost door keys;
- repairing minor plaster cracks (this is normal in new homes, or if you have new plasterwork);
- clearing blocked indoor waste pipes;
- maintaining any gas, electrical or water-related equipment you fitted yourself (for example, heaters or showers);
- getting rid of pests in your home or garden – contact your local authority for advice; and
- getting chimneys swept if you have open fires.

If we have to repair or replace one of these items because you don't, we'll need to charge you the costs. This applies even if you lost or broke something accidentally.

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## Caring for your property

As well as carrying out these repairs, you are responsible for:

- making sure your family and friends don't damage anything;
- making sure your home doesn't suffer from neglect – for example, you shouldn't let your home become damaged by condensation or frost; and
- making sure no-one interferes with the electrical or gas installations.

## How to report repairs

If there's a problem, let us know straight away – we're just a call or click away.

During normal office hours, you can ask for repairs by phone, email, on our website or by writing to us. To report a repairs emergency when our offices are shut, phone our emergency repairs service. You will find our contact details at the end of this leaflet.

When you report a repair, please tell us:

- exactly what and where the fault is;
  - when the contractors can call round to do the job; and
  - how we can contact you during working hours – giving us a phone number if possible.
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## What happens next?

When you report a problem, we'll normally agree a time when someone can come out. If we can't do this, we'll take details and get back to you to make an appointment.

If the repair is complicated, we may want to inspect the fault first. Do remember to keep our appointments. Missed appointments cost time and money which could be used to help other Curo customers. If you aren't in at the time you agreed, we may charge for our time.

It's important that the area where you need the repair is clear and safe. This means tidying away before we arrive, removing any potentially aggressive pets and generally making sure the area is safe to work in. If the area isn't safe, we won't complete the repair but return at a later date. We'll explain what you need to do and arrange another date with you.

## How long will I have to wait?

We aim to carry out repairs as quickly as possible and at a time to suit you.

We'll come out to emergency repairs within 24 hours. A repair is an emergency if it threatens your safety or could seriously damage the property.

Examples of emergencies are:

- blocked drains;
- dangerous electrical faults;
- burst pipes;
- gas leaks;
- dangerous structures;
- replacing broken windows (if it affects the security of the building);
- faulty front-door locks; and
- heating that isn't working where our customer is elderly or has disabilities.

When we respond to an emergency, we may do a temporary job that makes the property safe. We'll get someone to come back to do a permanent repair.

## What if repairs aren't done?

If your repair isn't done or isn't done properly, please tell us. We'll try to solve the problem as quickly as we can.

The law gives you the right to carry out some repairs and charge us the costs, if we keep failing to sort them out. The rules are complicated, so you would need to talk to us first.

## How we look after your home

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### Keeping your home secure and dry

It's important your home is safe and secure.

We fit secure deadlocks in all our properties. If you don't have one, please tell us.

If you lose your keys, it's up to you to replace them. We may be able to get the work done for you, but we will charge you the costs.

We also fit locks to any vulnerable windows in your home. However, we can't fit locks to windows that are part of a fire escape route.

We provide every home with at least one smoke detector. Some are wired into the mains electricity, with a battery back up. Others are battery powered and fixed to a wall or ceiling. Remember to test your smoke alarm regularly and don't take the batteries out. You should replace batteries at least once a year, or when you hear a bleeping sound warning that the battery is running down.

If you find any sign of damp or condensation in your home then there are steps that you can take yourself to reduce it. Look at our website, where there's a page about damp and condensation. If you want us to send you a copy of the leaflet on that page then please ask us.



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### Keeping your home up to date

Every part of your home has an expected lifespan. We run a programme to replace major items in our properties before they wear out. Planning work in advance means we can give you plenty of warning. We can also work on a number of homes at once, which is more efficient and saves money.

Every year, we produce a plan of the work to carry out over the next five years. We put this on our website – or you can ask us for a copy.

Our plans constantly change, so that we can respond to changing circumstances. We might find that some parts last for more or less time than expected. Severe weather, or changes in the law, may affect our plans. Customers may also ask us to change our priorities. For example, we might agree to make homes more environmentally friendly, or replace parts with better quality items.

# NEED HELP?

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Tweet us @AskCuro



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Use On-line forms via our website

Visit us in Bath, Keynsham, Midsomer Norton or Bristol  
Please see website for addresses and opening hours

If you would like this information in an alternative  
format please get in touch.