



Graphical Repairs Ordering Service User Guide

About the Graphical Repairs Ordering system

The Graphical Repairs Ordering system (**GRO**) is an online repairs service for use by Hounslow Homes tenants and leaseholders.

Through a series of images, you will be able to identify and report repairs to your home (if you are a tenant), the communal area/estate where you live and your garage (if you rent one from us).

Through the online repairs service, you will be able to:

- look at the repairs that have been requested for your property, the road/estate (communal area) where you live, and your garage (if you rent one from us)
- check the job details and appointments of repairs that you have requested
- request a repair or inspection for your property or the communal area where you live
- book appointments for the work to be carried out
- request more than one repair for your home, estate or garage

Once the repair order has been completed, we will give you a job number for your reference, and you will receive a printed receipt in the post. This will usually arrive with you within 5-10 days.

Important!

If you think the repair is an emergency, please contact the Repairs Call Centre immediately on freephone 0800 085 65 75. For the Out of Hours Repairs Service please call 0208 583 2222.

Try it out first!

If you are new to the system, you can visit the 'try it out' area. This is a practice area for you to use and will give you an idea of what to expect.

You will be able to look at the images and different types of repairs you can request, as well as practice selecting repairs and booking appointments.

Please note: Any orders raised on our practice system will not be saved or create real appointments.



Using the system

To help you move quickly and easily through the system there are simple links on each page. Some will be links to other information and are found in the text itself, e.g. [more](#).

Others are pictures or symbols, or links or 'buttons' that look like this:



These 'buttons' can be found in the bottom right corner of the page. Sometimes you will need to move the page upwards or 'scroll' down to see them.

You may see the links all together as shown above. On some pages you may only see one or two of the links.



Continue/select

This link will move you forwards through the system. Click on the tick button when you want to continue to the next step, e.g. you have selected a repair or an appointment slot and are ready to move to the next stage.



Return

This link can be found on most of the pages. Clicking on the cross button will take you back to the **Property Selection or Repairs History** page, which is at the start of the ordering process.

If you want to go back to the previous page, you should use the 'back' button, which is on your tool bar in the top left hand corner, and looks like this:



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Help and advice

Throughout the system, there are extra advice and information pages to help you use the service. Clicking on this button will display these pages to you.

If there is more information available about a repair, or the page you are looking at, this link will display either a help sheet (that explains how to use that page to report your repair) or an advice sheet (that will give you guidance and information about your repair)

Some of these advice or help sheets will appear on the screen even though you haven't clicked on the ? button for help. This is because we have important information that you should see before you continue, e.g. your repair may require emergency attention.

Information contained in our help and advice sheets can also be found on the Reporting your Repairs web page.

Your user account and password

To use the service, you will need a user account and password. Your user account will be your personal identification number, also known as your PIN.

Your user account is personal to you and is used to ensure that you are able to raise repairs against your property, the communal area / estate where you live, or your garage, if you rent one from us. It will also allow you to view details of repairs that have previously been raised against your property, communal area / estate where you live, or garage. The locations that you can raise repairs for will be listed when you log in.

If you do not have a user account or password please email your name and address to the Repairs Call Centre at the following address:

housing.repairs@hounslowhomes.org.uk

Alternatively, you can contact the Repairs Call Centre direct on freephone **0800 085 65 75** - with the details of your name and address.

For security reasons your user account details and password will be sent to you by post.



Logging in

To log in, you will need to enter your personal identification number (PIN) and password on the welcome page in the boxes shown below. Your password can be entered in upper or lower case.

Order a repair

Enter your PIN: Enter your password: Continue  Help 

If you have lost your password, please see the section 'using the system - your user account and password' for information on how to contact us to request a new password.

Once you have entered your PIN and password, click on continue (the tick symbol) to enter the system.



Getting started

Identify the repair

When requesting a repair, make sure you have all the information about the problem before you start. For example:

- Is the problem inside, outside or is it on your estate (communal area)?
- If inside, what room is it in?
- If outside (communal), what is the exact location, e.g. car park, bin room, corridor, main entrance doors?
- What exactly is the problem? E.g. a leak, not working, fitting broken
- Is anything else in the property affected by this problem? E.g. leaking to another room
- If the problem relates to a fitting, what type of fitting is it? E.g. pull cord light switch, pillar/lever/mixer tap?

You can refer to your 'Reporting your repairs' handbook or the Hounslow Homes 'Reporting repairs' web page, for guidance on information you can provide to help us carry out your repair effectively



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Choose the location of the repair

Before you select a repair, you need to tell us the exactly where it is. For example, does the repair affect just your property, or a communal area?

Choosing the wrong location could delay the repair being carried out.

A list of the locations that you can raise a repair for will be shown.

If you are a leaseholder, you will not be able to raise repairs on your property, only the communal address and a garage address (if you rent one from us). For more information about repairs, please refer to your Leaseholders Handbook or your lease.

Your Property Selection Details

You may raise repairs to any of the following locations:

Address	Postcode	Description
1 Try It Out Street	TRYITO	Flat



To select the location for the repair, click the tick (or continue) button beside the address.



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Check your repairs history – has your repair already been reported?

Before you request a repair, you should check that it hasn't already been ordered.

This is particularly important when reporting repairs to communal areas, as another resident in your block/area may already have reported the same problem.

In order to check the list of repairs before you start, you need to view the repairs that have already been ordered. If there is already an order, a second order is not necessary. (Note: You can check the details of the repair by clicking on the [more](#) links.)

Repair History Listing for

1 Try It Out Street TRY ITO

Please check the list of existing jobs for this address before requesting a new order. If a current duplicate order exists, you will not be able to complete your order or book any appointments.

From: To:

Job No. Reported Status Appt. Date Appt. Slot Description

Job No.	Reported	Status	Appt. Date	Appt. Slot	Description
2162	19 May 2006	In progress	n/a	n/a	Repair to timber external, internal or communal door and frame or lining, any type or size or location more...
2158	19 May 2006	In progress	n/a	n/a	Sealant to bath edge more...
2144	19 May 2006	In progress	30 May 2006	12:06	Resecure loose or defective floorboards in bedroom. more...
2130	19 May 2006	In progress	24 May 2006	10:00	Resecure loose or defective floorboards in living room. more...
2126	19 May 2006	In progress	30 May 2006	13:30	Carry Out Repair to Lighting Pendant/Batten Holder in Living Room more...
2112	19 May 2006	Cancelled	n/a	n/a	Repair Bathroom door, frame or lining. more...
1316	15 May 2006	Cancelled	n/a	n/a	Not Available more...

If you try to raise an order that has already been reported, the system will give you a message telling you that you have raised a duplicate repair, and you will not be able to continue to book any appointments.

If you think the repair is **not** a duplicate, please contact us either by emailing us the details or calling the Call Centre direct.

[more...](#)

Bathroom door, frame or lining. [more...](#)

Once you have checked the history for possible duplicate repairs, scroll down to the bottom of the page and click:

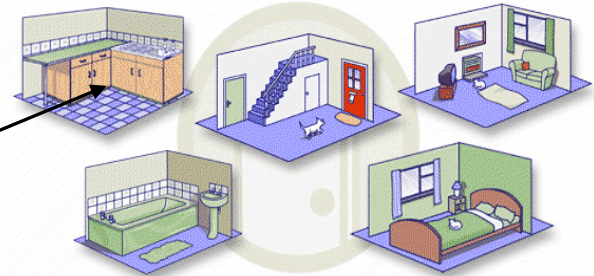
- Continue – to raise a repair
- Return – to go back to the property selection page
- Help – for more advice on repairs history



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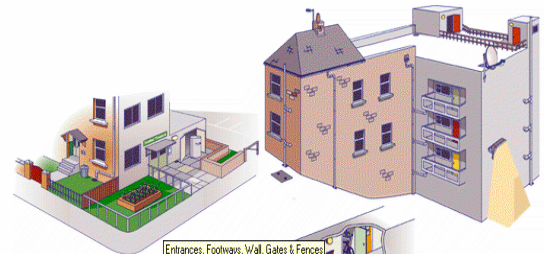
Select a room or communal area/block

You can select the room where the repair is required by clicking on the picture or on the link underneath.



[Kitchen](#)
[Bathroom & Toilet](#)
[Hall, Landing & Stairs](#)
[Living Room](#)
[Bedrooms](#)

If you are requesting a communal repair, choose the image or link that is the most appropriate, either internal or external.



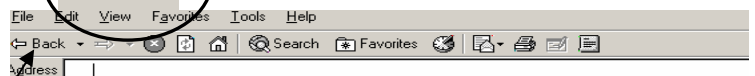
[Stairs, Corridors, Balconies & Lifts](#)
[Roofs, Gutters & Drainage](#)
[Entrances, Footways, Wall, Gates & Fences](#)

Back

You will then see a larger picture of the room or communal area that you have chosen.

If you decide that you have chosen the wrong picture, just click on the back button in the top left corner of the screen to return to the main selection page.

If you click on the X button you will be returned to the Repairs History page at the start of the process



[Service Duct Access Panel](#)
[Communal Windows](#)
[Rubbish Chute](#)
[Communal Doorways](#)
[Lifts](#)
[Lighting](#)
[Balcony Drainage](#)
[Fire Extinguishers](#)
[Fire Hose Reel](#)
[Intake Rooms](#)
[Signage](#)
[Dry Riser Outlets](#)
[Drains](#)
[Broken Balcony Panel](#)
[Balustrade](#)
[Graffiti](#)
[Corridor Floor Covering](#)
[Balcony floor Covering](#)
[Flat Entrance Door](#)
[Meter Cupboard](#)
[Block Paved Areas](#)
[Corridor Lighting](#)
[Staircase Handrails](#)
[Staircase](#)
[Pram Shed](#)

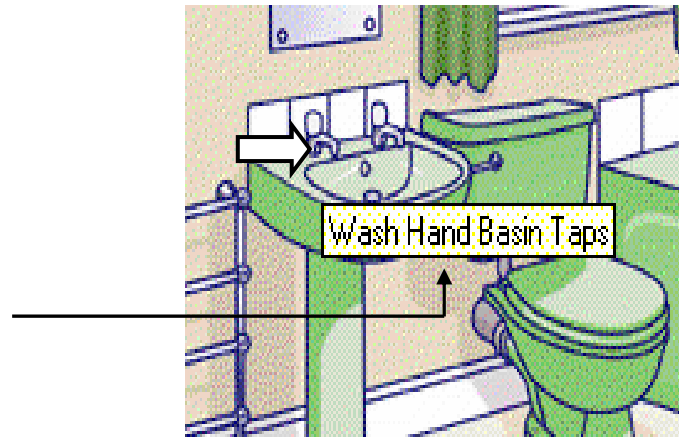


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Choose your repair

To choose your repair, you will need to move your mouse over the picture to the item you wish to have repaired, e.g. the wash hand basin tap. Click on the tap in the picture

As you move the mouse, the name of the item you are over will appear on the page.



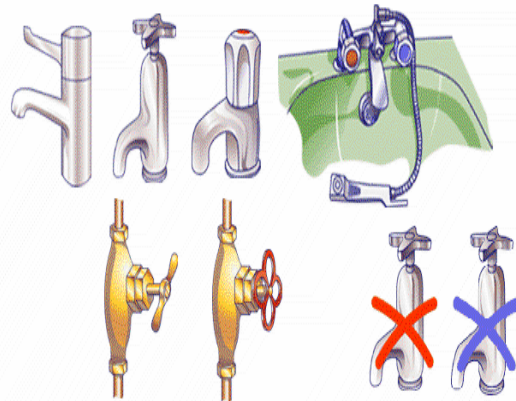
▶ Wash Hand Basin Taps ▶

You can also click on the item links that are at the bottom of the picture.

If there is more than one option available for your repair item, such as taps, you will see a further image, or images.

You will then need to choose the type of fitting that is in your property, e.g. a lever tap.

If you choose an item / type of fitting other than what is already in your property, the repair may be delayed.



▶ [Pillar Tap](#) ▶ [Bib Tap](#) ▶ [Mixer Tap](#) ▶ [Shower Head & Hose](#) ▶ [Gate Valve](#) ▶ [Stop Cock](#) ▶ [No Hot Water](#) ▶ [No Cold Water](#)

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Complete your repair order

Once you have chosen your repair, the information is put on the repair order. You should check that the repair order is correct:

Check the repair description is the repair you require. If you have chosen the wrong repair, click on the back button on the top left of your screen. By clicking on the **X** button, you will go back to the property selection page.

Repair Description:

Enter your contact details. This is so that we can contact you about your repair if necessary.

Please note: This field is a 'mandatory field'; this means it **must** be completed. You will not be able to continue with your order until you have entered your contact number.

Contact Phone Number:

Mobile Phone Number:

You may wish to enter other contact numbers other than your main/preferred contact number.

Access details should include any information that you feel is important or may help our Operative when they visit. This could be:

Please enter information regarding any special access arrangements.

Access Details:

- Additional information about the problem
- Information about gaining access to the property, e.g. you may need extra time to reach the door

Once you have entered the necessary information, click on the continue button.





Book your appointments

Once you have completed the repair order and clicked on continue, you will be able to book your appointments for the work to be done.

We have a system that requires 2 appointments for a repair.

- The **Inspection** appointment – to confirm the repair(s) needed, take measurements (if required) and note any materials that may be required
- The **Main** appointment – for the repair to be carried out.

You will select your **Main** appointment **first**. As this appointment takes longer, a bigger slot must be found, so the system will look for the nearest appointment with enough time for the Operative to carry out the repair.

You will then be asked to book your **Inspection** appointment, which must take place at least **2** working days **before** the **Main** appointment. As this is a shorter appointment, it is easier to find an available slot in between other appointments, so more appointments are usually available.

Make a note of your job reference number. If you contact us about this repair, please quote this number.

Please make a note of the job number for future reference:

1275

You will be given a list of the available appointments.

The appointment slots are:

- AM – 8.00am – 12.30pm
- PM – 12.30pm – 4.30pm
- All Day – 8.00 am – 4.30pm

If you choose an all day slot, the Operative can visit at any time during the day.

You may need to Scroll down the page until you find a date that is convenient. If you need more dates, click on [more](#).

Date	Slot	
07 Jul 2006	08:00 - 12:30	✔
07 Jul 2006	08:00 - 16:30	✔
07 Jul 2006	12:30 - 16:30	✔
10 Jul 2006	08:00 - 12:30	✔
10 Jul 2006	08:00 - 16:30	✔
10 Jul 2006	12:30 - 16:30	✔
11 Jul 2006	08:00 - 12:30	✔
11 Jul 2006	08:00 - 16:30	✔
11 Jul 2006	12:30 - 16:30	✔
12 Jul 2006	08:00 - 12:30	✔

Select an appointment by clicking on the continue button beside the slot.

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When you have selected the main appointment and the inspection appointment, you will be asked to confirm that they are both convenient.

To change the inspection appointment, click on the tick button to view the list of available appointments and select another date or slot.

If you decide you want to change your main appointment, click on the 'back' button on your toolbar. This will take you back to the appointment selection screen, and you can select a new appointment (either slot or date).

Click the continue button when you are finished.

Please confirm your appointment:

Job Number: **1275**
 Inspection Appointment:
 Date: **16 MAY 06**
 Time: **09:00 - 12:30** Change this appointment.  ←
 Repair Appointment:
 Date: **18 MAY 2006**
 Time: **09:00 - 12:30**
 Repair Details: **Repair to Bedroom door, frame or lining.**
 Repair Address: **1 Try It Out Street TRY ITO**
 Contact number: **02088908940**
 Access Details:



Appointment booking successful:

Job Number: **3586**
 Inspection Appointment:
 Date: **04 JUL 06**
 Time: **12:30 - 16:30**
 Repair Appointment:
 Date: **06 JUL 2006**
 Time: **12:30 - 16:30**
 Repair Details: **Repair to Bedroom door, frame or lining.**
 Repair Address: **1 Try It Out Street TRY ITO**
 Contact number: **029 78376329**
 Access Details:

Your order has been raised and your appointments have been booked. This page will confirm all of the details you have entered

Clicking on continue will return you to the property selection page. You can complete another order by clicking on continue,

Or exit the system by clicking on the **X** button.





Repair Responsibilities

What repairs are Hounslow Homes responsible for?

We are responsible for repairing the structure and outside of the building and the fixtures and fittings provided within the building (fair wear and tear only).

This includes:

Outside

- Windows
- Steps
- Decorating
- Doors
- Drains
- Garages
- Roofs and walls
- Refuse Chutes
- Paths (if in a dangerous condition)
- Gutters and rainwater pipes
- Chimneys(not sweeping)
- Brick Built store sheds we provide.

Inside

- Basins/baths(fair wear and tear)
- Floors and ceilings
- Walls
- Doors (unless removed by you)
- Flushing cisterns
- Sinks
- Toilets

Keeping in good repair and working order...

- Boilers, fireplaces/fires, water heaters, heaters and radiators
- Gas and water pipes
- Wiring, sockets, light fittings and extractor fans (that we fitted)
- Waste Pipes
- Communal TV aerials, stairs and rotary driers (if provided by us), entryphones lifts



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What repairs am I responsible for?

You are responsible for:

- the supplying and fixing of all plugs and chains to sinks, basins, and W.C pull chains
- supplying and fixing of W.C seats. (Exceptions are made for communal W.C's, and customers who are elderly or have special needs)
- fixtures and fittings e.g. curtain rails
- light bulbs, florescent tubes and starters, plugs connected to appliances.
- glass in internal walls, doors or cupboards
- improvements, alterations and works carried out, or equipment provided voluntarily, by you or previous residents
- fences (Unless you have children under 5 and the fence adjoins a main road, water course, railway or car park)
- internal decorations
- cookers, fridges, washing machines (including installation)
- repair or replacement of any installations not fitted by Hounslow Homes
- if you lose your keys or lock yourself out of the property, you will be charged the cost of gaining entry, fitting a new lock and making good as necessary e.g. to the door and or frame.
- if the repair or replacement has become necessary through the fault of you, your family or visitors. If we have to carry out a repair because of a safety issue, the costs will be recharged to you.

Generally, fencing and gates are your responsibility; however, there are some instances when we will carry out repairs. We will make sure that fences and boundaries are in a reasonable condition before you move into the property.

After that, we will repair fences or gates if it is likely that by not doing so, there could be a safety or security risk to you or other residents e.g. the fence that needs the repair links to a main road, railway, watercourse or other similar hazard and you have children under 5 living in the property.

Further information on repairs can be found in the 'Reporting your Repairs' handbook. Leaseholders – please refer to your Leaseholders Handbook for information on repairs. Please contact us if you require a copy of either of these booklets.