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<b>Reviewed by</b>	<b>Head of Assets &amp; Investment</b>	<b>Approval by</b>	<b>BCHG Board</b>
<b>Consultation</b>	<b>H&amp;S Panel, Customers, Staff</b>	<b>Responsible Officer</b>	<b>Deputy Chief Executive</b>

## **Repairs & Maintenance Policy**

### **1. Purpose**

The purpose of this policy is to ensure that Black Country Housing Group (BCHG) provides a high-quality, efficient, and modern repairs & maintenance service which represents value for money.

Repairs are an essential means of delivering homes that our customers are proud of and services that they can trust. We will achieve this under the following aims and objectives:

#### **Aims**

- To deliver a great, consistent, and modern repairs service that represents value for money
- To provide an efficient service that ensures our properties are protected and well maintained
- To ensure that all customers live in a safe and habitable environment
- To ensure properties are maintained to Decent Homes Standard as a minimum, providing a good standard of accommodation whilst protecting the asset value, through programmes of preventative and planned work.
- To ensure properties are compliant with the Homes (Fitness for Human Habitation) Act 2018, ensuring properties are free from hazards from which a risk of harm may arise to the health or safety of the tenant or another occupier of the property.
- To comply with other relevant statutory and regulatory obligations
- To deliver the promises made within the service standards (Appendix A)
- To promote a culture of innovation and incorporate emerging technologies

#### **Objectives**

- To interact with customers and hear the customer voice in shaping service delivery and experience
- To continually strive for high levels of performance and customer satisfaction
- To place emphasis on the quality of repair works
- To clearly define the repair responsibilities of BCHG and customers
- To provide a service that is accessible and convenient for customers
- To undertake repairs in the most efficient manner whilst adopting a right first-time ethos

For the purpose of this policy, unless specifically mentioned otherwise, the term customer and tenant also covers leaseholders. This includes other tenants, for example, partners or spouses, family members or other household members.

### **2. Scope**

This policy covers the responsive repairs and planned/cyclical maintenance services to properties and communal areas owned and/or managed by BCHG.

Excluded from the policy are void repairs, adaptations, gas safety, fire safety, planned electrical and legionella control works which will have their own policies. It also excludes repairs for shared owners' and agency managed areas of responsibility.

The policy sets out the repairing obligations of BCHG and of the rights and obligations of our customers. It also outlines how repairs can be reported and prioritised.

### 3. Related Policies and Other Documents

BCHG will deliver a repairs & maintenance service that complies with regulatory and statutory obligations to ensure the health, safety and security of people and property are always maintained.

The Regulator of Social Housing (RSH) provides The Regulatory Framework for Social Housing in England from 2012 including 'The Home Standard'.

The key areas of Internal policies and government legislation for this policy are:

#### Internal

<b>Strategies</b>	<b>Policies/Procedures</b>
<ul style="list-style-type: none"> <li>• Asset Management Strategy</li> <li>• Environmental Management Strategy</li> <li>• Strategic Plan</li> <li>• Procurement Strategy, Policy &amp; Procedure</li> <li>• Customer Engagement Strategy</li> <li>• Equality, Diversity &amp; Inclusion Strategy</li> <li>• Financial Regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Gas Safety &amp; Servicing Policy</li> <li>• Asbestos Policy</li> <li>• Fire Safety Policy</li> <li>• Legionella Policy</li> <li>• Electrical Safety Policy</li> <li>• Complaints Policy and Procedure</li> <li>• Void Property Procedure</li> </ul>

#### External

<b>Legislation</b>	
<ul style="list-style-type: none"> <li>• Defective Premises Act 1972</li> <li>• Landlord and Tenant Act 1985</li> <li>• Environmental Protection Act 1990</li> <li>• The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994</li> <li>• Housing Act 2004</li> <li>• Equality Act 2010</li> <li>• Data Protection Act 2018</li> <li>• Health &amp; Safety at Work Act 1974</li> </ul>	<ul style="list-style-type: none"> <li>• Homes (Fitness for Habitation) Act 2018</li> <li>• RSH Home Standard</li> <li>• Building Regulations Act 1984</li> <li>• Decent Homes Standard</li> <li>• Housing Health and Safety Rating System 2006</li> <li>• Gas Safety (Installation and Use) Regulations 1998</li> <li>• Control of Asbestos Regulations 2012</li> <li>• Management of Health and Safety at Work Regulations 1999</li> </ul>

#### **4. Repair Responsibilities, Timescales and Categories**

The responsibility for repairing and maintaining homes is shared between BCHG and customers. A full list of these responsibilities are detailed in Appendix B.

Customers must report repairs that are the responsibility of BCHG, as soon as reasonably possible, to ensure the property does not fall into disrepair. These repairs will be classified and responded to within BCHG's repair categories and timescales as detailed below.

##### Emergency Repairs

Emergency repairs can be classified as one that presents an immediate danger to the resident, the public, BCHG Property, or would jeopardise the health, safety or security of the resident and should be attended, with repairs completed within 24 hours, which may include temporary repairs, or works to make safe with a further repair completed subsequently.

##### Next Convenient Appointment

An appointable repair is a repair that can prevent immediate damage to the property and/ or overcome inconvenience to customers.

Appointable repairs will be carried out within 20 working days from the time a repair is reported to the completion of the work, at the customer's convenience.

##### Planned Repairs

There are some repairs that require specialist materials and/ or equipment and further time to complete, or form part of a cyclical and/or capital maintenance programme. These types of work generally consist of a replacement rather than a repair of a component.

Planned repairs are generally created on a 3- or 6-month priority, with appointments made directly with customers where access is required.

Examples of repairs that fall under each response category are listed in Appendix C.

##### Severe Weather and/or Pandemics

On occasions where the work is of non-essential nature, BCHG may decide to defer action under day-to-day repairs and incorporate within a planned or cyclical work programme.

The Head of Assets & Investment may vary the criteria in times of national emergency, such as severe or extreme weather as defined by the Met Office, or as with the COVID-19 pandemic as advised by HM Government. In these circumstances, BCHG may decide to only deliver repairs services of an emergency nature, thereby releasing resources to focus on delivering services to those most at risk.

We will continue to log, then respond to any repair requests when the situation improves, however this may take longer than normal to complete non-emergency repairs.

The Head of Assets & Investment may also vary the criteria to respond more quickly, where vulnerable people are at risk or likely to suffer particular problems or inconvenience. This may include residents who are being shielded as advised by HM Government, or key workers in the NHS or Care Services.

## 5. Reporting Repairs

BCHG are committed to making access to its services as easy as possible. In view of this there are a number of ways for customers to report repairs at a time and place that suits them as follows.

Customer Portal	Email
Telephone	Website

### Appointments

In addition to providing a 24-hour emergency repairs service, BCHG provide a range of appointment slots for non-emergency repairs during normal working hours as detailed below. BCHG will also, on request, meet the needs of customers who are unable to take time off work for repairs up to 7pm weekdays and up to 12 noon on Saturday mornings.

<b>Appointment Slot</b>	<b>Time Window</b>
Morning Appointment	8:00 to 12:45
Afternoon Appointment	12:45 to 17:45
Avoid School Run Appointment	10:00 to 14:00
All Day Appointment	08:00 to 17:45

### Access

Customers must allow access for workers sent by BCHG to inspect and carry out repairs, servicing, and improvements. In emergencies we will need immediate access to mitigate risk to customers and their neighbours. Prevention of access may result in legal action and costs incurred will be pursued.

If BCHG are unable to gain access following 2 unsuccessful visits due to the customer not being home for a repair, the customer will be notified that the repair has been cancelled and to contact BCHG to raise another appointment.

Where a no access occurs and the repair is related to health and safety or compliance matters or materials have been ordered, the repair will stay open to allow time to make contact to rebook the repair.

As a condition of their tenancy agreement, customers are required to pay a callout charge should they fail to keep any appointment by our employees or contractors have made in which they have given them at least 24-hours' notice and they fail to keep that appointment without good reason. If the customer notifies BCHG of when they are unable to make an appointment within at least 3 hours from the time of the appointment, the callout charge will not be applied.

BCHG will monitor no accessed visits to ensure a property does not fall into disrepair.

### Pre-Inspections

A pre-inspection maybe required before a repair appointment can be arranged. This will include circumstances where the scope of the repair is unknown and may be through a physical visit to the property, or alternatively through a virtual video call. Following the inspection, the repair will be diagnosed and planned within the appropriate timescales.

### Post-Inspections

To ensure BCHG are delivering a high-quality repairs service and committed to added value, a sample of completed repairs will be inspected regularly. Post inspections are generally conducted as a desktop process using the data and images available on the Connect repairs system, however for repairs of a higher value, a physical on-site inspection is required in line with the Post Inspection Procedure.

## **6. Equality, Diversity & Inclusion**

Equality, Diversity & Inclusion is central to our business; promoting fairness and opportunity for customers and staff; helping BCHG to provide the best services shaped by and for customers; and provide you with the right personnel for your circumstances.

We are committed to celebrating diversity. To ensure equal access to our services is available, BCHG comply with the Equality Act 2010 and all other legislative requirements relating to equality. We will work to avoid exclusions or restrictions that are not appropriate to the needs of our tenants and that may lead to discrimination. We will endeavour to ensure that all customers receive a consistent level of quality service.

### Equality Consideration

Under the Equality Act 2010 BCHG must consider whether our policies adversely affect our customers and/or staff. An Equality Impact Assessment (EIA) has been completed following consultation with customers.

The following table identifies whether this policy disproportionately impacts upon any individuals in regard to the key protected characteristics, as identified in the Act:

Special Characteristic	Any impact? (Yes or No)
Disability	Positive Impact
Gender reassignment	No Impact
Marriage and civil partnership	No Impact
Pregnancy and maternity	No Impact
Race	No Impact
Religion or Belief	No Impact
Sexual Orientation	No Impact
Sex (gender)	No Impact
Age	Positive Impact

## **7. Workstreams**

### Responsive Repairs

BCHG are responsible for maintaining the structure and exterior, internal fixtures and fittings, water, drainage, gas, and electrical systems and paving and relevant boundaries to all the properties that it owns.

These responsibilities may be carried out directly by BCHG or delegated, under a written agreement, to a third party e.g. where a site is leased to another organisation.

When carrying out responsive repairs, BCHG will reinstate the item or component to the 'as-built' standards where this is reasonably possible. Where a repair is not possible, items and components will be replaced on a like for like basis, where this is practicable. The standard of any replacement materials, fittings or components will be at least the equivalent of those replaced, however colours may not fully match aged items.

Where customers have reported a high level of repairs over a set period of time, an inspection will be carried out to the property to determine the cause of the repairs. The inspection will identify whether further repairs should be carried out as a property MOT, with the property monitored for an ongoing reduction in volume and cost.

### Vacant Properties

Vacant properties are managed in accordance with our Voids Property Procedure which seeks to ensure that vacant properties are made ready and let to new customers as quickly and efficiently as possible.

BCHG has a lettable standard that is made available to prospective tenants when viewing a property to enable them to make an informed choice and to assess the condition of the property.

### Cyclical Decorating

External painting will typically be carried out once every six-years on a rolling programme. Customers will be consulted on colour choice for doors. In developing the cyclical painting programme, the Group will ensure, as far as it is reasonable, that roughly equal numbers of properties are painted each year.

All properties in the programme will be inspected prior to start and repairs to external joinery, guttering etc. will be included in the programme. External painting will normally be carried out between April and September.

Painting of internal communal areas to blocks will be treated in a similar manner. Work will normally be carried out during the period October to March. Internal communal areas to sheltered and other specialised accommodation may be painted on a more regular basis, but typically once every six-years.

### Compliance Works

All gas, mechanical and other installations for which BCHG is responsible will be tested and serviced annually unless stated in legislation, regulation or BCHG Policy.

### Estates Maintenance Services

Contracts for garden maintenance, window cleaning and communal cleaning will be arranged to an agreed specification. Consultation and monitoring will take place at appropriate intervals but at least annually as part of service charge reviews. In 2020, BCHG insourced the grounds maintenance service, providing better value for money to customers, vs. external contractors.

### Planned / Capital Works

A 30-year programme of planned maintenance will be in place as indicated in the Asset Management Strategy, with the programme updated annually and is administered separately from the responsive repair service.

The priority for the delivery of the planned programme is based on meeting legal requirements of Decent Homes that identify the need to provide safe, warm, and modern homes.

Planned maintenance programmes include items such as replacement kitchens, bathrooms, and windows/doors. BCHG will ensure that customers are consulted and kept informed when any planned works in their homes or neighbourhoods are scheduled to take place.

### Rechargeable Repairs

Damage that has been caused by a customer, their family members, or visitors to a property may be rechargeable. A rechargeable repair is defined as, *'repairs that are above and beyond normal wear and tear, and arise from abuse, accidental damage, neglect or deliberate and/or malicious damage'*. Call out fees for any emergencies and/or out of hours work carried out which on arrival were not deemed to be an emergency will also be recharged.

Rechargeable repairs are underpinned by the tenancy agreement which will enable BCHG to recover the costs resulting from customers who fail to meet their obligations.

If a tenant has been the victim of crime and as a result their home has been damaged, BCHG will upon receipt of a crime number repair the damage and not recharge the customer. However, if it is found that the tenant or a family member or visitor has been responsible for any criminal damage, it will be the customers responsibility to either repair the damage or pay for the repairs to be completed.

BCHG operate a system of fixed price charging for repairs which are the customers responsibility. The price will be based on the prevailing schedule of rates in use at that time plus a 10% administrative charge. The price will be confirmed in advance of any work being ordered and will be payable in advance. In certain circumstances an arrangement for payment will be entered in to so that the tenant is able to make payments over an agreed period. This will not exceed 12 months. A minimum repayment level will be set and reviewed from time to time.

### Customer Led Alterations

Where customers wish to make alterations to their home, they must make an application in writing to carry out the works. The request will be assessed, and we will confirm with you our approval or otherwise to undertake such works. In some instances, approval will be subject to a number of conditions that must be met before

undertaking works. Where a customer carries out unauthorised works in their home, we may take action as detailed within your tenancy agreement.

Where customers have carried out alterations or improvements to a property and written permission has been sought, BCHG will not be responsible for carrying out repairs unless this has been previously agreed and in writing.

## **8. Customer Responsibility**

Customers are responsible for taking out adequate home contents insurance as BCHG are not responsible for insuring customers furniture, contents, or possessions.

Customers are responsible for any loss or damage to their home due to theft, fire, vandalism, flooding, or accidental damage. They may also be responsible for damage caused to another property, for example, caused by flooding from their property.

BCHG actively promotes access to the cost-effective 'My Home Contents Insurance Scheme' provided by the National Housing Federation, or customers can make their own arrangements.

Customer are responsible for internal decoration and cleanliness, maintaining their own gardens, repairs to fixtures and fittings owned by them, damage caused by wilful neglect and a number of minor repair items detailed in Appendix B.

## **9. Performance Monitoring and Customer Satisfaction**

We will record and monitor a range of financial and performance indicators to assess and improve the performance of the repairs service. Customer satisfaction surveys will be undertaken. Levels of satisfaction will be measured and analysed by tenant profile when systems allow.

Service performance information will be reported on a monthly basis, and Key Performance Indicators will be available to customers and will be posted on our web site and we will involve customers in monitoring the performance of the repairs service.

Specific areas of performance will be reported as follows.

- Monthly KPI's to Executive Team with updates to Board of Management
- Quarterly Maintenance Reports to Partnership Board
- Quarterly FLAGEL Reports to Executive Team and Group Audit Committee
- Annual Value for Money savings delivered on the repairs service

This policy will be reviewed every 3 years or as required by legislative or regulatory changes.

We aim to ensure customers are fully satisfied with our repairs service. However, on occasions when customers are dissatisfied with our service, we want to hear about it so that we can put things right. Where a customer wishes to formally complain, complaints will be handled in line with BCHG's Complaints Policy.

BCHG will use analysis gathered during the complaints process and from customer satisfaction responses, hearing the customer voice in further shaping and enhancing repairs service delivery. We will also use intelligence gathered from repairs logs in

enhancing the repairs service such as upgrading material components to further prolong their life, resulting in fewer breakdowns, such as taps, showers and locks etc.

## **10. Consultation and Information to Customers**

In all cases where major repairs or planned and cyclical maintenance are proposed, tenants will be consulted in advance. The consultation will explain, in non-technical terms what work is proposed, when it will be carried out, when it will start, how long it is expected to take, which contractor will be doing the work, whom to contact in case of problems and complaints.

In the case of work that requires the tenant to move out temporarily, or work which involves significant disturbance (new damp course, rewiring, etc.) home visits will be carried out to explain what is involved and to give customers an opportunity to ask questions. Where it is necessary for the tenant to move out temporarily, BCHG will give reasonable notice, cover reasonable costs, and arrange suitable alternative accommodation.

Where work entails changes to the layout or design of the property, such as a kitchen replacement, the views of customers on the proposed changes will be sought at an early stage. This consultation should include opportunities for customers to inspect plans, to view samples of new fittings and finishes, and to have access to appropriate technical advice on the options available.

Customers will be given a reasonable choice of colours and fittings and design options, except where this would entail significant extra expense for BCHG, or where difficulties would be encountered in obtaining replacements in the future, or where the value of the property to BCHG and future customers would be reduced.

## **11. Leaseholders and Shared Owners**

We will undertake repairs to leaseholders' and shared owners' properties where there is a contractual or other legal obligation that we do so. In most circumstances this means that, unlike for general needs tenants, the leaseholder/shared owner is responsible for repairs to internal building components (such as internal doors, kitchens/bathrooms etc.) and services inside the property, while BCHG is responsible for maintaining the structure, common parts, and supply of services to each flat.

Leaseholders are required to pay a proportion of the cost of repairs and maintenance to the structure and exterior of the block and the common parts as set out in the lease.

BCHG will comply with Section 20 of the Landlord and Tenant Act 1985, requiring us to serve a notice of intention, then undertake consultation before proceeding with works where recovery of cost exceeds £250 per leaseholder.

## **12. Appendixes**

Appendix A – Service Standards

Appendix B – Repair Responsibilities

Appendix C – Repair Categories and Examples

**Appendix A – Repairs and Maintenance Service Standards**

<b>Service Standard</b>	<b>What we will offer</b>	<b>What we expect from customers</b>
<p>We believe in providing homes that are dry, affordable, warm, and safe and in good state of repair with modern facilities and services.</p> <p>We aim to provide a high quality, responsive repairs service and understand the need to plan for future investments in replacement and improvement works.</p>	<p>We will make sure you are able to easily report repairs by telephone, email, online, writing or in person</p> <p>We will provide an out-of-hours repairs service for emergencies</p> <p>We will do repairs at a time convenient to you and where possible, in one visit</p> <p>We will make sure contractors are polite and courteous at all times and explain clearly what we intend to do</p> <p>We will tell you when a repair request is to be included as part of a larger improvement or replacement programme</p> <p>We will consult with you when planning improvements to offer you as much choice as possible</p> <p>We will respond to emergencies within 24 hours, and all other repairs when the relevant trade operative is available</p> <p>We let you know how we are performing on our website</p> <p>We will listen to what you tell us</p> <p>Carry out an annual gas check to all appropriate properties</p>	<p>Report repairs to us in good time</p> <p>Look after your property and keep it clean and tidy.</p> <p>Allow us access when we request</p>

## Appendix B – Repair Responsibilities

Repair Item	Responsibility	
	BCHG	Customer
<b>EXTERNAL</b>		
Communal areas including lifts and stairs maintenance		
Garages and outbuildings, if owned by us (excluding unauthorised alterations)		
Footpaths and hard standings within the property boundary		
External painting and decoration		
External masonry, cladding and rendering		
Boundary fencing, walls and gates erected by us or with our permission		
Boundary fencing, walls and gates erected by the customer, we will remove if it is presenting a health and safety risk		
Footpaths and hard standings installed by the customer		
Repairing and/or replacing clothes posts, lines (unless Communal) and props		
Garden maintenance and clearance of rubbish (unless Communal)		
Tree maintenance and/or removal (unless in a Communal area)		
<b>INTERNAL</b>		
Door and Window repairs/replacement due to wear and tear		
Outside doors, frames, and thresholds		
Outside door locks and ironmongery		
Internal door latches and handles		
Door entry systems		
Door vents repairs (the customer has the responsibility to keep vents clear to ensure permanent ventilation for heating appliances)		
Window frames and architraves, cills		
Window ironmongery and trickle vents		
Internal timber or UPVC window boards		
Additional window locks		
Window blinds removing and adjusting		
Security door chains		
Adjusting doors for new floor coverings		
Gaining entry to the property due to keys lost and fobs, lock-in and lock-out*		
Glazing and other damage due to misuse		
<b>Roofs and Canopies</b>		
Aerials, satellite dishes, telephone equipment and all associated cabling		
Chimneys and chimney stacks and pots		
Roof structure and coverings		
Fascia, soffit, and barge boards		
Guttering rainwater pipes and clips		
Concrete canopies over doors and windows		

Repair Item	Responsibility	
	BCHG	Customer
<b>Pipes and Drainage</b>		
Soil vent pipes and clips		
Drain and gulley surrounds		
Drain grids		
Inspection chambers		
Clearing blocked drainage (not the water authority primary drainage)		
Keeping gully grids clean		
<b>Walls</b>		
Foundations and damp-proof course		
Core vents repairs (the customer has the responsibility to keep vents clear to ensure permanent ventilation for heating appliances)		
Major plaster work		
Skirting boards		
Wall tiling if provided by us (where tiles are replaced an exact match cannot be guaranteed)		
Wall tiling installed by the customer		
Decorative dado and picture rails installed by the customer		
Minor plaster work such as small holes and minor imperfection in finish		
Decorative finishes - paint, panelling and artex (some artex may contain small traces of asbestos) customers must seek permission from us before removing artex finishes		
<b>Ceilings</b>		
Major plaster work		
Minor plaster work such as small holes and minor imperfection in finish		
Decorative finishes - paint and artex (some artex may contain small traces of asbestos) customers must seek permission from us before removing artex finishes		
Decorative plaster coving		
<b>Floors</b>		
Timber floorboards and joists		
Concrete and screeds		
Vinyl flooring and floor tiles provided by us (where tiles are replaced an exact match cannot be guaranteed)		
Flooring in communal areas		
Floor covering and carpets (not in communal areas)		
<b>Staircases</b>		
Treads, risers, banisters, spindles, and handrails		
Additional handrails and brackets		

Repair Item	Responsibility	
	BCHG	Customer
<b>Bathroom</b>		
Bath panels		
Sink unit		
Wash hand basin		
Bath/ shower tray		
Showers (if installed by BCHG)		
Seals to bath/ sink		
Toilet seat and lid		
Shower curtain		
Bath/sink plugs and chains		
Wooden airing cupboard shelving slats		
<b>Kitchens</b>		
Kitchen cupboards		
Cupboard drawers and doors		
Cupboard handles, catches and hinges		
Worktops		
Any damage to the above caused by misuse		
<b>Plumbing</b>		
Water service pipes from internal stop tap, overflow pipes and water tanks		
Blocked sink, bath, and wash hand basin waste pipes		
Blocked toilets ( <b>Recharges will apply if due to Tenant – baby wipes etc</b> )		
Taps, stop tap and wheel valves		
Toilet flushing system		
Plugs and chains		
Bleeding air from radiators		
Removing and replacing of radiators for decoration		
Repairs to plumbing due to misuse, decorating, carpet fitting etc		
<b>Gas Services</b>		
Gas pipework (internal leading from the meter)		
Gas boilers		
Gas fires		
Radiators, valves, time clocks and thermostats		
Gas meter and supply of gas		
Repressurisation of boiler		
Gas cooker disconnection and reconnection		
<b>Solid Fuel Appliances</b>		
General cleaning of appliances de-ashing and cleaning of throat plate		
Repairing and/or replacing of component parts		
Annual Servicing of Solid Fuel Appliance		

Repair Item	Responsibility	
	BCHG	Customer
<b>Electrics</b>		
Electric consumer unit and trip switches		
Electrical wiring, sockets, and light fittings (if fittings installed by us)		
External light fittings (if installed by us)		
Wired- in smoke and carbon monoxide alarms		
Electric storage heaters (if installed by us)		
Electric focal point fires (if installed by us)		
Immersion heaters		
Extractor fans		
Heat recover units/ air-source heating and PV installations		
Smoke and carbon monoxide alarms		
Sealed lights found in kitchens and bathrooms		
Standard light bulbs and fluorescent tubes (except communal areas)		
Electrical appliances, plugs and fuses		
Electric meter and supply of electric		
Electric cooker disconnection and reconnection		
<b>Energy efficiency</b>		
Draught proofing		
Loft Insulation		
<b>Adaptations</b>		
Minor adaptations as a result of recommendations made by social services		

## **Appendix C – Repair Categories and Examples**

### **Emergency repairs**

- Unsecure doors and windows
- Loose or detached handrail, banister, or similar item
- Unsafe electrical lighting or other fittings
- A blocked flue
- A water leak that cannot be contained
- Total loss of electricity or water supply
- Major structural damage
- Serious blockages to main drains (or blocked or broken toilet if it is the only one and where the tenant has attempted to clear the blockage)
- A complete loss of heating in the winter where no alternate heat source is available (emergency action may include the provision of temporary heating)
- Complete loss of lighting to communal areas
- Make safe dangerous structures, such as access paths and paving, walls, parapets, ceilings staircases etc.

### **Next convenient appointment**

- Partial loss of electricity
- Partial loss of heating or water
- Minor leaks and blocked drains and pipes
- Faulty electrical fittings and minor electrical faults
- Repairs to outside walls
- Repairing and replacing individual kitchen units
- Replacing door and window furniture (if there is no safety or security risk)
- Repairs to plasterwork
- Replacing wall and floor tiles
- Other minor plumbing work and replacing taps
- Repairing and clearing guttering and down pipes
- Minor roof repairs
- Partial loss of lighting to communal areas
- Blocked sink, bath, or basin inside the dwelling unless the tenant has been unable to resolve the blockage with commercially available products
- Containable water leaks
- A tap cannot be turned
- Door/gate entry system is not working
- Extractor fan broken in internal bathroom or kitchen
- Fencing Repairs

### **Planned/Capital Replacements**

- Boiler Renewal
- Window and External Door Renewals
- Kitchen Replacement
- Bathroom Replacement
- Driveway Replacement
- Lift Replacement
- Rewire of Property

*\*Please note, this list is not exhaustive*