

This Factsheet is about complaints about Housing Repairs. It should be read together with our Complaints Procedure.

We can only consider complaints about our repairs service to Council tenants. As a landlord, we are legally responsible for carrying out certain repairs. The law states that the problem must first be brought to our attention, and we must also have been given a reasonable opportunity to carry out the repair.

Tenants have some maintenance responsibilities which can be found in the tenancy agreement.

Repairs which we are responsible for include the following:

- the structure and outside of your home (including the roof and pipes);
- the heating system (including the boiler and hot water supply);
- the bath, shower, sink & toilet (including associated pipe-work).
- stairways or lifts you might share with others (e.g. in a block of flats)

We must also check any gas boiler or appliance it has provided every year and give you a safety certificate to show that this has been done.

The complaints procedure can consider:

- whether we have failed to carry out repairs to your home
- we have delayed dealing with your request for repair(s)
- whether we have missed appointments
- whether we have failed to sort out a repair problem that you have reported within a reasonable time.

The complaints procedure cannot:

- deal with complaints about private landlords.
- force us to carry out improvements (e.g. installing a new bathroom suite).
- force us to carry out more extensive repairs than necessary to deal with the problem.

Issues to bear in mind:

Your tenancy agreement sets out other specific things we have also agreed to be responsible for. Our Information Guides and Service Standards include information, such as, the timescales for carrying out a repair. You may want to consider contacting the following organisations for advice:

Shelter Cymru which provides independent and free housing advice and support. You can contact them by phone on **0845 075 5005** or the internet at www.sheltercymru.org.uk.

Citizens Advice Cymru which provides independent and free advice and support on a range of problems (including housing). You can contact them via the internet at www.citizensadvice.org.uk (selecting the 'Wales' site page option) and entering your postcode for details on how to reach your nearest CAC advice office.