

# Repairs – help us fix it first time



**Paradigm**

**If you need to contact us for any reason, whether it's to report a repair, ask for advice or get in touch with a particular person, you should phone Customer Services on 0300 303 1010.**

During Customer Services' hours (Monday to Friday from 8am to 6pm) one of our advisers will answer your call.

We have an out-of-hours service for dealing with emergency repairs only.

## Introduction

We want to make sure that your repair gets dealt with at the first visit whenever possible. This booklet contains pictures of items we often receive repair requests for. **These pictures are to help you tell us where the repair is needed when you first phone us to report an issue.**

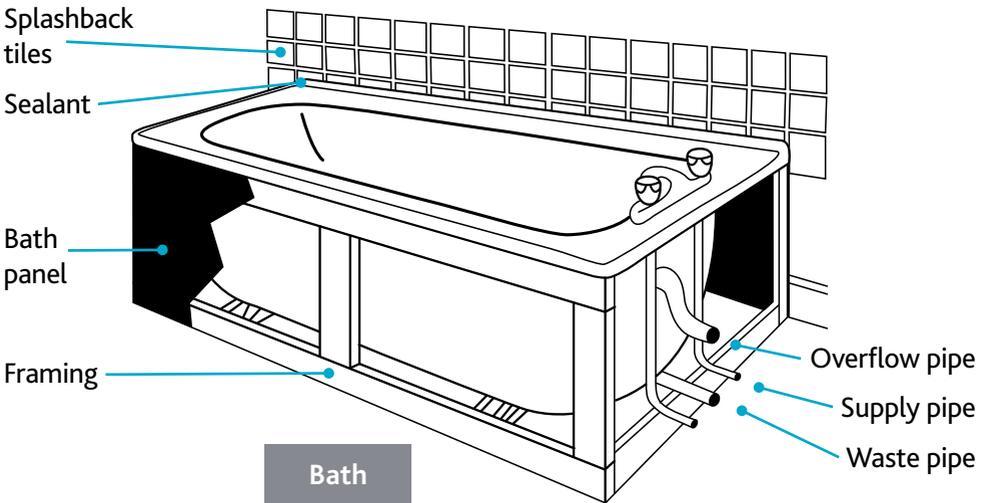
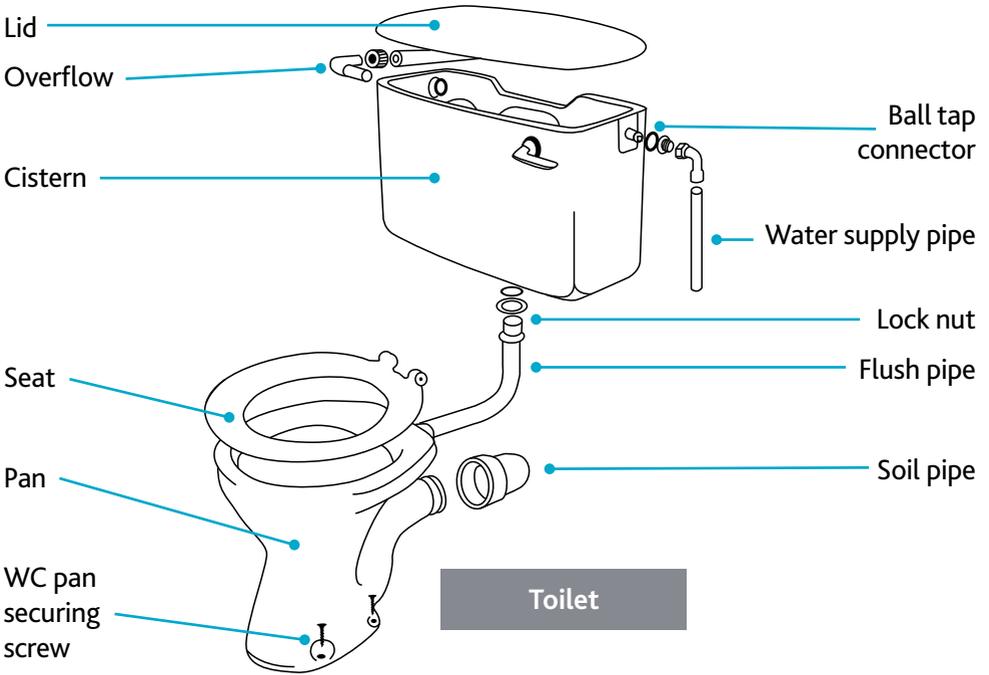
We have only included pictures of the items we receive the most reports for. If there is no picture for your repair, just phone Customer Services and they will help you.

**This is not a guide on how to do the work yourself.**

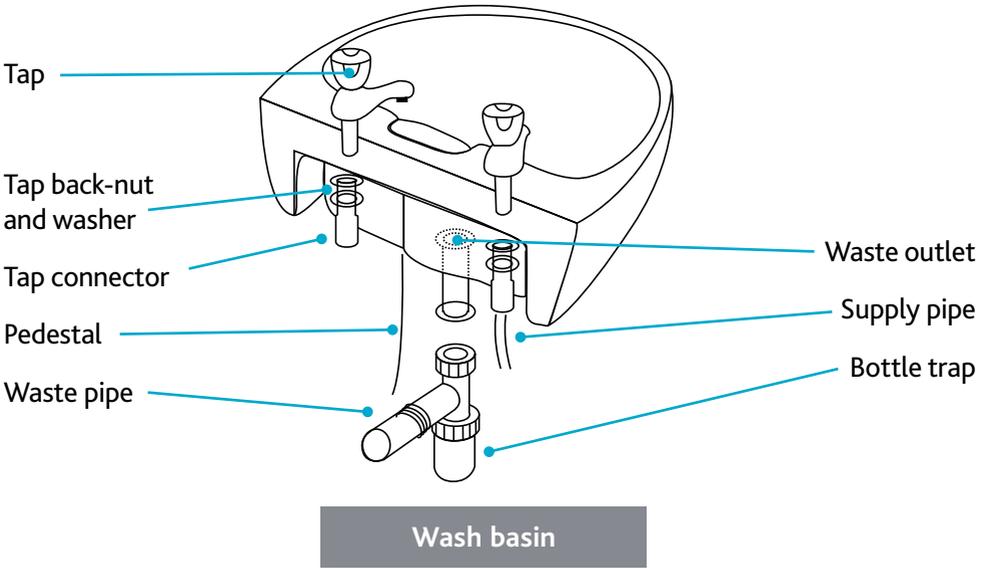
**Contact  
Customer Services  
on 0300 303 1010**



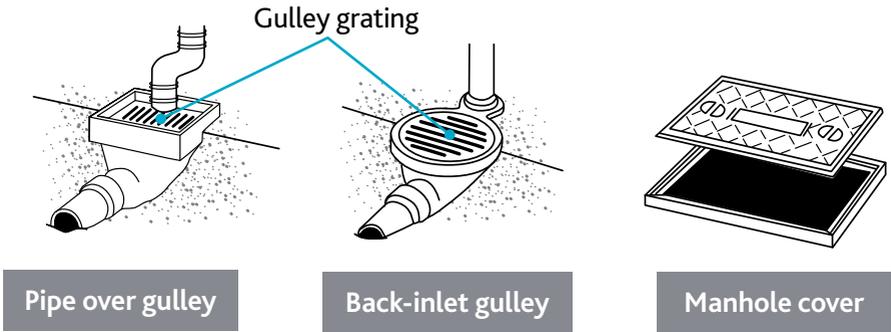
# Plumbing



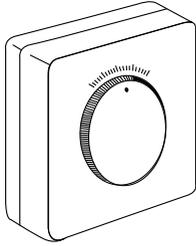
# Plumbing



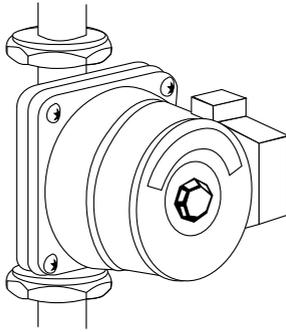
# Drains



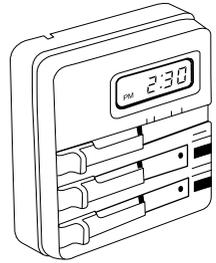
# Central heating



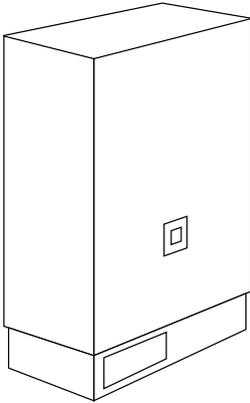
Room thermostat



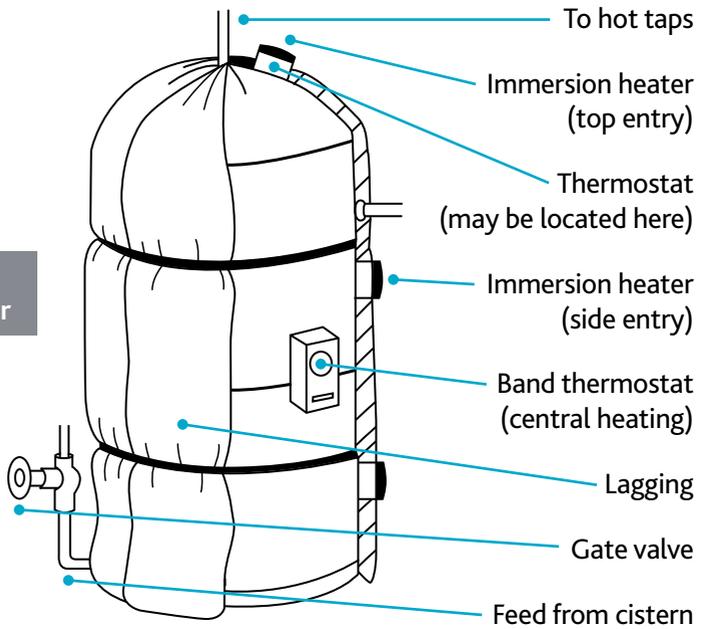
Central-heating pump



Heating and hot-water programmer

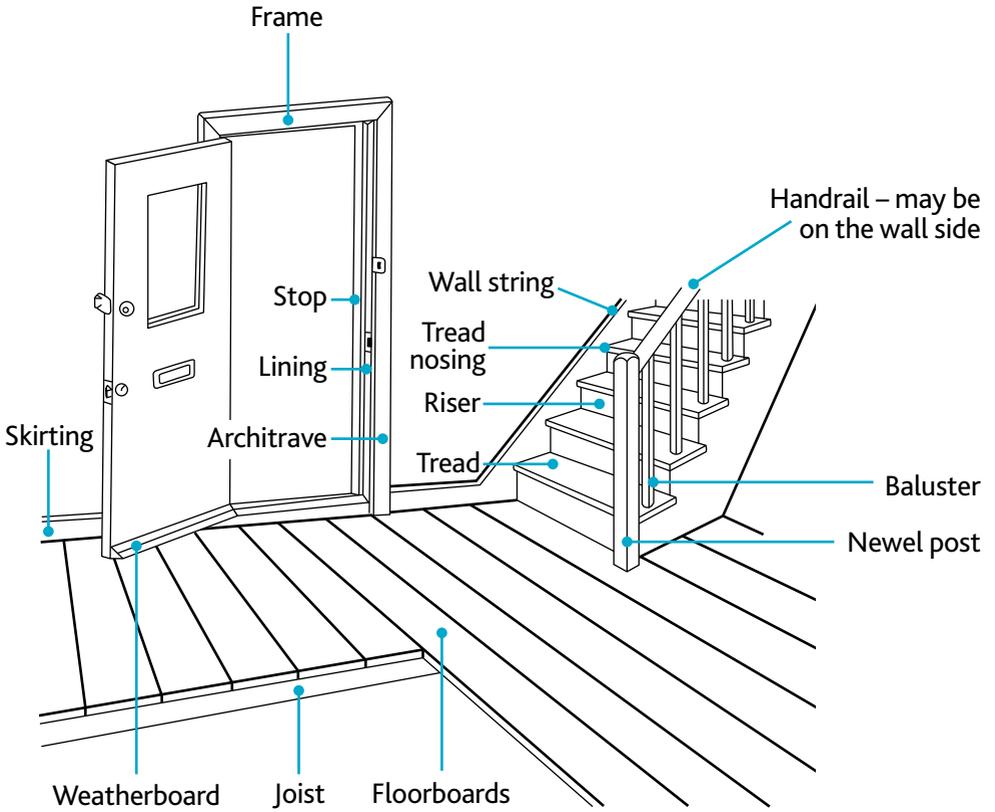


Wall-mounted central-heating boiler

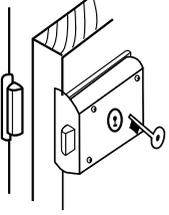


Hot-water cylinder

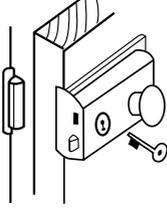
# Doors, floors and stairs



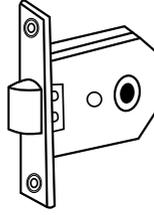
## Types of lock



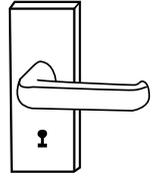
Rim deadlock



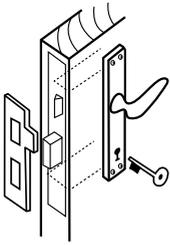
Rim lock



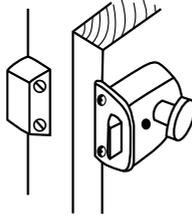
Mortice latch



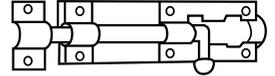
Lever handle



Mortice lock and latch

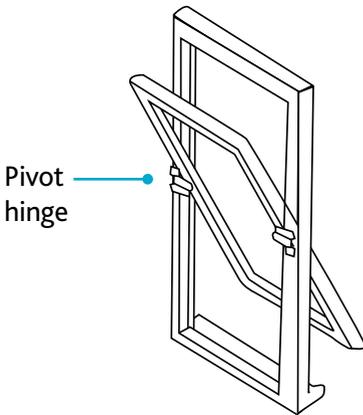


Cylinder night-latch

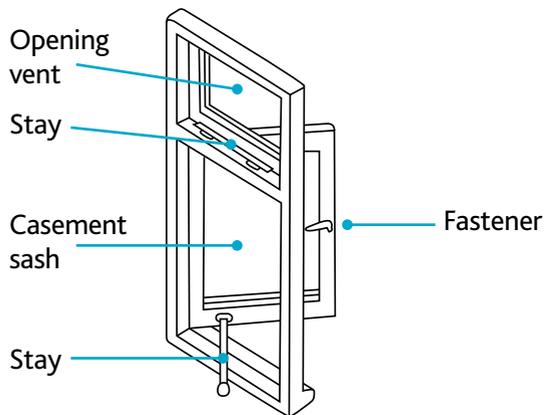


Tower bolt

## Types of window

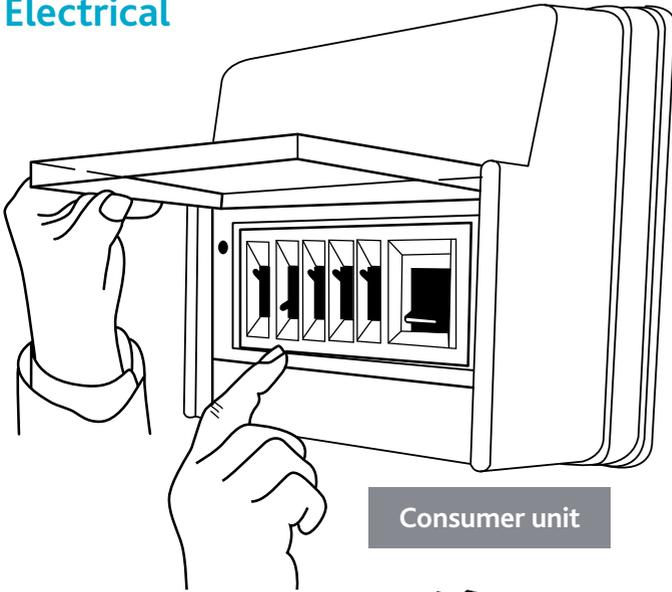


Pivot

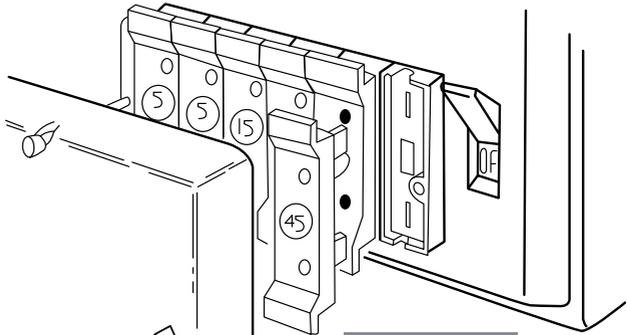


Casement

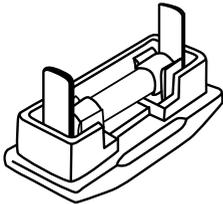
# Electrical



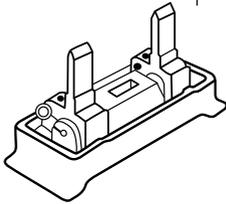
Consumer unit



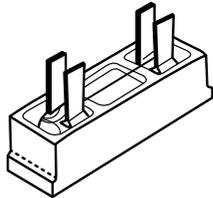
Fuse box



Cartridge fuse and carrier



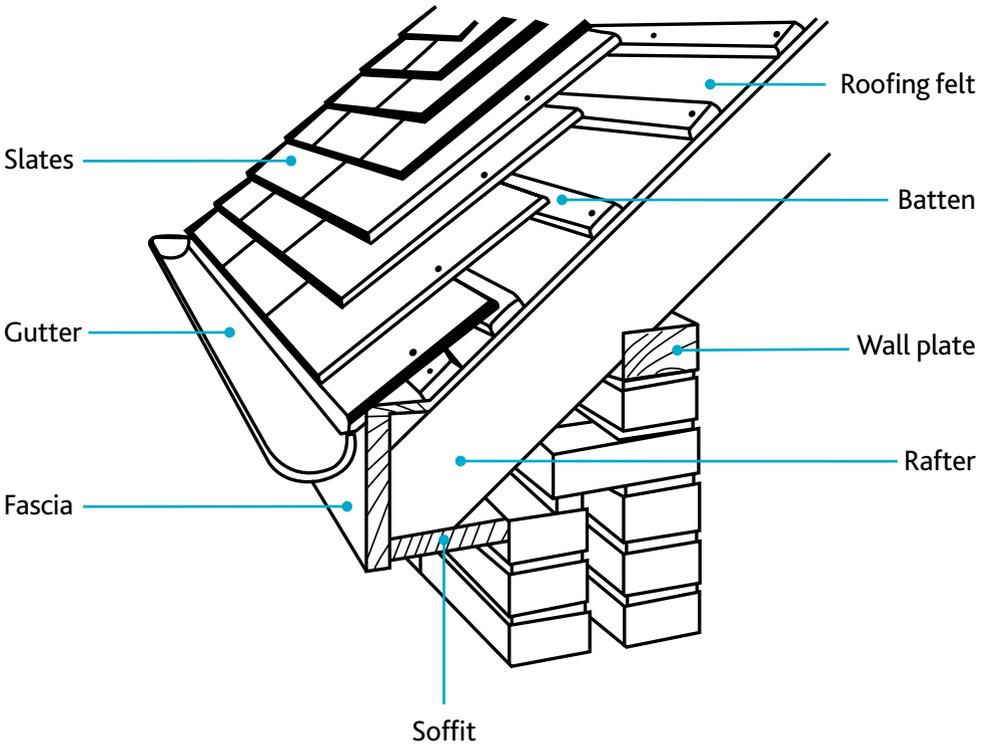
Single-bladed wire fuse and carrier



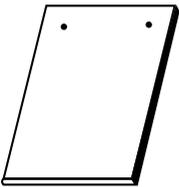
Double-bladed wire fuse and carrier

**Caution – Make sure you turn off the power before you touch any fuse carriers.**

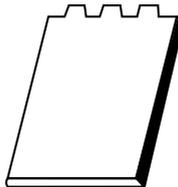
# Roof



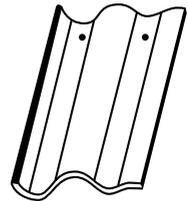
## Types of roof tile



Slate



Plain tile



Interlocking tile

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## Your responsibilities

There are a number of things that you are responsible for within your home. The full list can be found in the Repairs and emergencies section of our website. However, the list below shows the items we receive the most reports on, which you are responsible for.

Doors, locks and keys	
Door chains	You are responsible.
Door locks or keys	You are responsible for replacing keys if you are locked out, have lost your keys or had them stolen. You should contact a local locksmith for help, but you will need to pay for this service. This may be covered by your home contents insurance if you have purchased it yourself.
Tenant damage	
	A charge will be made if damage to any fixture or fitting has been caused by misuse*.

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**\*Misuse:** A tenant, household member or visitor damaging or using something incorrectly and not for its intended purpose or function.

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## Notes

A large light blue rectangular area containing horizontal lines for writing notes. The lines are evenly spaced and extend across the width of the area.

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Paradigm Housing Group provides services to Paradigm Homes, Paradigm Commercial and Paradigm Maintenance and is a not-for-profit housing association registered in England. Industrial and Provident Societies Act 1965, number 28844R. Registered provider number L4215. Registered office: 1 Glory Park Avenue, Wooburn Green, Buckinghamshire HP10 0DF.

Reference: July 2017

