

Home Repairs



Some repairs are The Council's responsibility, and some are the tenants. This handy guide is a quick reference to who repairs different parts of your home.

We want to ensure all tenants live in good quality and safe homes.

KEEP ME SOMEWHERE SAFE

Who is Responsible for Repairs?

Some repairs are The Council’s responsibility, and some are the tenants.
Use the tick boxes to check who is responsible for each repair.

Bathroom/WC		
Description	Council	Tenant
Bath panels		✓
Plugs and chains to wash hand basins and sinks		✓
Sealant around baths, wash hand basins and sinks		✓
Wash hand basins and sinks	✓	
Shower trays (if fitted by SMBC)	✓	
WC pans and cisterns	✓	
WC seats		✓
Drains and Pipes		
Description	Council	Tenant
Blocked drains (shared drains are Severn Tren responsibility)	✓	
Drainpipes and gulleys	✓	
Soil pipes and fittings	✓	
Electrical		
Description	Council	Tenant
Consumer units (fuse box)	✓	
Disconnection and connections of electric cookers (if owned by SMBC)	✓	
Electric fires (if fitted by SMBC)	✓	
Electric meter and supply		✓
Extractor fans	✓	
Immersion heaters	✓	
Sockets and light fittings / switches (if fitted by SMBC)	✓	
Storage heaters (if fitted by SMBC)	✓	
Wired in smoke alarms / pull cords / battery alarms	✓	

Gardens and Garages		
Description	Council	Tenant
Driveways or hardstanding areas for parking		✓
Fencing if fitted by SMBC (privacy panel (first panel from property) / communal boundary)	✓	
All other fencing		✓
Front and rear gates (if fitted by SMBC)	✓	
Garage or outbuilding owned by SMBC	✓	
Garden maintenance and upkeep		✓
Replacement padlocks on garage doors		✓
Gas		
Description	Council	Tenant
Boilers	✓	
Disconnection and connection of cookers not owned by SMBC		✓
Gas cooker (if owned and installed by SMBC)	✓	
Gas fire (if owned and installed by SMBC)	✓	
Gas meter and supply (arrangement of)		✓
Pipework	✓	
Radiators, valves, time clocks and thermostats	✓	
Sweeping chimneys		✓
Thermostats (if owned and installed by SMBC)	✓	
Glazing		
Description	Council	Tenant
Glazing broken accidentally or by malicious damage (unless crime number provided)		✓
Glazing in windows and doors (end-of-life cycle)	✓	

Kitchens		
Description	Council	Tenant
Cupboard doors (may not match if replaced) (there may be a recharge if not standard wear and tear)	✓	
Cupboards (there may be a recharge if not standard wear and tear)	✓	
Drawers (there may be a recharge if not standard wear and tear)	✓	
Plumbing		
Description	Council	Tenant
All internal taps, stop taps and valves	✓	
Boxing of pipework (if fitted by SMBC)	✓	
Hot and cold services, tanks and overflows	✓	
Inspection chambers	✓	
Lagging of tanks and pipework	✓	
Pipework	✓	
Tap washers	✓	
External taps		✓
Roofs		
Description	Council	Tenant
Fascia boards, soffits and barge boards	✓	
Roof structures including tiles/slates and roof coverings	✓	
Walls, Ceilings, Canopies, Balconies and Floors		
Description	Council	Tenant
Balconies	✓	
Canopies over doors (if fitted by SMBC)	✓	
Concrete floors	✓	
Decoration		✓

External walls and rendering (Excluding decoration)	✓	
Floor tiles (if fitted by SMBC)	✓	
Floorboards and joists	✓	
Foundations	✓	
Hat and coat hooks		✓
Loose floor coverings / carpets / laminate / vinyl		✓
Major plastering and vents	✓	
Minor plastering (cracks and small holes)		✓
Skirting boards	✓	
Staircases, banisters and handrails	✓	
Wall tiles (if fitted by SMBC)	✓	
Windows and Doors		
Description	Council	Tenant
Architrave (if fitted by SMBC)	✓	
Door entry systems	✓	
Entrance door locks and ironmongery	✓	
Entrance doors and frames	✓	
Internal doors (if fitted by SMBC)	✓	
Sills	✓	
Window catches	✓	
Window frames	✓	



Repair Priorities and Timescales

Repairs are prioritised based on urgency:

Emergency repairs

(completed within 24 hours), for example

- Full loss of power or partial loss of power if it is a danger to health and safety (Stair Lift or nebuliser or total loss of lighting)
- Unsafe lighting socket or electrical fitting
- Uncontrollable water leak, including sewage overflowing
- Insecure external window, door, or lock. Or locked out (rechargeable)

Urgent repairs

(completed within 3 working days), for example:

- Partial loss of electric power, water or heating
- Rotten timber flooring or stair tread
- Door intercoms not working
- Extractor fans if there is no window present in the room
- Containable leak including roof, waste pipes and freshwater pipes

Priority repairs

(completed within 25 working days), for example:

- Remedial work from Housing Health and Safety Rating System (HHSRS)

Routine repairs

(completed within 90 working days), for example:

- First fence panel from property (privacy fencing)
- Paths 900mm wide from highway to front door (where possible)
- Renewal of guttering and downpipes
- Renewal of kitchen units and sinks, baths or bathroom suites
- Renewal of internal and external doors

How to Report a Repair

You can report a repair in the following ways:



Online: Use the MySandwell portal to report and track repairs.



Phone: Call **0121 569 6000** from 9am to 5pm Monday to Friday only



Emergency out-of-hours: Call **0800 844 112** for urgent repairs when our offices are closed.

Repair Appointments

You can choose from different time slots when booking a repair:

All day: 8:00 AM to 5:30 PM

Morning: 8:00 AM to 1:00 PM

Afternoon: 12:00 noon to 5:30 PM

Avoid school run: 10:00 AM to 2:00 PM

You will receive a confirmation text and a reminder text before your appointment.

Our workers will always have ID. If unsure, call 0121 569 6000 to check their identity.

Service Standards

We are committed to:



Good communication:

We will keep you updated about your repair.



Quality work:

Repairs will be completed by qualified professionals.



Respect:

We will treat your home with care and leave work areas clean and tidy.

Pest Control

How to report issues to Pest Control:



Online: Use the MySandwell portal



Phone: Call 0121 368 1177 Option 2

Pest Type	Chargeable?
Rats - treatment in gardens	No
Rats - treatment in properties	Yes
Mice	Yes
Wasps (Only between 1st July & 31st October)	Yes
Cockroaches	Yes
Fleas	Yes
Bedbugs	Yes
Insects (Carpet beetles / moths)	Yes
Pest identification / advisory call-out	Yes

Pest Control does not provide treatments for:

- Garden ants, squirrels, pigeons, foxes, badgers Honey, mortar or bumblebees
- Seagulls, cluster flies, swarming flies, blow flies, bluebottles, fruit flies, house flies
- Ticks or body lice, silverfish, woodlice.



Contents Insurance for your home

Sandwell Council does not automatically insure your home's contents and belongings. Ask yourself, would you need help with the cost of putting things right after a kitchen fire, a washing machine flood, or a break in? It could be expensive.

Unfortunately, some customers only realise this after the damage has been done.

We have arranged with Royal & Sun Alliance Insurance Ltd a home contents insurance scheme for Sandwell Council tenants and leaseholders to give you financial protection should these types of events happen. Or you could make your own private arrangements.

What you need to know about RSA's tenants contents insurance

Tenants contents insurance financially protects the contents in your home, garage, and shed.

Cover includes improvements you make to your home, such as new laminate flooring or a fitted kitchen.

Prices start from as little as 45p per week, £1.47 per month, or a single upfront payment of £15.65 for 12 months of cover.

Find out more and apply online: Home contents insurance | Tenant Handbook
www.sandwell.gov.uk/tenanthandbook/tenant-handbook/home-contents-insurance



Your Own Home Improvements

Tenants are welcome to make improvements or alterations to your home, but it's important to first submit a request online for approval, you can do this online: www.sandwell.gov.uk/homealterations

These are just a few examples of changes you'll need permission for (this isn't the whole list):

- Installing or replacing gas appliances, windows, external doors, or kitchen and bathroom units
- Removing walls, installing verandas, porches, or conservatories
- Adding a driveway, electric vehicle (EV) charger, gates, or fencing
- Painting external doors, windows, and walls
- Removing or pruning trees

The Council understands that tenants may want to make improvements, and your request will be carefully considered. Permission will not be withheld without good reason, but please wait for written approval before starting any work. If approved, tenants must also comply with any conditions set by The Council.

If you make changes without permission

If tenants make changes without permission, The Council may ask them to return the property to its original condition or carry out the necessary work ourselves, in which case we may charge tenants for the costs.

When tenants make improvements with or without our permission, The Council is not responsible for ongoing repairs or maintenance related to those changes.

Only qualified and competent professionals should carry out alterations. For electrical or gas work, tenants will need to provide the necessary certificates.

What happens when your tenancy ends

If previous tenants left improvements in the property, Sandwell Council will only take responsibility for repairs if it is practical and cost-effective. In other cases, The Council may remove the improvements and restore the property to its original condition.



Notes

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Notes

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Extra Support

**If you are vulnerable or need help
understanding this information,
contact us on 0121 569 6000.**

**We can provide information in other formats
or arrange extra support if needed.**

For more details, visit the full Tenant Handbook on The Council's website:
www.sandwell.gov.uk/tenanthandbook

