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24hrs Repairs Call Centre
0845 076 3636

یہ دستاویز درخواست کیے جانے پر بڑے حروف، بریل سسٹم، بنگلہ اور اردو زبانوں، آڈیو ٹیپ یا کمپیوٹر ڈسک پر
ہاؤسنگ ایکوالٹی ٹیم سے ٹیلی فون نمبر (01706) 273790 پر رابطہ قائم کر کے حاصل کی جاسکتی ہے۔

www.rbh.org.uk



Rochdale
Boroughwide Housing

Delivering Excellent Services -
Building Stronger Communities

Tenant Repair Manual



ROCHDALE
METROPOLITAN BOROUGH
COUNCIL

how to report repairs

You can report a repair by:

- Phoning the Repairs Call Centre on 0845 076 3636. This is a 24 hour number.
- By contacting your local council office.
- On line at www.rbhousing.org.uk
- Emailing us at rbh.repairs@rbhousing.org.uk

It is your responsibility to report repairs by the above methods but you cannot report repairs directly to the contractors.

When you report a repair it will help us if you:

- Give us your name and address.
- Tell us if you have called before.
- Tell us what the problem is.
- Tell us when we can visit.
- Can give us a number where we can contact you.

Emergency repairs

If you have an emergency outside normal office hours you can still report your repair on **0845 076 3636**. Only emergency repairs will be attended outside office hours.

Appointments and missed appointments

An appointment system is available for all non - emergency repairs where access is required. You will be offered an appointment at the time of reporting the repair. It is important that you make every effort to keep the appointment. If you are out when the worker calls, they will leave a card. Ring the number on the card to rearrange the appointment. Please do not leave this until the last minute. If you do not respond promptly we will cancel the repair order.

Important equipment

Make a note of where the important equipment is in your property. Fill this table in now for your future reference.

Important equipment	Where is it?
Mains water stop valve inside your home	
Electric fuse box and trip switch	
Gas supply tap	
Central heating boiler	
Cold water storage tank	
Hot water tank	

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Introduction

We are committed to making sure your home is in a good state of repair and we aim to carry out regular maintenance to make sure the structure of the outside of your home is secure and weatherproof. We want you to enjoy living in your home but the responsibility is a joint one.

The information in this handbook lets you know your rights and responsibilities in relation to repairs, what level of service you can expect and how you can report repairs. It also shows how we will respond to your requests for repairs and how we prioritise them.

your repair rights and responsibilities

You have the right to:

- Have your home repaired and maintained.
- Carry out improvements to your home if you have written permission.
- Ask for a repair to be carried out by a second contractor if the first contractor fails under the 'right to repair' regulations.

You should:

- Keep your home in good order inside and out.
- Decorate the inside of your house.
- Report any repairs and faults as soon as possible.
- Make sure our workers can get into your home to carry out your repairs.
- Pay for any deliberate damage or repairs needed due to neglect.
- Get written permission before making any alterations to your home.
- Repair your own appliances such as cookers.
- Replace your locks when you have lost or misplaced your keys.
- Replace light bulbs and fuses.
- Carry out small repairs such as unblocking sinks.
- Leave your home free from rubbish and in a clean and tidy condition when you end your tenancy.
- Check your smoke alarm every week.

our repair responsibilities

We will:

- Ask as much detail as possible to order your repair.
- Tell you if the work is your responsibility.
- Let you know how long it will take for the work to be done.
- Let you know if we are going to charge you for the work due to deliberate neglect or damage.
- Make an appointment for all non urgent repairs requiring access.

repair priorities

We give all repairs reported to us a priority. The priorities are defined below:

priority 0

These are emergency repairs done outside normal working hours, which are needed to avoid serious health and safety problems or prevent serious structural damage to your home.

They include:

- Electrical faults.
- Blocked drains.
- Burst pipes.
- Dangerous structures.

priority 1

These are emergency repairs, which we will respond to within 24 hours of them being reported.

They include:

- Electrical faults.
- Leaking roof or plumbing.
- Boarding up broken windows.
- Lock changes.

priority 2

These are urgent repairs. We will carry out these repairs within five working days.

They include:

- Non-emergency electrical repairs.
- Minor leaks.
- Reglazing.

priority 3

These are non-urgent repairs. We will carry out these repairs within 30 working days.

They include:

- Repairing internal doors.
- Unblocking gullies.
- Replacing roof slates.

priority 4

These are non-urgent works of a larger nature. We aim to batch this type of work together and complete it within 12 months.

They include:

- Replacing rotting windows and doors.
- Replacing kitchen units.
- Replacing fencing.

right to repair

The Right to Repair applies to certain small, urgent repairs. If we do not finish such a repair on time you can ask us to instruct a second contractor, who must complete the repairs within a second agreed period. If the second contractor fails to carry out the repair on time we will pay compensation.

If you need more information please contact your local housing office.

standard and quality of repair work

We expect our staff and contractors to carry out work in your home without causing unnecessary disruption or nuisance. To check the quality of the work, we carry out inspections on a number of completed repairs. This is to make sure the work has been done properly.

If any damage is caused while work is being done in your home you must let us know immediately. We also rely on you to let us know if you are not happy with the work carried out in your home.

will you charge me for any repairs?

If a repair is needed because you have neglected your home or have deliberately damaged it, we will charge you the cost of the repair. We will tell you the reasons why we are charging you.

If you call out the emergency repairs service to a non-emergency repair or fail to allow access we will charge you a minimum fee of £30.

gas servicing

We will service your gas heating system every year. We will check that it is operating efficiently and safely and let you know when we are going to call.

If it is not convenient you can arrange another time to suit you. However, all gas appliances must be serviced each year and it is important we have your co-operation to do this.

If you do not let us into your home, as a last resort, we may have to get a court order to gain entry and carry out this work and we will charge the costs to you.

You will be given a safety certificate on completion of the servicing

gas fires and central heating

If your central heating breaks down, check the following:

- Is the power turned on?
- If gas, is the pilot light lit?
- Is the boiler thermostat set correctly?
- Is the timer switch set correctly?
- Is the room thermostat set correctly?

If it still does not work phone the repairs hotline on **0845 076 3636**.

gas safety

If you smell gas, contact Transco immediately on **0800 111 999** and follow these instructions:

- Don't turn electrical switches on or off.
- Turn off the gas supply at the meter
- Don't smoke.
- Don't use naked flames.
- Open doors and windows to get rid of the gas.

electrical faults and loss of electricity

fuse or trip switch?

Check your consumer unit or fuse box. It will have either fuses or trip switches. Modern electrical circuits are fitted with a circuit breaker fuse system. If a fault develops, a switch is tripped and the circuit is broken. Older ones have fuse holders and when the fuse is blown it must either be replaced or rewired using special fuse wire of the correct amperage. Only replace a fuse if you are confident you can do it safely and use a replacement fuse of the same amperage. If in doubt contact the repairs service.

setting a trip switch

Open the cover on the consumer unit to expose the trip switches. The consumer unit is usually next to the electricity meter. Check which switches have tripped to the OFF position and put them back to the ON position.

if tripping occurs again

A faulty appliance is probably causing it. You need to identify which circuit is affected and which appliance on that circuit is causing the problem.

which appliance is faulty?

Go around the house noting which set of lights or sockets are not working. Unplug all appliances on that problem circuit and switch off the immersion heater. Switch the tripped switch to the ON position and plug in the appliances one by one until it trips again. Leave that appliance unplugged. If one of our appliances is at fault, report the repair. Other wise get it fixed yourself by a qualified electrician or service engineer.

what causes it to trip or blow a fuse?

- An overloaded circuit.
- Too many appliances being used at the same time.
- A faulty or misused appliance.
- Overfilled kettles.
- Unclean toasters.
- Cooker rings worn out or cracked.
- Faulty immersion heaters.
- Faulty connections on leads to appliances.
- Light bulbs blowing.

plugs

The socket outlet in your home will take square pin plugs. The plug will have a fuse inside it. We do not supply plugs and you will have to obtain them yourself. To find out the correct type of fuse to fit in the plug, check the rating plate on the appliance. Do not overload plug sockets by using multiple plug adaptors.

frost precautions

In the cold weather try to keep your home reasonably warm both day and night. If you are going away and leaving your home empty for a few days, turn off water at the stopcock and drain all water off the system by turning on all the taps and flushing the toilet. Make sure all the water has stopped running before you leave home.

Alternatively you could leave your heating on low. This will prevent damage caused by pipes freezing.

condensation and ventilation

Every property gets condensation, especially when the weather is cold and when lots of moisture and steam are being produced, for example when cooking.

To reduce condensation and prevent mould growth, do the following:

- Keep your home reasonably warm.
- Do not use liquid propane gas heaters.
- Provide ventilation by keeping some of the windows open. In winter open the windows a little but only for as long as they are misted up.
- Whenever possible, dry your clothes outside.
- Keep bathroom and kitchen doors shut and windows open especially when cooking, washing or bathing.
- When cooking do not allow pans or kettles to boil any longer than necessary.
- Avoid putting beds and wardrobes against outside walls.

To make sure you have some ventilation in your home:

- Never cover wall air bricks or vents which give under floor ventilation.
- Never disconnect or block outside vents – this could be very dangerous if your home has gas heating.
- Never seal up unused fireplaces without leaving ventilation. If you have plastic windows or modern timber windows, keep the small trickle vent in the window open.

carbon monoxide

We service all gas appliances every year and this reduces, as far as possible the risk of there being any problems. However it's important to be aware of the dangers of carbon monoxide.

When gas does not burn properly too much carbon monoxide is produced. You can't see, taste or smell it but carbon monoxide can kill without warning in a matter of hours.

Early symptoms of carbon monoxide poisoning include feeling tired or drowsy, headaches and pains in the chest and stomach. You are most vulnerable when you are asleep.

Gas appliances that have not been properly installed or serviced and do not have enough ventilation can cause carbon monoxide poisoning.

The risks are very low as we service gas heating and hot water appliances in your home every year.

As a tenant you should take the following precautions:

- Never block the air vents in your home, as they provide the air needed by appliances.
- Never block outside grills.

- Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames, soot and stains around the appliance and pilot lights which frequently blow out.
- Always use a CORGI registered contractor to install and service your gas cooker.
- Always allow us access to service the gas appliances in your home.
- For your safety, it is important that you tell us if you need to sleep in a room where there is an open flued gas appliance for example a fire or a back boiler.
- Never use a rotary ceiling fan in a room at the same time as a gas appliance. This can cause toxic fume hazard.

repairs service agreement

The repairs service agreement sets out the standard of service and levels of performance that you should receive from the repairs service.

We will:

- Carry out annual service of gas appliances and battery operated smoke alarms.
- Provide an appointment system for pre-inspection of repairs where required.
- Provide an appointment system for non urgent repairs where access is required.

- Introduce ourselves and show identity cards.
- Aim to complete all repairs within agreed timescales.
- Provide an out of hours emergency call out service.
- Refrain from smoking, bad language and playing of radios.
- Dress tidily and wear the company uniform.
- Take care of your property and possessions and protect them from damage, dust, paint etc.
- Keep your home secure at all times whilst working there.
- Keep safe materials and equipment used on site and avoid danger to occupants and visitors.
- Reconnect and test all services such as water, gas and electricity as soon as possible and wherever practicable at the end of the working day.
- Clear any rubbish from inside the property as soon as possible and in any case at the end of the working day.
- Remove any rubbish from the site within one working day.

electricians

These are typical types of electrical fittings used throughout the borough.



Bayonet pendant



Pendant lampholder with ceiling rose



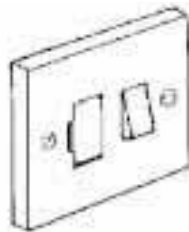
Angled batten lampholder



Ceiling pull switch



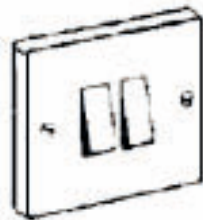
Batten lampholder



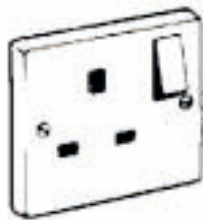
Switched fuse spur



Single plate light switch



Double plate light switch



Single switched socket outlet

before you contact us

If your light bulb blows or you switch on too many appliances at the same time it is possible that you may trip the fuse in the consumer unit. If this happens simply turn some of the appliances off and go to your main fuse box (consumer unit) and flick the switch or switches back to the on position.

If you have a fluorescent light fitting and the light is just flickering but won't come on fully it is very likely that your starter has failed. Simply turn it anti clockwise it will come out. Place the new one in position and turn it clockwise. If the tube is dark at both ends or dim the tube needs to be replaced. To change it release the tube by pulling one end of the support bracket. You may have to twist the tube a quarter turn to allow the contact pins to drop down.

Fluorescent light fitting with diffuser



Starter or choke

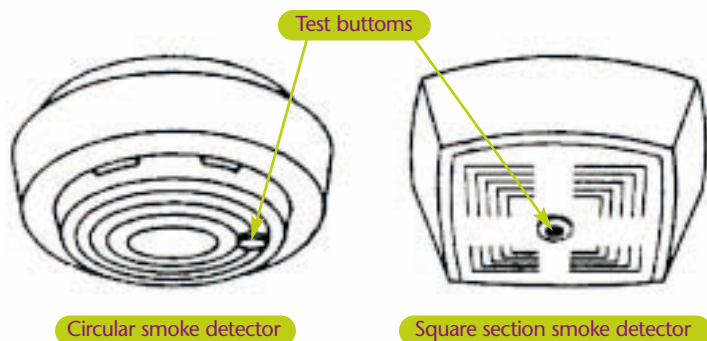
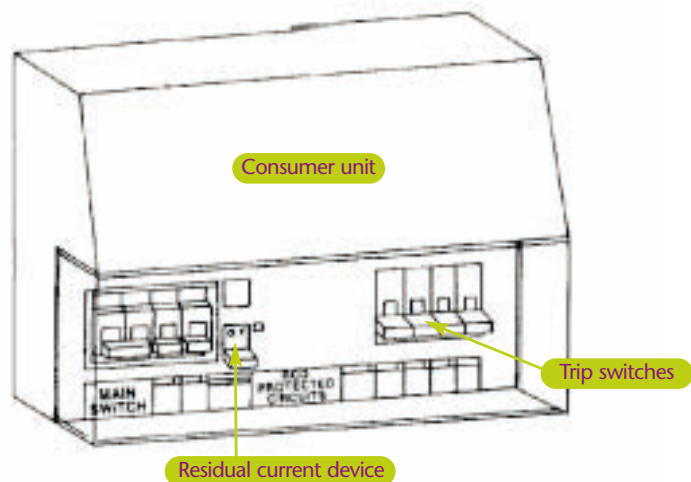
To replace it simply insert the contact pins in the grooves. Again you may have to turn it slightly. Replace the diffuser cover if you have one

reporting a repair

- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify and describe the fault from the drawings.
- Please tell us which room the fault is in.
- In the case of light or power failure have you checked the bulb and/or fuses?
- Were you using a particular appliance at the time of the power failure and if so have you checked the fuse in the plug?

consumer unit & smoke alarms

These are typical types of electrical fittings used throughout the borough.



before you contact us

Please ensure that you check the battery in your smoke alarm on a regular basis. Simply press and hold the test button. If the detector starts to bleep intermittently then the battery needs to be replaced. To replace it just pull on the edge until the cover drops, replace the battery and close the cover and test again.

easi-fit alarms

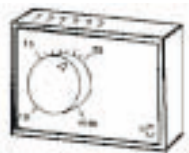
We are now fitting hard-wired alarms with a battery back up. You should test these once a month but you must not change the battery as there is a risk of electric shock. Please contact the repairs call centre.

reporting a repair

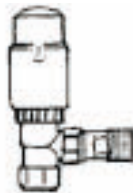
- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Type of smoke alarm.
- Try and identify and describe the fault from the drawings.
- Please tell us which room the fault is in.
- In the case of light or power failure have you checked the bulb and/or fuses?
- Were you using a particular appliance at the time of the power failure and if so have you checked the fuse in the plug?



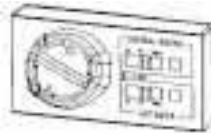
heating and hot water



Room thermostat



Thermostatic radiator valve



Time clock and programmer



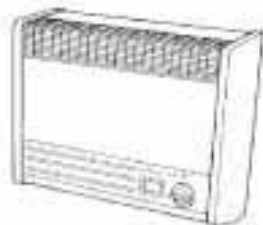
Wall mounted boiler



Free standing boiler



Gas fire and back boiler



Gas wall heater

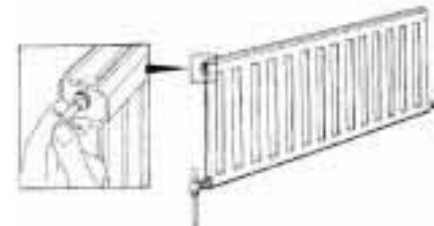
before you contact us

If your radiators are not heating up as hot as they do normally, it could be because air has got trapped in the system. If this happens try and release the air by bleeding the radiators. This is easily done using the radiator key as shown in the diagram below. Make sure not to open the valve too much. Just turn it until a hissing noise starts or when water appears. Once the water appears the radiator is free of air.

If you have thermostatic radiator valves on each radiator check that the setting is high enough. If the heating is not working at all check thermostat on the wall. Check that the timer or the programmer is set correctly (Is it set at the right time and programmed for that day). Finally check that the pilot light is lit.

reporting the repair

- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify and describe the fault from the drawings.
- Have you tried to remedy the fault with the advice in this section?
- Can you still get all the hot water you need for washing etc?
- Is the problem confined to one room?
- Do you have an alternative form of heating as a temporary measure?

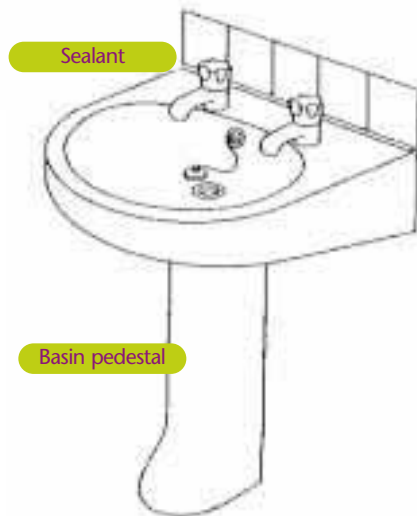
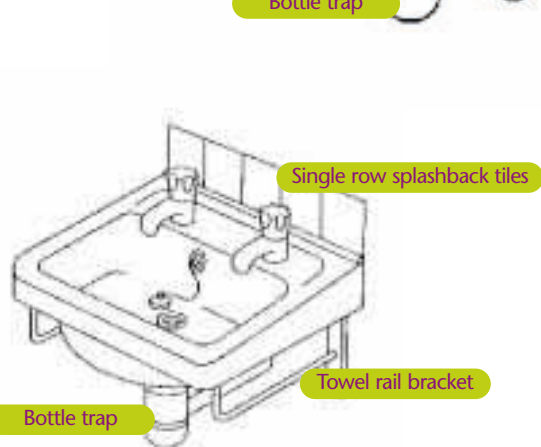
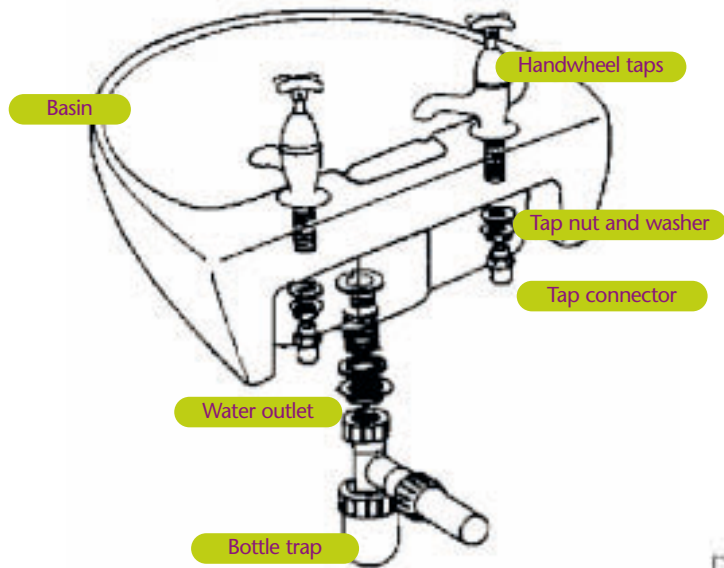


Bleeding a radiator



plumbing

wash basins



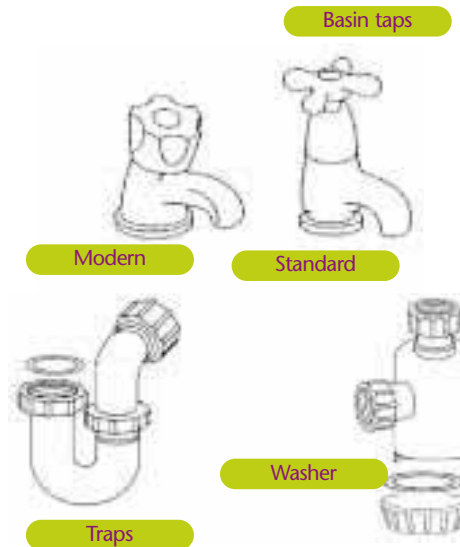
before you contact us

If your wash basin or sink is blocked and you wish to try and clear the blockage yourself, all you need to do is unscrew the base of the trap by hand and clean it out. Be careful not to lose the sealing ring. Make sure the taps are turned off and either a bowl or a bucket is placed under the trap to catch any water. Be careful when replacing the base of the trap not to cross the thread and only tighten by hand but securely.

reporting the repair

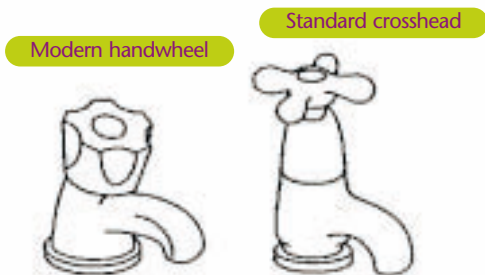
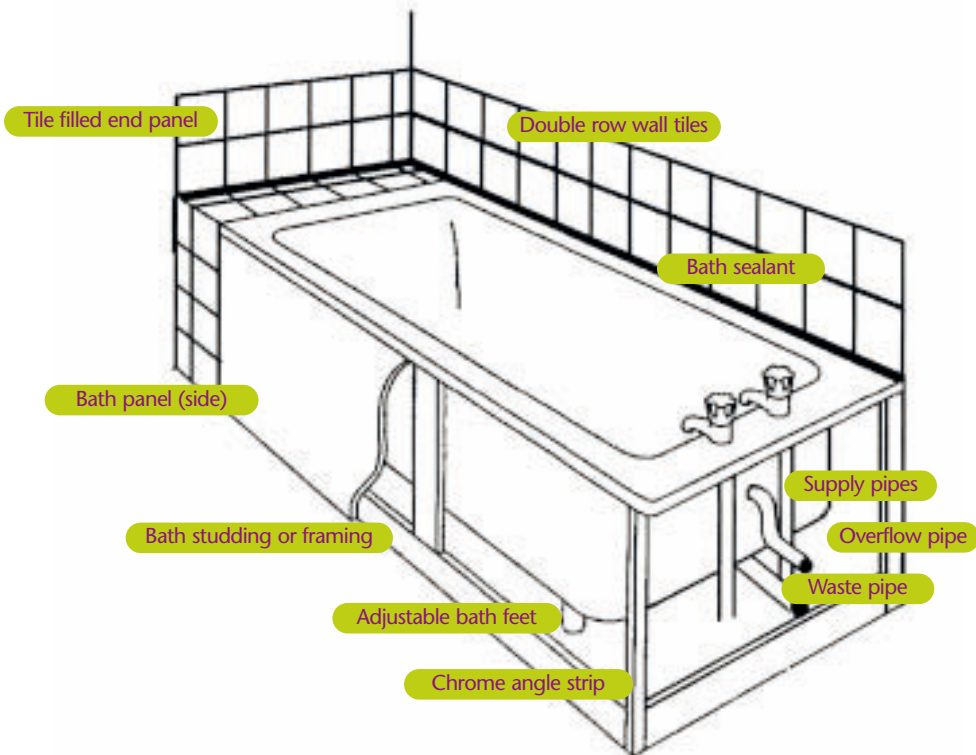
Please provide the following details:

- Access arrangements.
- What is wrong with the basin using the drawings to try and identify the problem.
- Which basin it is if you have one downstairs and one upstairs.
- The colour of your bathroom suite.
- If the basin is cracked tell us how the damage happened.



plumbing

baths and bath panels



before you contact us

The white grouting around the bath tiles may become black with mould over time. To avoid this simply clean the grouting from time to time with a mixture of bleach and water. The best tool to use is an old tooth brush.

The sealant between the bath and the tiles may become damaged over time. If this happens the bath could leak, especially if you have a shower connected over the bath.

If the taps do not turn off or are constantly dripping, it is likely that the tap washer is worn.

Other areas where leaks could occur are on the overflow if the bath is overfilled. Leaks could also occur at the waste when the bath is emptied, or if the taps are loose where they connect to the pipe work.

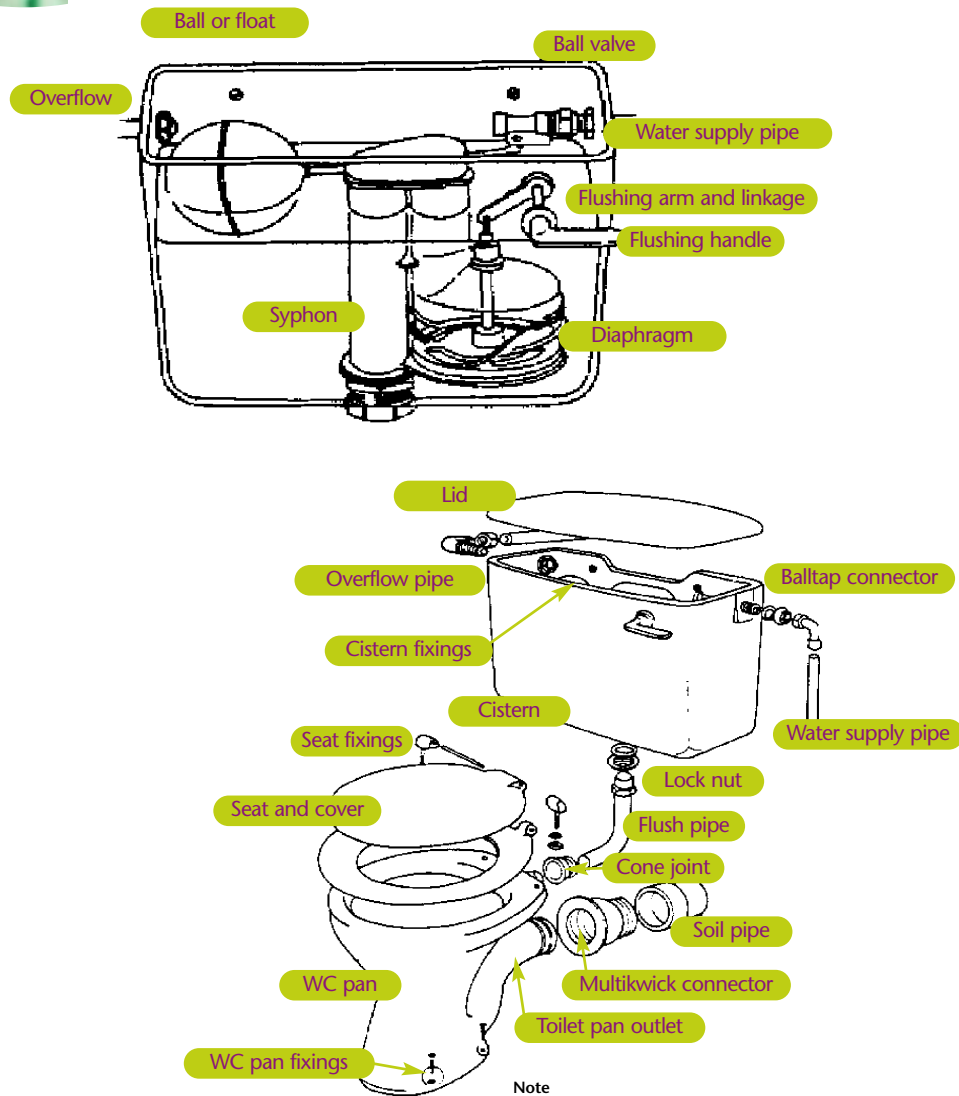
Turn off the water at the main stop tap which is usually found near or inside the kitchen sink.

reporting the repair

- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify and describe the fault from the drawings.
- Can you still use the bath?
- If the bath is cracked or damaged tell us how the damage happened.
- If you know please tell us if the bath is plastic or steel.
- What colour is the bathroom suite?

plumbing

toilets and cisterns



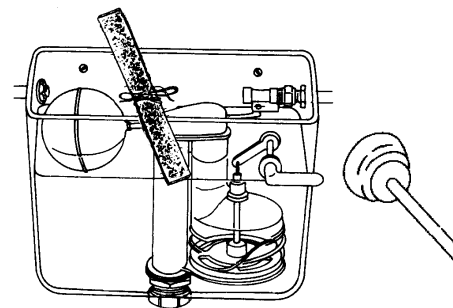
Note
All new WC cisterns are not like this! They are close-coupled i.e. cistern sits directly on the WC pan

before you contact us

If your toilet is blocked and you wish to try to clear the blockage yourself whilst you are waiting for the plumber to call, you can try to plunge the toilet by placing the plunger in the toilet and pumping the plunger in and out as fast as possible. This may clear the blockage enough until the plumber or the drainer arrives.

If the toilet overflow is running and you wish to stop it running as a temporary measure, simply tie the float and ball valve arm in the up position. This will stop the water supply to the toilet. You can flush the toilet by filling a bowl or a bucket with water and quickly emptying it down the toilet.

If the flushing handle and/or linkage is broken again you can flush the toilet using a bucket of water until the plumber arrives.



Cistern ball valve tied with string and a scrap piece of wood

reporting the repair

- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify the type of WC and describe the fault from the drawings.
- Which toilet it is if you have one downstairs and one upstairs.
- Can you still use the toilet?
- If the toilet is cracked tell us how the damage happened.
- What colour is the bathroom suite?



plumbing

gutters and rainwater pipes

before you contact us

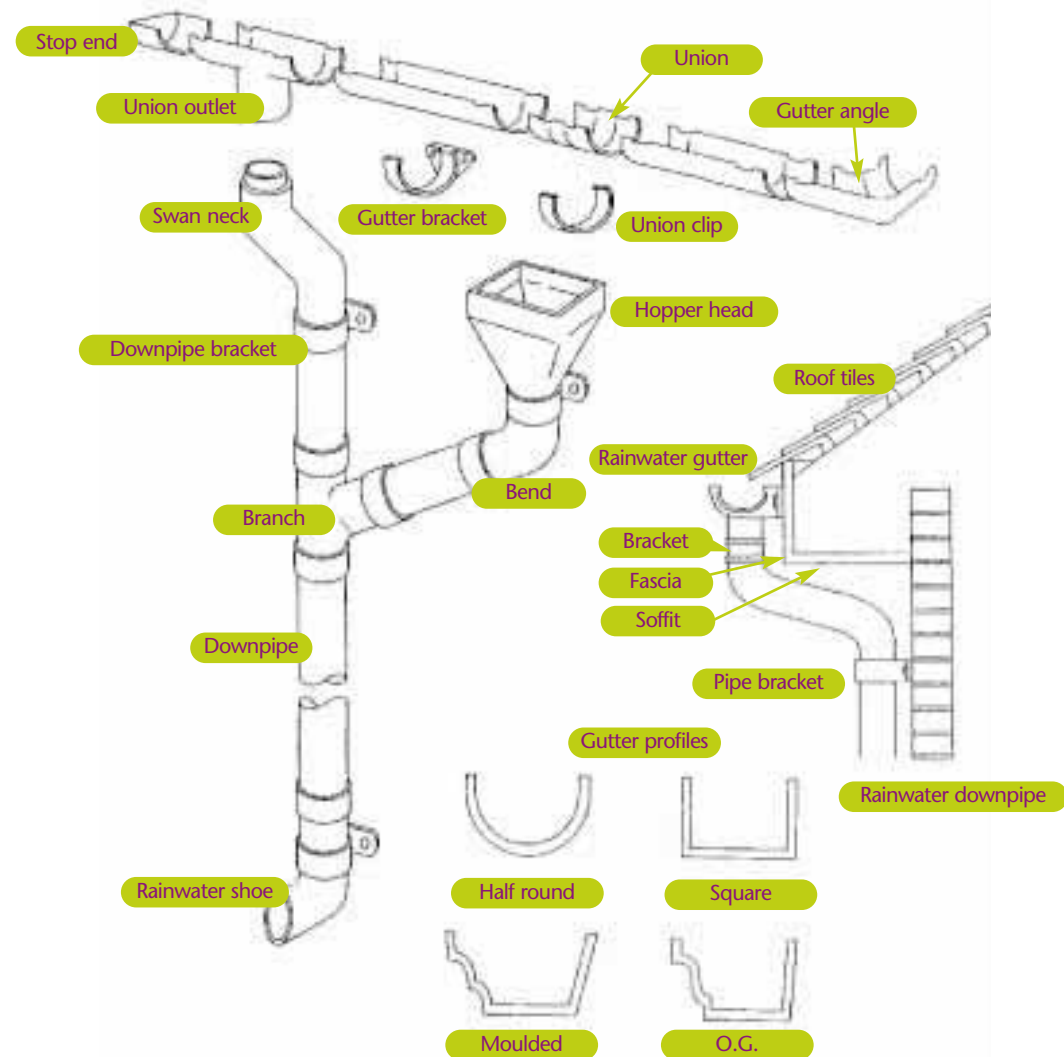
From time to time your gutters, downpipes and hopper head may get blocked by fallen leaves or debris. If you are going to try to clear the blockage yourself you must use a ladder fit for the purpose. Do not over stretch and make sure you have someone standing holding the bottom of the ladder whilst you are working.

Simply clear the blockage using a small garden trowel or the like and empty into a bucket. Swill out the gutter and downpipes with a bucket of water or by using a garden hose.

You should never use an extension ladder without someone footing the bottom of the ladder.

reporting the repair

- Your name and address and a contact number if you have a phone.
- Try and identify and describe the fault from the drawings.
- Which part of the gutter is it?
- Is it at the front, the side, or the rear of the house?
- Is the guttering made of wood, cast iron or plastic?
- Can access be gained all round the property?
- If possible try to describe the type of guttering from the profiles shown in the drawings.





joinery

internal and external doors

These are typical door types used by Rochdale Boroughwide Housing.



Cadiz



Carolina



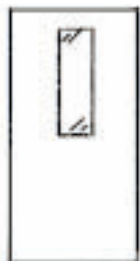
Elizabethan



Colonial



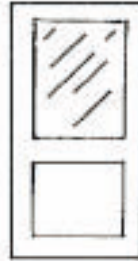
MF2X



MF5X



2XGG



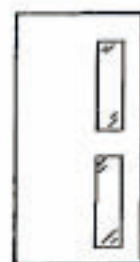
2XG



Flush



MF4X



College bank



before you contact us

If the damage is a result of a break in you must inform the police and obtain a crime number. Otherwise you may be charged for the damage.

reporting the repair

- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify and describe the door type from the drawings.
- Tell us which door it is (Location).
- Was the damage due to a break in or vandalism?
- Is the door made of wood or u.P.V.C.?
- If it is a front or back door can the door be secured/locked?



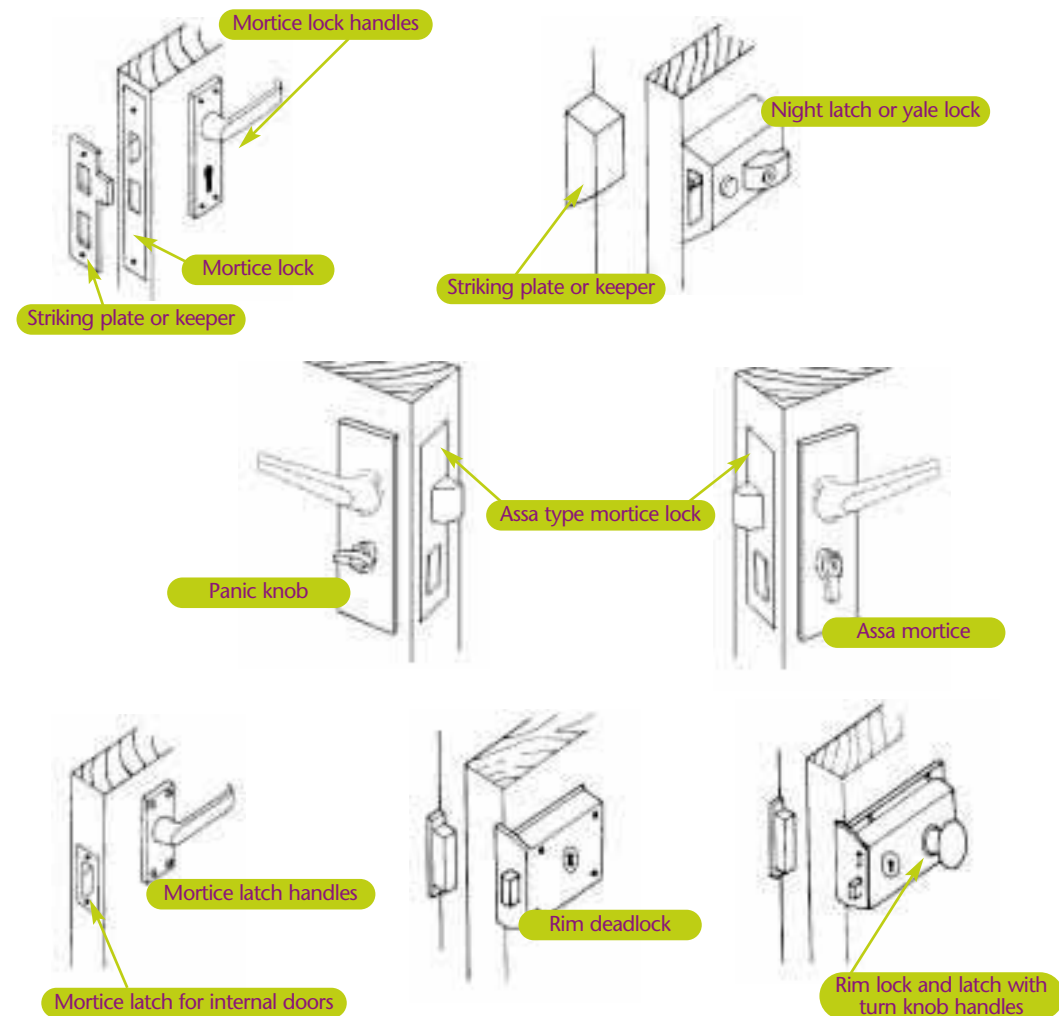
Never let anyone in without them showing you their identification



joinery

door locks and fittings

These are typical lock types used by Rochdale Boroughwide Housing.



before you contact us

If the damage to the lock is a result of a break in or vandalism you must inform the police and obtain a crime number otherwise you may be charged for the damage.

If applicable, please quote the crime number when reporting the repair.

If the door lock is sticking you may wish to try lightly oiling it.

If you have lost or broken the key, we may be able to gain entry for you and only have to change part of the lock. There will usually be a charge for this type of work (Unless the problem is due to wear and tear).

reporting the repair

- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify and describe the lock type from the drawings.
- Tell us which door lock it is (Location).
- Was the damage due to a break in or vandalism?
- Is the door made of wood or u.P.V.C.?
- If it is a front or back door lock, do you have more than one lock on the door and can the door be secured/locked?
- Does the door have a multi-locking system (locks at top, bottom & centre of door)



joinery

windows and fittings

These are typical window types used by Rochdale Boroughwide Housing.

before you contact us

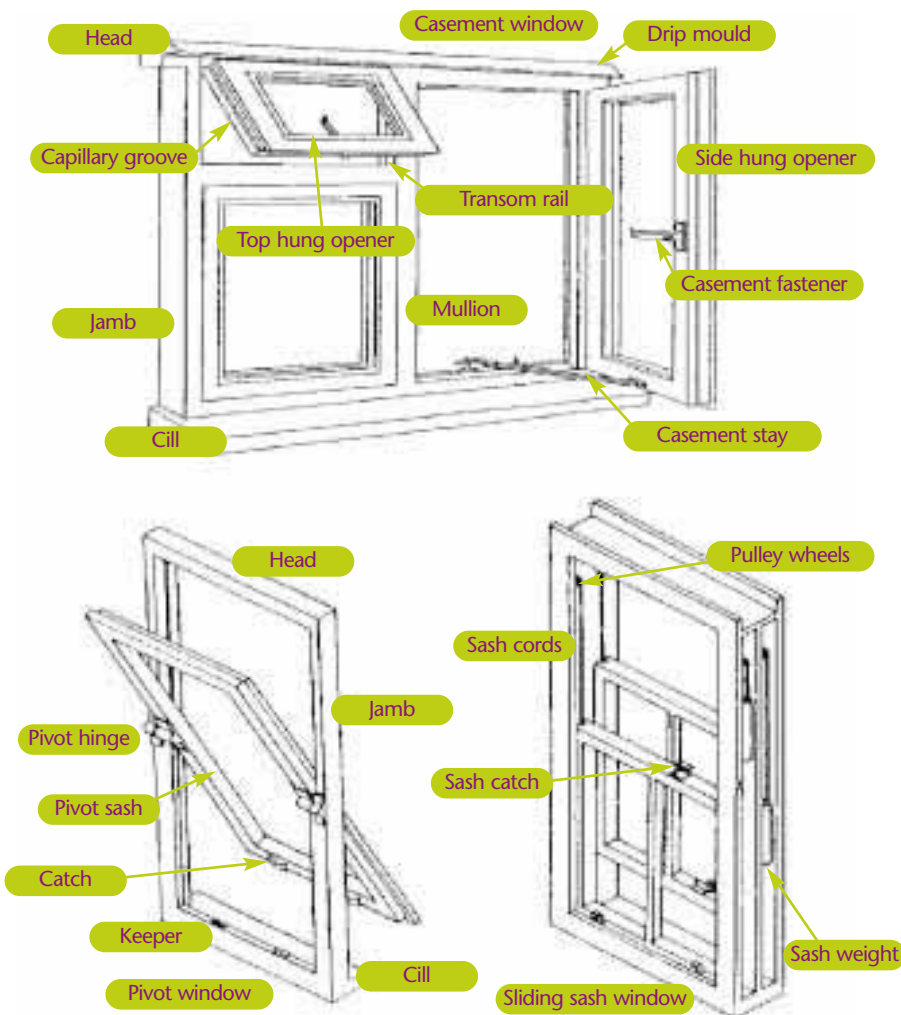
If the damage to the window is a result of a break in or vandalism you must inform the police and obtain a crime number otherwise you may be charged for the damage. If applicable, please quote the crime number when reporting the repair.

If the window openers are stiff at the hinges or if the window stays or catches are stiff you may wish to try lightly oiling them.

If you are painting the windows, do not close them until the paint is dry, otherwise they become stuck and we may damage the paintwork when we try to release them for you.

reporting a repair

- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify and describe the window type from the drawings.
- Tell us which window the problem is with (Location).
- Was the damage due to a break in, vandalism, or wear and tear?
- Is the window made of wood, metal or u.P.V.C.?
- If applicable can the window be secured?
- If applicable is the window double glazed or single?
- If applicable is the glass clear or frosted.
- If possible can you estimate the size of the glass

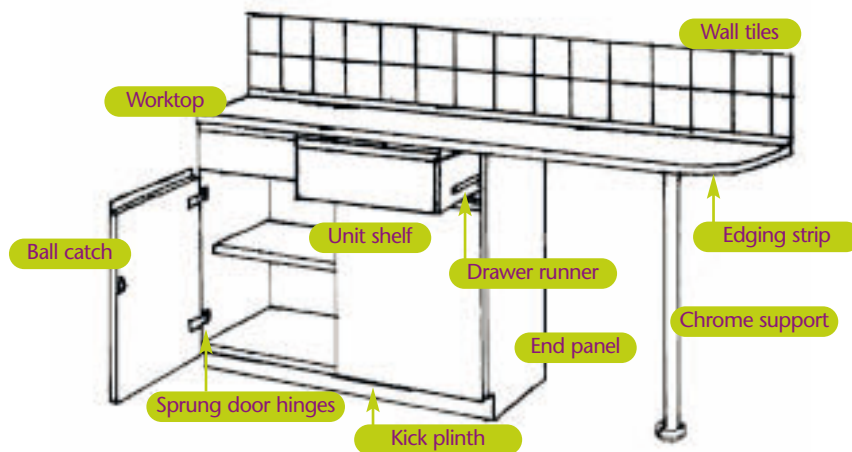
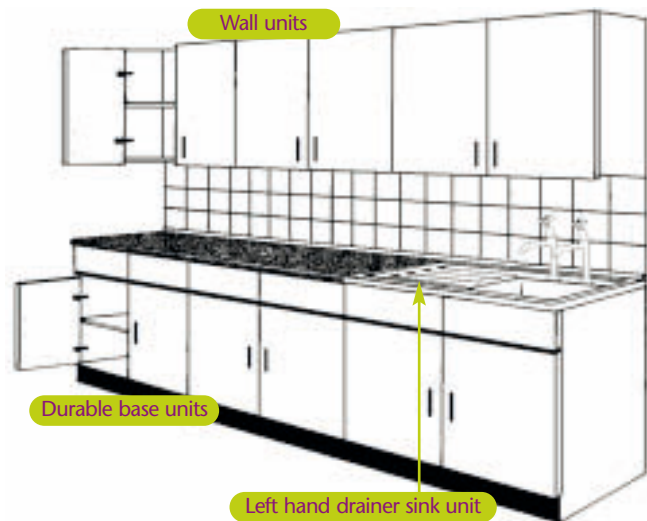




joinery

kitchen units

These are typical layouts of kitchen units installed throughout the Borough.



before you contact us

Obviously units do vary in size, some could be metric sizes and others imperial. Some may have handles and others a plastic or metal pull strip. If your units have spring loaded hinges, you will probably not have door catches. Catches are usually only required on units without sprung hinges.

Other types of unit you may have in your home, other than those shown in the diagrams could be broom or larder cupboards, units with just drawers in them and so on, but in the main they all share the same parts as shown in the diagrams.

The sink unit may have a left hand drainer as shown in the diagram or you may have one which has a right hand drainer.

reporting a repair

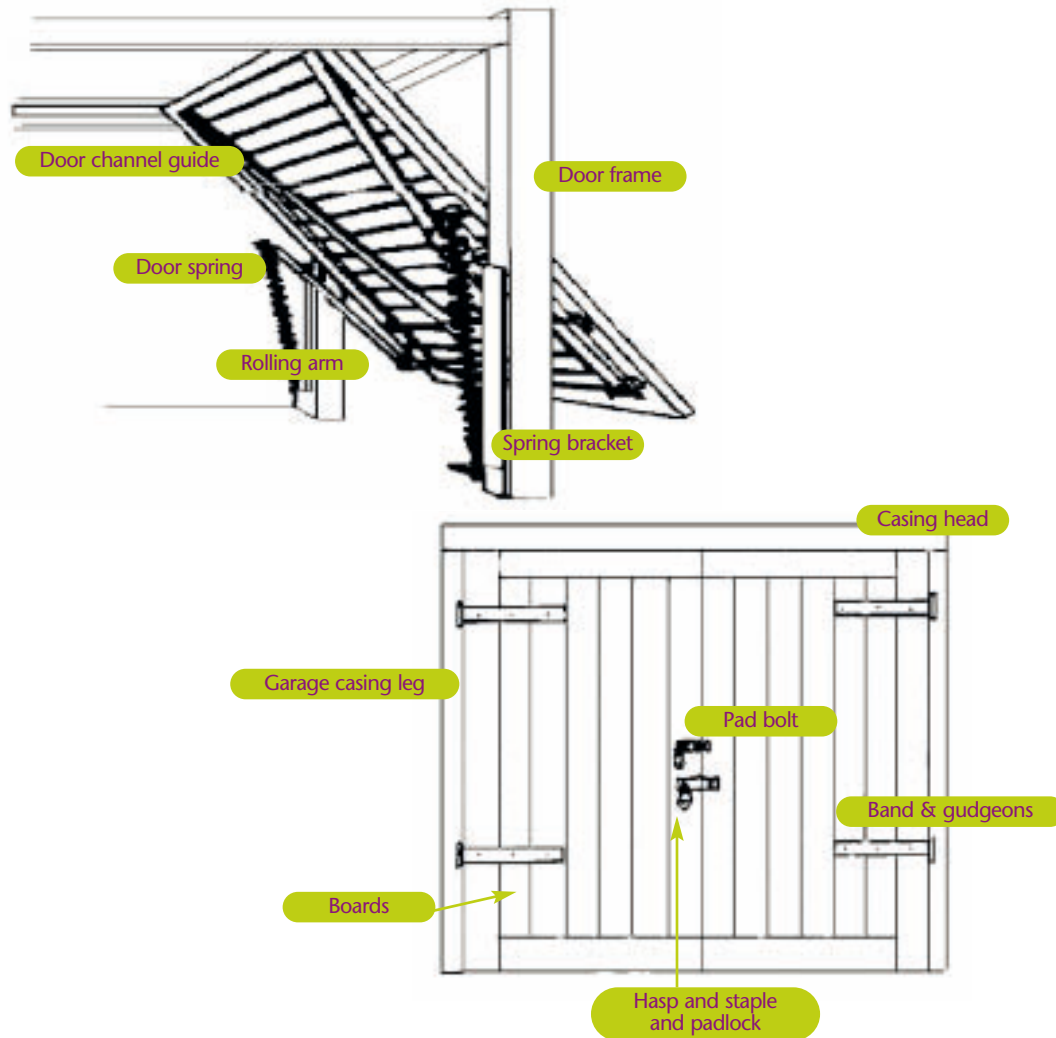
- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify and describe the fault from the drawings.
- In your opinion can the unit be repaired. (Renewals may take longer).
- Please tell us the colour of the unit so that we are able to match them if the unit or door needs replacing.
- Is the unit a single unit or a double unit?
- How did the damage occur?

gar

garages, gates and garden fencing

garage doors and frames

These are typical garage door types used by Rochdale Boroughwide Housing.



before you contact us

If any damage to the garage doors is a result of a break in or vandalism you must inform the police and obtain a crime number. Otherwise you may be charged for the damage.

If applicable, please quote the crime number when reporting the repair.

To keep the doors operating efficiently you may wish to oil the hinges, door guide channels and the door springs from time to time.

reporting a repair

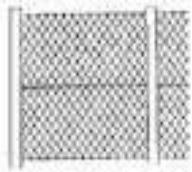
- Your name and address and a contact number if you have a phone.
- Please tell us the address of the garage and the number if applicable.
- Access arrangements.
- Try to identify and describe the door fault from the drawings.
- Tell us the address of the garage (Location).
- Was the damage due to a break in or vandalism?
- Is the door made of wood or metal?
- Can the door be secured/locked?
- If applicable is there a car locked in the garage?

gar

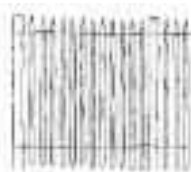
garages, gates and garden fencing

garden fencing and gates

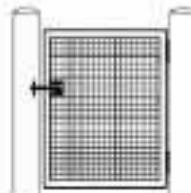
These are typical types of fencing, gates and fittings used throughout the borough.



Chain link fencing



Chestnut paling fencing



Metal twillweld gate & posts



Timber palisade gate & posts - 1 meter



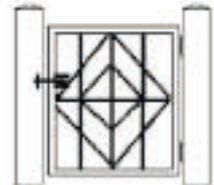
Feather edge boarded



Ranch type fencing



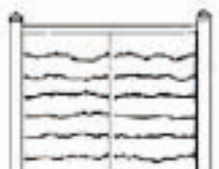
Metal bar filled gate & posts



Metal decorative infill gate & posts



Palisade fencing



Waney lap fence



Timber ranch type gate & posts



Timber palisade gate & posts - 2 meters

before you contact us

Some styles of fencing and gate may vary and could be made from wood, metal or even plastic.

Repairs to the fittings will usually be completed more quickly than repairing or replacing gates. Rochdale Boroughwide Housing only carry out this type of work as part of our planned maintenance programme. By doing them this way we are able to achieve better value for money and redirect the savings to do more repairs.

To ensure your fittings continue to operate efficiently you may wish to lightly oil the hinges and catches from time to time.



T hinge



Band and gudgeon



Barrel bolt



Hook hinge



Tower bolt



Spring loaded



Gate latches



Suffolk latch



Snick



Automatic gate latches

reporting a repair

- Your name and address and a contact number if you have a phone.
- Access arrangements.
- Try and identify and describe the fault from the drawings.
- Please tell us the type of gate or fencing and whether it is made of wood, metal or plastic.
- We will need to know if the repair is to the front, side or rear of the property.
- Is there any danger or other type of risk as a result of broken fence?
- How did the damage occur?

Never let anyone in without them showing you their identification