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What repairs RHP will carry out



Here's a list of repairs RHP can carry out in and around your home.....

Sometimes we can't complete a repair ourselves and may need to refer it to a sub-contractor, in which case we'll be in touch to let you know.

Our customer advisors are always happy to help with booking a repair, although they're only able to offer you an arrival time of 8am-5pm. By booking a repair yourself online, you're able to choose a two-hour time slot that's convenient for you.

Your safety is important. Don't carry out repairs that need professional help, or that you're not comfortable with.

Internal Repairs.....

Plumbing

- Leaks - from baths, sinks, toilets & waste pipes
- Faulty bath shower (excluding head & bracket)
- Toilets - including broken cistern, toilet pan, leaking overflow and broken flush handle
- Blocked drains
- No water from cold taps
- Leak from flat above - please let us know which flat the leak is coming from.
- Electric
- Faulty extractor fans - bathroom & kitchen
- Faulty light fittings & pull cords (excluding bulbs)
- Electric shower (excluding head & bracket)
- Faulty power socket
- Faulty cooker switch
- Faulty hard-wired smoke alarm (excluding battery)
- Immersion heaters - no heating or hot water & leaks

Gas

- No heating or hot water
- Radiators not heating up
- Room thermostat not working
- Boiler timer not working
- Low pressure on boiler

Carpentry & UPVC

- Damaged stairs and handrail/balustrade
- Faulty window hinges (Wooden & UPVC)
- Broken shower door
- Damage to sash cord
- Damage to window frames (wooden & UPVC)
- Rotten windowsill
- Problems opening and closing front or back door (Wooden & UPVC)
- Broken glass on door

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External Repairs

Roofing

- Damaged or blocked chimneys
- Damaged or missing roof tiles
- Damaged board on roof
- Leaking flat or pitched roof

Guttering & Drainage

- Blocked or leaking guttering/downpipe
- Blocked drains
- Damaged or missing manhole cover

Door entry

- Faulty door entry system
- Faulty door entry phone handset

Walls

- Defective pointing or brickwork
- Damaged render coating to external wall
- Damage to external wall

Communal Repairs

Roofing

- Leaking flat or pitched communal roof
- Damaged communal fascia & soffit boards
- Damaged or missing roof tiles

Guttering & drainage

- Damaged or blocked communal chimneys
- Blocked drains
- Damaged or leaking communal guttering
- Damaged or missing manhole cover

Windows & doors

- Damaged sash cord on communal windows
- Problems opening & closing front or back communal doors

- Rotten communal windowsill
- Broken glass on communal doors
- Broken communal window handles
- Damaged seal to communal window frame
- Faulty communal window hinges
- Damaged communal front or back door frame

Garages & sheds

- Garage doors & locks
- Damaged shed door (where shed is provided by RHP)
- Leak from garage
- Leak from shed (where shed is provided by RHP)

Other repairs

- Faulty bin chute
- Damaged communal stairs & handrails
- Faulty communal lighting (if RHP owned - some streetlights may be the responsibility

of your local council)

- Boundary fence to public areas