

Your home, your repairs service

We are pleased to introduce our new **Asset Services newsletter**, which is designed to keep you informed about how we look after your home.

Our Asset Services team are responsible for making sure that the homes we provide are safe, decent and well maintained.

They organise repairs and planned maintenance programmes, arrange for safety checks and co-ordinate major works to improve your homes.

This newsletter aims to set out clearly:

- the services we provide

- what you can expect from us, and
- how you can work with us to keep your home safe and well maintained.

By working together, we can ensure that your home remains safe and comfortable.

Meet the Asset Services team:

(left) Kevin Marius, Asset Services Manager and (right) Indre Kistamah, Asset Services & Business Support Assistant.



Using our repairs service

If something in your home needs repairing, and we are responsible for it, please let us know as soon as possible.

Reporting issues early helps us:

- fix problems before they get worse, and
- keep our costs down.

It is also more convenient for you.

To check who is responsible for your repair:

- Go to page 4, or
- Call us on **020 8524 6987** (option 1), or
- Go to: wfha.org.uk/repairs-and-maintenance/who-repairs-what

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Everyday repairs

How to report a repair

Ordering non-gas repairs

During office hours, if your repair is not related to a gas boiler, you can report it in several ways.

- Call us on **020 8524 6987** (option 1), or
- Email **repairs@wfha.org.uk**, or
- **Tell the repairs team** in person.

Provide as much detail as you can about the problem. Let us know if the repair is an emergency.

If your call goes through to our answerphone, leave a message including your name, phone number, address and details about the repair.

Ordering gas repairs

If your repair is about your heating or hot water and you have a gas boiler, please call Sureserve on **01795 503 365**.

How we handle your repairs order

Once we hear about your repair, we will:

- log and assess it
- pass it to a contractor, and
- ask the contractor to contact you to make an appointment.

Out-of-hours emergencies

When our offices are shut, if you have a repairs emergency that is affecting your immediate health and safety, or the structure of the building, we ask you to contact our out-of-hours contractor.

For a non-gas emergency, call our contractors on **020 8524 2822**.

They will visit to make things safe, but they may need to complete the repair on another day.

Our non-gas emergency service can deal with problems such as:

We give you a number of ways to report your repair

- electrical fittings that are in contact with water
- sewage overflowing indoors
- burst storage tanks, cylinders or pipes
- a leak you cannot contain
- failure of all lights or all power (but first check the fuse board for tripped circuits and that you have credit on your meter), or
- failure of electric heating systems in severe weather and where you have no alternative.

For an out-of-hours gas heating system failure in severe weather, where you have no alternative, call Sureserve on **01795 503 365**.

IMPORTANT: If you smell gas or fumes, call Cadent immediately on: **0800 111 999**.



Our repairs timescales



Emergency repairs

We will respond to/make safe your emergency repair within **24 hours**.

We will treat your repair as an emergency only if it puts people's health and safety at serious risk, or if it could lead to major damage to the property.

Emergency repairs can include things like:

- a burst pipe
- total loss of electricity (not caused by one of your appliances tripping out the power supply)
- a blocked drain
- a blocked toilet (if you only have one and you have already tried and failed to clear the blockage)
- flooding to your home
- security problems with external doors or windows

- heating or hot water appliances breaking down (the contractor will offer you temporary heating if the repair can't be completed straight away)
- damage to the structure of the property, or
- fire damage.

Urgent repairs

We aim to complete your urgent repairs within seven working days.

Urgent repairs may seriously affect how you use your home or its facilities.

Urgent repairs include things like:

- minor plumbing leaks
- faulty door entry systems
- a faulty shared TV aerial
- damaged stairs and handrails
- floor damage that puts people's



Some repairs are more urgent than others

health and safety at risk

- a severe roof leak, or
- partial loss of electricity (not caused by one of your appliances tripping the power supply).

Routine repairs

We aim to complete your routine repairs within 28 working days.

These repairs are not an urgent priority and include things like:

- minor repairs to internal walls, doors, skirting boards and so on
- routine repairs to gutters, roofs and outside walls
- minor kitchen and bathroom repairs
- minor floor repairs
- minor repairs to fences, paths and garden gates, and
- minor work to exterior brickwork or rendering.



Appointments: make sure you give us access

To get your repairs completed on time, our contractors need access to your homes.

If you miss an appointment or delay it, you affect our service performance.

If you give us prompt access, it helps us to complete everyone's repairs more quickly.

We appreciate your support in helping us keep services running efficiently.

Working together

How you can help us

We ask you to do a number of things to help us meet our commitment to provide you with a high-quality repairs and maintenance service.

- **Make sure you give us access** for appointments.
- **Avoid missed visits.** If you aren't in for an appointment, it causes delays for you and others, wastes our time, costs us money (our contractors charge us) and can, over time, lead to minor repairs becoming expensive major structural damage – with the added risk of us missing legal and regulatory targets.



- **Report issues early**, before they become more serious.
- **Look after your home**, including keeping it clean, safe and well ventilated.

We ask you to work with us to keep the repairs service running smoothly

If things change, keep us informed

We understand that sometimes things change.

If you cannot make an appointment, please let us know as soon as possible, so that we can rearrange it for a more convenient time.

Who repairs what

Some repairs are our responsibility. But others are your responsibility.

In general, we are responsible for the structure of the property, communal areas and the fixtures and fittings we supplied – keeping your home safe and in good repair. You are responsible for keeping your home and garden in good condition.

You are also responsible for:

- any items you brought to your home (for example, your fridge or cooker)
- putting right any damage caused by your family or visitors – such as smashed windows or broken kitchen cabinets, and
- some minor repairs, including those listed in the table opposite.

(Be aware that there may be other items we have not listed.)

Some repairs are your responsibility

Repair responsibilities

Our repair responsibilities	Your responsibilities
Structure and exterior: the roof, chimney stacks, outside walls, guttering, and external pipes	Decorating inside your home: painting, wallpapering, and fixing minor cracks in walls
Installations and utilities: gas pipes, boilers, radiators, electrical wiring and water supply pipes	Lock changes and replacement keys if you lose your keys
Sanitation: toilets, baths, sinks and internal plumbing or drainage	Minor maintenance: changing light bulbs, testing any smoke alarms you fitted, attempting to unblock sinks and toilets before calling us out (we may pass on the cost if the blockage was caused by food waste, hair, or wet wipes, or similar)
Windows and doors: external doors and window frames (but not broken glass caused by your household or visitors)	Fixtures and fittings: replacing toilet seats, changing washers on taps, damaged internal doors, curtain rails, and letterboxes
Safety equipment: fitting and maintaining hard-wired smoke and carbon monoxide detectors	

Fire safety in your home

Your safety is our priority. We work to meet strict fire safety and other standards set by the government and our Regulator (see page 10).

There are also simple steps you can take to keep your homes and communities safe from fire.

Kitchens and cooking

- **Stay alert:** Never leave cooking unattended on the hob, and turn off all appliances when leaving the room or going to sleep.
- **Clear the area:** Keep flammable items like tea towels, oven mitts, and food packaging well away from the cooker.
- **Maintain equipment:** Regularly clean ovens and grill pans to prevent a dangerous build-up of oils and grease.

Electrics

- **Avoid overloading:** Most plug sockets can only take a maximum of 13 amps. Never use multiple high-wattage appliances on a single extension lead.
- **Safe charging:** Don't leave devices with lithium batteries – such as mobile phones, laptops, e-cigarettes, e-bikes or motorised scooters,

charging unattended, for longer than recommended, or overnight.

- **Damaged cords:** Routinely check cables for fraying, and only use devices with certified UK/EU safety marks.

Detectors and alarms

- **Sheltered scheme smoke alarms:** We fit hard-wired alarms in homes in our sheltered schemes. Please let us know immediately if they stop working or record a fault.
- **General needs smoke detectors:** If you live in one of our other properties, we (and the London Fire Brigade) recommend that you install a smoke detector on every floor of your home – and test them regularly.
- **Heat alarms:** Fit heat alarms (rather than smoke alarms) in your kitchen to detect fires without nuisance false alarms.

Naked flames

- **Smoking:** Put cigarettes out fully in an ashtray and never smoke in bed, or if there is a chance you will fall asleep.
- **Candles and burners:** Keep candles, incense and oil burners in stable, heat-resistant holders, away from curtains, blankets and furniture.
- **Fires and portable heaters:**

Simple tips to keep you safe

Always use a secure fireguard and ensure clothes are kept well away.

Balconies

- Keep balconies clear of clutter.
- Remember that we do not allow you to use barbecues on balconies.

Planning your escape

- **Clear pathways:** Make sure your hallways, stairs and exit doors are kept free of clutter.
- **Keys in place:** Store door and window keys in a designated, accessible place that all household members know.
- **Bedtime routine:** Close all internal doors at night. This simple step helps to keep a fire to one area and prevents smoke from spreading, giving you more time to react.

Keep your communal areas safe from fire

- **Keep exits and communal areas clear:** You cannot leave anything at all in communal areas, including entrance ways, corridors, stairwells and outside your flat door. This is a legal requirement we have to meet – it can save lives in a fire.
- **Don't tamper** with smoke alarms.
- If the fire alarm activates in your building, **do not touch the fire panel**, leave this for the Fire Brigade to look at.



Damp, mould and emergency hazards

Reporting damp and mould

Damp and mould can affect your home and health, but simple steps can help prevent problems.

You should watch out for:

- wet patches on walls or ceilings
- peeling wallpaper or paint, or



- black mould spots, especially around windows.

What you should do

- Report concerns to us as soon as you notice them.
- Do not wait for the problem to get worse.
- Prevent damp and mould by:
 - opening windows regularly to allow fresh air to circulate
 - using any extractor fans we have provided, and
 - avoiding drying clothes indoors without ventilation.

If you are unsure, please contact us – we are here to help.

We need you to tell us if your home is suffering from damp and mould

Useful leaflet

For more information about damp, mould and condensation, download the leaflet from our website at: wfha.org.uk/wp-content/uploads/2022/12/WFHA-Damp-mould-WEB-EMAILv2.pdf – or contact us for a paper copy.



About Awaab's Law



Awaab's Law was introduced in October 2025. The law gives social landlords strict, legally binding timelines for investigating and fixing:

- all emergency hazards (which can include the most serious cases of damp and mould), and
- other cases of damp and mould, where it presents a significant risk of harm to tenants.

What Awaab's Law means so far

We are legally required to:

- investigate and make safe all emergency hazards within **24 hours**
- investigate significant damp and mould within **10 working days** – giving you a summary of what was found and what we will do



- start work to fix things within **five working days** after the investigation
- finish the work within a reasonable timeframe
- find you suitable temporary accommodation if needed, or if there are delays making your home safe, and
- keep good records of our actions.

Overall, we are expected to address the root causes of any damp and mould, so that it does not keep coming back.

Landlords now have stricter standards to meet around hazards including damp and mould

New requirements: what Awaab's Law will mean from October 2026

In October 2026, the Awaab's Law regulations will be extended to include additional hazards where they present a significant risk of harm.

These are:

- excess cold and excess heat
- falls associated with bathrooms, on level surfaces, on stairs and between levels
- structural collapse and explosions
- fire and electrical hazards, and
- domestic and personal hygiene, and food safety.



Do your communal areas need repairs?

Please let us know, as soon as possible, if you see any hazards in communal areas that need repair. For example:

- loose flooring
- damaged handrails, or
- broken lighting.



Need support?

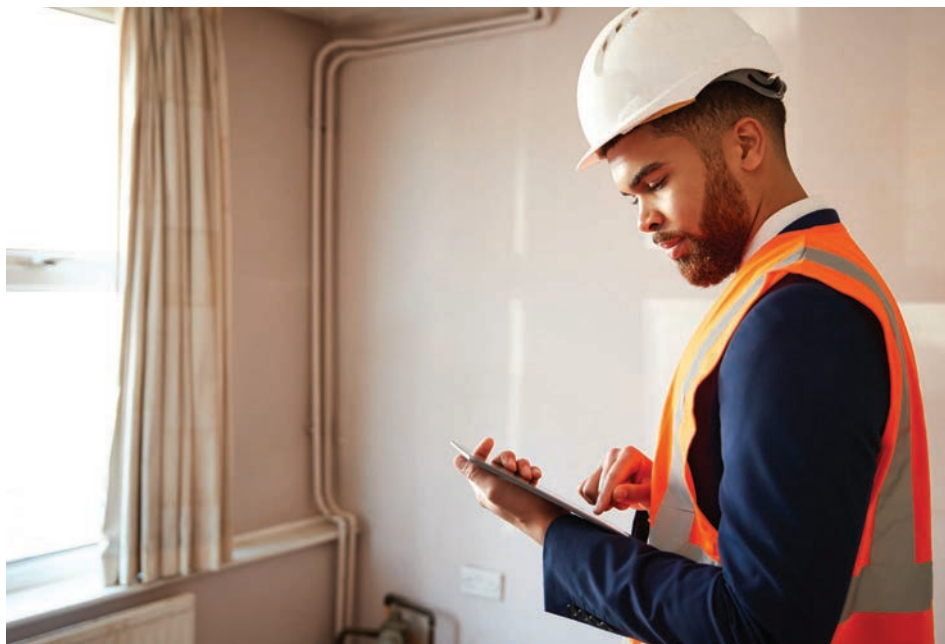
You can get free, independent advice, or escalate a complaint with the Housing Ombudsman, if you believe we are not acting on hazards, damp and mould.

Go to: **www.housing-ombudsman.org.uk**

Shelter also provides advice at: **england.shelter.org.uk**

Major works to your homes

Stock condition surveys



We recently brought in surveyors to carry out a stock condition survey of our homes.

Stock condition surveys give us an accurate picture of the state of our properties and we carry them out for a number of reasons.

- **Compliance and safety:** We identify hazards and risks, and make sure we meet the

Government's Decent Homes standard, as well as current requirements for health and safety, and energy efficiency.

- **Planned maintenance:** We track the condition of key items like roofs, boilers, kitchens and windows. This allows us to plan major repairs programmes in advance – rather than waiting for items to fail.

We invest in our properties through major works programmes, to keep your homes in good condition

Major works that will affect your home

If our stock condition survey shows that works are needed at your home or block, we will let you know.

In the meantime, if you need a repair that is mentioned in the survey, do still contact us.

- **Our Regulator requires this:** We have to keep up-to-date, evidence-based records, setting out the condition of individual homes.
- **Managing our budgets:** Good information means we can draw up long-term works plans and spread the costs efficiently.



Home improvements

Tell us what you would like to do

If you would like to make some improvements to your home, you must first ask our permission by writing to us.

We ask you to do this so that we can check that you don't make your home less safe. In addition, your home will one day be lived in by someone else. We need to make sure that it is not harder to let because of the changes you make now.

Our approval process is as follows.

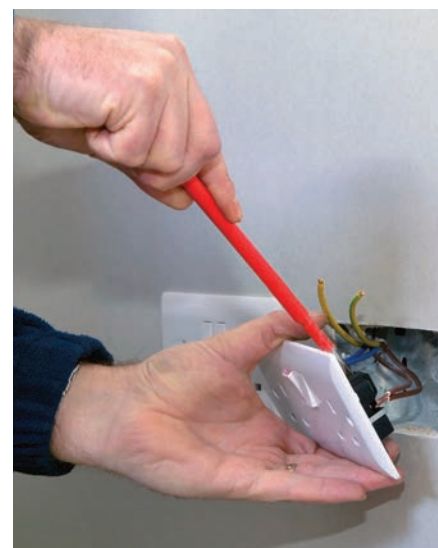
- We will ask you for details about what you want to do and who will carry out the work – it must be someone suitably qualified.
- We will write with our decision.
- We will not say 'no' without giving you a good reason.
- Sometimes we will say 'yes', but with conditions. For example, we may ask you to put the property back the way it was before you leave.
- We will not unreasonably withhold our consent.

You can make some changes to your home – but you must get our permission first

You can email your request to:

- repairs@wfha.org, or
- send your letter to our office at **Libro Court, 2A Larkwood Road, Chingford E4 9D7.**

Please remember to include any supporting plans or drawings.



Things to bear in mind

There are times when we have to say 'no'. For example if:

- your plans would affect an area of your home that has asbestos in it, which would no longer be safe if it were removed or drilled into
- you wanted to knock down internal walls – changing the internal structure of the building
- you wanted to remove internal doors – this would affect fire safety, or

- you wanted to change your front door and it opens into a shared area – this is because it is a fire door.

We may also need you to follow particular guidelines.

For example, if you want to paint your front door, we will require you to keep to the same colour scheme and use paint that is fire retardant and meets British safety standards and fire safety regulations.

Sometimes we do have to say 'no'

BE AWARE:

You will be responsible for ongoing repairs if you install items like your own shower, bathroom or kitchen.

We may ask you to remove these items and replace with the original items when you move out.

Our performance

Day-to-day repairs

Our performance in 2025-26

We want to be open and transparent about the services we provide and how well we are performing.

We aim to complete repairs as

quickly as possible and within agreed timescales. If there are delays, we will keep you informed.

Our performance in 2025-26 is given in the chart below.

Repairs category	Response time	% repairs done on time	Target
Emergency repairs	24 hours	99.25%	100%
Urgent repairs	7 working days	96%	95%
Routine repairs	28 working days	99%	95%

We keep track of our performance and report back to our Regulator



Health and safety

We are legally obliged to carry out a number of regular health and safety checks, to keep everyone in and around our properties safe.

- Gas safety:** Gas Safety regulations require that we carry out annual gas checks to prevent carbon monoxide poisoning and explosions.
- Electrical safety:** We have to carry out checks, including a five-yearly EICR report, to ensure that wiring and plug sockets are safe – reducing the risk of fire and electric shocks.
- Fire safety:** We have to carry out regular Fire Risk Assessments.
- Asbestos management:** We have to safely identify, monitor or remove asbestos-containing materials. These are very common in older social housing.
- Water safety:** We have to check water tanks and systems for signs of the dangerous Legionella bacteria.
- Passenger lifts:** We have to carry out regular servicing to

make sure our passenger lifts are safe.

In general, laws and regulations set out that our homes must be fit for habitation and free from hazards that could cause serious harm.

We have to work towards Decent Homes standards and meet energy efficiency targets.

Please let our contractors in to your home to carry out these checks. If you do not, we may have to take you to court to get access.

Your health and safety are our priority



Our health and safety performance in 2025-26 is given in the chart below.

Health and safety area		% compliance
Gas safety		100%
Electrical safety	99% (two communal electrical certificates had not yet been completed at year end)	
Fire safety		100%
Asbestos safety		100%
Water safety		100%
Energy efficiency (EPCs)		100%
Passenger lifts		100%

Tenant satisfaction

Your view of our service

We regularly contact you after repairs are completed to find out about your experience. Your feedback helps us improve our service.

We use performance information,



tenant feedback and regular inspections to:

- monitor contractor performance
- identify areas for improvement, and
- make changes to services where needed.

We are committed to improving our services and ensuring we deliver safe, reliable and high-quality homes for all tenants.

Overall satisfaction with the repairs service in 2025-26 was **97%**.

97%

Satisfied with
the overall
repairs service

We learn from the
service feedback
you give us

More tenant access to information

In social housing, STAIRS stands for Social Tenant Access to Information Requirements.

The Government is introducing STAIRS to give housing association tenants rights that are similar to the Freedom of Information (FOI) process. It means that that you will be able to access detailed data about how your homes and estates are managed.

The STAIRS timetable is as follows.

- **1 October 2026 (Phase 1):** We must proactively publish key information about our housing management, repairs performance, safety checks, governance and spending.
- **April 2027 (Phase 2):** You will gain a formal, legal right to request specific information about your homes. We will be required to respond within set timescales.



We are committed to being open and transparent about the services we provide. Information is already available for our tenants around our:

- repairs and maintenance services
- investment programmes, and
- safety and compliance record.

We are ready to
share details of
our work

We have included key information in this newsletter and will add updates and further information to our website. We will also share information with you in our annual report, which is due to be published by the end of September.

If you cannot find something you want to know about, get in touch.



Waltham Forest Housing Association

Write to us at:

WFHA Libro Court Office
2A Larkswood Road
Chingford
London E4 9DY

Email us at:

- info@wfha.org.uk (general queries)
- repairs@wfha.org.uk, or
- complaints@wfha.org.uk

During office hours (weekdays, 9am to 5pm), phone us on 020 8524 6987, then select:

- Option 1 for repairs
- Option 2 for housing management (to pay your rent, talk about benefits or other housing issues)
- Option 4 for governance (to ask about tenant engagement and tenant surveys).

Our registered address for legal notices is still: 31 Church Hill, Walthamstow, London E17 3RU.

If you need an appointment

We moved out of our head office a few years ago, so that more tenants could see us more often.

We are a very small team – there are only 10 of us, and we are out and about a lot.

Most of you will see us regularly, in or near your buildings. But if you need to see us about something

specific, we may be able to see you more quickly if you make an appointment.

Phone us on 020 8524 6987, option 2, or email us at: info@wfha.org.uk and we will get back to you

Leave us a voice message

Sometimes when you phone us, your calls may go through to an answerphone.

If this happens, please leave us a message. Tell us your name, a bit about why you are calling and the phone number to call you back on.

Emergency repairs when our office is closed

Our out-of- hours emergency service will sort out problems that affect your immediate health and safety or the structure of the building. Please only use these numbers for genuine emergencies.

For all other repairs, please call on the next available working day.

Non-gas emergencies

For a non-gas emergency outside office hours, call 020 8524 2822.

Our contractors will visit to make the situation safe. But they may need to return on another day to complete the repair.

Non-gas emergencies include:

- electrical fittings getting wet
- sewage overflowing indoors
- burst tanks, cylinders or pipes
- a leak you cannot contain
- failure of all lights or all power (but first check the fuse board for tripped circuits and that you have credit on your meter), and

- failure of your electrical heating system in severe weather, where you have no alternative heating available.

Gas emergencies

If you smell gas or fumes, call Cadent immediately on 0800 111 999.

If your gas heating systems fails in severe weather and you have no alternative, you should call Sureserve Compliance South on 01795 503 365.