

Repairs Policy

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Policy author/policy holder: Director of Property Services

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1:: Purpose and anticipated outcomes

Our residents tell us that maintenance is one of the most important services we provide at Knightstone and is consistently at the top of their priorities when it comes to service development. The Repairs Service is, therefore, acknowledged as one of the core services we provide to our residents. It is vital that we deliver a consistently effective, responsive and convenient operation, whilst driving value for money and efficiency savings.

In response to the enormous changes in our operating environment and to deliver our new Business Plan objectives, we have re-scoped the service, ensuring that our offer to residents is consistent with our contractual and legal obligations. We have also introduced measures to enable and empower residents to take more responsibility for their homes.

1.1 The purpose of the Repairs Policy is to ensure that the Repairs Service:

- Meets our legal and regulatory requirements.
- Meets no more than our contractual commitments with our residents.
- Promotes the safety of our residents, staff and contractors.
- Provides great value for money and drives out waste through constant re-evaluation.
- Operates consistently to a clearly defined service scope and standards, which are understood and well communicated.
- Is designed around what is important to our residents and meets their reasonable expectations.
- Is flexible, sensitive and accessible to the diverse needs of the communities we serve.
- Invests in contractors who share our passion for excellent customer service.
- Invests in opportunities to provide digital solutions for residents and suppliers.
- Contributes to broader corporate objectives to promote the wellbeing of residents and the development of healthy communities.
- Generates social value for communities from the suppliers we work with.

1.2 The anticipated outcomes of delivering the Repairs Policy are:

- Consistently high levels of customer satisfaction and reducing levels of dissatisfaction.
- A better understanding of what disappoints and delights residents and making this the focus for service improvement - responsiveness, convenience, a “right first time” culture, great attitude from contractors, easy access to the service and good communication.
- A reduction in demand (and direct costs) on the repairs service through consistent application of our new service scope.
- A clear culture shift, where residents’ rights and responsibilities are understood and applied consistently and where staff decisions around service scope are supported.
- Excellent value for money in the direct costs and quality of both delivering the service and of administering the operation.
- Empty Homes are made ready to let within agreed timeframes to an agreed standard.
- Through effective procurement and contract management arrangements, relationships are developed with contractors who invest in the service and our communities.
- By the end of 2017, we will have assessed the risks and benefits of bringing the service in house and will have an implementation plan for the re-procurement of the service in place.
- Residents, staff and contractors are clear about the scope of the service, their responsibilities and standards expected and that these are consistently applied.
- We are sensitive to the needs of vulnerable residents and provide a flexible service to meet their reasonable needs.
- We continue to shape the service around “systems thinking” principles, constantly checking demands on the service to drive our waste and improve capacity and value.
- We use well developed performance management systems and data to measure the service and to support intelligent decision making.

1.3 At the heart of our service offer is the objective to get it right first time, every time we complete a repair. This does not necessarily mean that the repair will be completed on the first visit. If parts are required, for example, we expect the contractor to explain this to the resident, and to make a new appointment there and then to return and complete the work as agreed. We have agreed a new definition for getting it ‘Right first time’:

“We aim to deliver a right first time service that reliably fixes repairs we are responsible for at a time that is mutually convenient. Where we are unable to complete a repair within one visit we will explain why, what happens next and agree a further appointment time. Our definition of a ‘right first time service’ is that the repair is reliably fixed with no re-call after completion due to defective or incomplete repair”

1.4 Our Board and Executive Leadership Team are committed to ensuring effective governance and best practice for all services. This policy will be reviewed and updated every three years.

2:: Scope and definitions

- 2.1 The Repairs Service, (the Service), covers day to day, responsive and heating repairs to residents' homes and communal areas, where we have a clearly defined repairing responsibility in either the tenancy agreement or lease arrangement. The Service also covers works to empty homes, safety checks on mutual exchanges and minor adaptations up to a value of £3,500 (with supporting evidence relating to need).
- 2.2 In certain circumstances we may delegate the Service to a managing agent or may act as an agent on behalf of other organisations. In these circumstances the scope of the Service will be clearly defined in a Management Agreement or Lease.
- 2.3 The Service applies to all residents in the Knightstone Group living in social, intermediate, market rented and affordable rented homes with assured, secure tenancies, assured short hold tenancies or licences.
- 2.4 We will not provide the Service to leaseholders or home owners where the terms of the lease state that the Service is the responsibility of the leaseholder. In certain circumstances we will carry out communal repairs for leaseholders, the cost of which is recovered from the leaseholder in line with the terms of the lease.
- 2.5 The management and administration of defects or latent defects on new homes is covered separately under Contract Management policies and procedures.
- 2.6 The Repairs Policy and agreed standards apply to all staff and contractors working on the Service.

3:: About this policy

This section explains how our Service Purpose, "Right Repair, Reliably Fixed", and key objectives are met in delivering the Repairs Service.

3.1 **Meeting all legal, regulatory requirements and promoting resident safety**

We ensure that the structure, services and installations in homes and communal areas are kept in good working order at all times. Our contractors are trained and checked through tendering arrangements and contract management routines to ensure that they are fully competent to deal with all legal/regulatory eventualities that can occur on site. We employ specialist contractors and have systems in place to deal with asbestos removal, water hygiene, electrics, fire detection installations and gas safety, in particular. Our contractors are trained and are competent to deal with low risk asbestos. We provide practical advice to residents through written and verbal guidance, awareness campaigns, on our website and as part of the lettings process on how they can keep their homes safe.

We will treat all residents and staff with fairness and respect. We value diversity and work to promote equality and tackle unlawful discrimination.

We are committed to the principles of equality and diversity throughout the organisation and aim to:

- Meet the needs and choice of people from all backgrounds.
- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers.
- Ensure that all sections of the community in which we work have equal access to our services.

3.2 Response Times and Dealing with Emergencies

We have no set timescales for carrying out repairs. Our contractors will always contact the resident to make an appointment and will never 'cold call'. We will make sure it's a mutually convenient and reasonable time slot. The appointment will be shown in the resident's 'My Account' as a reminder. We'll also text within 24 hours of the agreed appointment.

We recognise that in some situations, it's important we get out to a resident in an emergency. As a general rule we'll treat any job as an emergency when there is a serious, immediate risk to their health and safety or the security of their home. These are the jobs we will always expect our contractor to deal with first and, where possible, by appointment.

Sometimes we're called out to fix something that's not an emergency, costing money and stopping us from helping someone else in real need. If our contractors are called out to an emergency which turns out not to be genuine, we will recharge the resident.

This list clarifies how and when we class a repair as an emergency.

- Burst pipes or other serious leaks when the water cannot be contained at the stop tap.
- Total failure of electricity, gas or water supply (not caused by cuts to the service beyond their home).
- Where there is an immediate danger of injury (for example for loose roof tiles or unsafe walls).
- Total failure of heating or hot water system considered in colder months and/or on a case by case vulnerability basis.
- Carbon monoxide detector sounding.
- Communal fire alarm sounding continuously.
- Lift breakdown where there is no alternative lift in the block.
- Blocked toilets or drains. Only when the blockage affects the only usable toilet in the property and they're unable to unblock it themselves. We'll recharge the resident if the blockage is due to misuse.
- Repairs to communal doors where there is a risk to safety or security.
- Exposed electrical wires or broken sockets or water leak through electrical wiring or fittings.
- Gas leaks.
- Faulty access door locks where there is no other means of entry to their home. We'll recharge the resident if the problem is caused by missing keys.

- When a home is not secure. For example, if a door is damaged in a break-in and will not close, if a ground floor window is jammed open or if a lock will not operate. If the damage is caused as a result of a crime, the police should be notified who will supply a valid crime reference number. We'll make the home safe and secure at the emergency visit, then agree a follow-on appointment. We will recharge if the damage is caused deliberately.
- Racist or other offensive graffiti.

Timeframes for completing work on empty homes are agreed at the time of the void inspection and contractors are monitored against the agreed completion deadline.

We have a category of work called “Managed Repairs”. These tend to be more complex jobs that require scoping before being delivered. They span both the repairs and planned works service streams. Our aim is to ensure that these more complex repairs get dealt with as quickly as possible at the right time by the right contractor.

3.3 Defining our repairing responsibilities and ensuring that these are consistently applied

Knightsstone’s repairing responsibilities

Our repairing responsibilities are defined in our tenancy or licence agreement with residents and, for the avoidance of doubt, are defined in Section 11 of the Landlord and Tenant Act 1985. We are responsible for:

- The **external structure** of a home. This means the roof and chimney, guttering and down pipes, window frames and sills, external doors and external door frames, walls.
- The **internal structure** of a home. Walls, floors, ceilings, and door frames.
- **Space heating and heating water**. This includes cisterns, radiators (but not bleeding radiators) boilers, heating ducts, water tanks and all pipes for gas and water. It includes electrical sockets and wiring throughout the home that has been installed by us.
- Our **fixtures and fittings**. Kitchen cabinets, sanitary wear including baths, basins and sinks, WCs and showers that we have installed.
- **Outside the home**. Access paths to their home, boundary walls and boundary fences and outside drains.
- **Communal areas** - Communal doors and entry systems, stairways, hallways, meeting areas and other rooms used for a communal purpose. Lifts, alarms, lighting, flooring and decorations. Externally, lighting, drying and refuse areas, fencing and paths, tree care. Pest control in communal areas.

Residents’ repairing responsibilities

- Residents are responsible for taking care of their homes and gardens, keeping both clean and tidy, in good working order and avoiding any damage to them.
- Where the resident is responsible for a repair, we’ll provide advice and support so they can solve the problem themselves.
- Residents are responsible for making sure their contents are insured.

- A full schedule of residents repairing responsibilities is attached to this policy at Appendix A.

3.4 **Making it easy and convenient to access the service**

- Our Customer Contact Team is available to take calls from residents between the hours of 8.30 am and 5pm on weekdays. Out of hours cover is delivered through an external provider. Repairs out of hours are limited to attending emergencies as defined in our policy. Our contractors are required to provide a full range of emergency services to our residents within defined call out times out of hours. Contractors are expected to contact a resident following an alert within 30 minutes and to attend the property within one hour of the alert. If a repair is not deemed to be an emergency, our Out of Hours provider is instructed to ask residents to report the repair as soon as the office reopens.
- Residents are also able to raise repairs by email, through our website and via any member of staff visiting a scheme. We are committed to improving our web based access so that residents can raise repairs and track progress of logged repairs.

3.5 **Making and keeping appointments**

- Our policy is to pass calls “live and direct” to our contractors at the first point of contact with residents whenever possible. The contractor is expected to diagnose the repair and make an appointment during that first contact. Where a live and direct call cannot be achieved the contractor is expected to make an appointment with the resident within 2 hours of the job being logged.
- Our contractors have clear instructions around gaining access to homes and what to do in the event of no access. Our contractor will compensate residents where they have failed to attend an agreed appointment time. Similarly, we will recharge residents when they do not attend a previously agreed appointment. The rates for compensation are defined in our Contract Management Framework and are reviewed annually.
- Contractors are instructed not to “cold call” unless the repair is an emergency or is a communal repair where access to a particular home is not necessary.
- We acknowledge that making and keeping appointments is a key element of a repairs service. We monitor the percentage of appointments made and kept and the resident’s view on the convenience of the appointment. We also measure the percentage of calls being passed “live and direct” to contractors and the helpfulness of staff at the first point of contact.

3.6 **Delivering a reliable, responsive and convenient service through effective contract management**

- We believe that our contractors are at the core of a quality repairs service. The way they relate to residents, the quality of their work and their attitude to the service all have a considerable impact on what residents think of Knightstone and on our overall reputation. Contractors spend a considerable amount of time in our homes and are very much “eyes and ears” of the business.

- In order to maximize contractors’ contribution to the overall service our approach is to:
 - Have effective tendering and selection processes in place for all major contractors working on the Service to ensure that we recruit the right contractors and achieve value for money.
 - Provide certainty to contractors by offering long term opportunities to invest in the Service and the communities they work in. Contractors work within defined zones. This also provides consistency and continuity for residents.
 - Operate a comprehensive Contract Performance Management Framework which spells out the level of service expected of our contractors. This ensures consistency.
 - Apply robust contract management arrangements. Each contract has an appointed Knightstone Service Manager responsible for the day to day performance of the contract.
 - Set a range of challenging performance measures that the contractors are expected to achieve. These are scrutinised at monthly contractor meetings and are shared openly between contractors to stimulate competition and continuous improvement.
 - Work to a code of conduct, “The Door Step Standard”, that is applied to all contracts and any sub-contractors used. This promotes excellent communication with residents, linked to a “right repair, reliably fixed” culture.
- We are committed to evaluating the risks and benefits of bringing all repairs “in house” in order to improve efficiency, customer satisfaction and to reduce direct and back office costs. Our aim is to have a detailed plan finalised by the end of 2017.

3.7 Ensuring effective quality and cost control

- We undertake pre inspections on work in certain circumstances before an order is placed. This usually happens when the diagnosis is unclear, where there is a potential for an insurance claim, or where the work is considered to be extensive and may need scoping.
- We post inspect all repairs exceeding £1000 (including VAT) and a random sample of 5% of all other repairs. These will be undertaken by our Maintenance Team and the results are reported to contractors at the monthly performance meetings. Post inspections are also carried out following negative feedback from residents. Post inspection are completed on all empty properties to ensure that the work is completed to agreed standards.
- We undertake a random selection of forensic audits on completed repairs and empty properties in the contractors’ offices on a monthly basis. This is done to check that the correct hourly labour rates and material costs are applied to the job. These checks are done in conjunction with a post inspection of the job in question

3.8 Flexible and sensitive services for vulnerable people

- We recognise that vulnerable residents may need a little more consideration and help when it comes to repairing their homes. We are committed to ensuring that our service is flexible and sensitive to the particular needs of vulnerable people. Our vulnerable residents policy provides detailed guidance on the practical support we can offer to residents who can demonstrate a vulnerability.
- Essential repairs or preventative work relating to anti-social behaviour, racial or hate crime and domestic abuse are always treated as emergencies.

3.9 **Aids and Adaptations Service**

Our Adaptations Policy ensures that minor adaptations are provided as “fast track” repairs for residents. Any work costing over £1000 is be accompanied by an Occupational Therapist (OT) report and Knightstone will fund work up to a maximum of £3,500. We use the services of an OT to provide technical and practical support in the design of adaptations and signpost residents to alternative solutions, where appropriate.

3.10 **Resident Scrutiny**

We are committed to ensuring that residents are involved in shaping and monitoring the Repairs Service. Residents are always involved in large scale procurement exercises. Our Residents have influenced the Repairs Policy and a Resident Contract Management Group receives regular reports on performance. We actively seek resident feedback on repairs and voids. We use this with contractors and staff to develop the service.

3.11 **Rapid response to vermin and pest control**

We will adopt a proactive approach to the control of vermin and other pests. We will provide practical advice and support to staff and residents to help combat and eliminate infestations in their homes. Where problems with vermin in the home are reported to us, we will arrange a visit to assess the cause and nature of the problem. We will meet the cost of any treatment when the infestation can be attributed to either the repair or structure of the building and reserve the right to recover our costs in the service charge where reasonable. Residents will be recharged for the service if the problem is caused by the living conditions and/or cleanliness of the home or garden.

3.12 **Excessive wear and tear**

Our aim is to maximise the useable life of the property, its fixtures and fittings without resorting to unplanned replacement. Where it is evident that a component (eg bathroom or kitchen) has prematurely aged as a result of excessive wear and tear by the resident, complete renewal will not be offered. Instead, the component will be repaired to a standard that ensures it is safe to use.

3.13 **Recharging and Missed Appointments**

Each year we spend considerable sums on homes that have been neglected, damaged or abused by residents, their families or visitors. This is money we could have spent on improving homes or on other important services.

Our residents have told us to get tougher on work that is clearly not our responsibility. Our policy is as follows:

- We will not carry out repairs to homes where it's clear that the damage is caused by deliberate, or accidental action of the resident, their family or visitors, or where it is due to long term neglect or misuse by the resident.

- Where we suspect that a recharge is possible, or we are unclear about the cause of a reported repair, we will arrange for an inspection by our property maintenance team or contractor before the work is undertaken. They will determine whether a recharge is applicable and wherever possible will agree a course of action with the resident or report back to us.
- We have a schedule of rechargeable work costs that will be applied for specific types of repairs. These cover the cost of the work and our administration fee. These are non-negotiable and will be applied in all cases. This helps us to be clear with residents about the cost they'll be paying at the outset.
- Our contractors are instructed to report potential recharges to us, which we will always follow up.
- We will recharge residents for missing appointments, where these have been agreed in advance with contractors.
- We take recovery of recharges seriously and will take court action to recover costs. This may well affect the resident's credit rating.
- We reserve the right to use our discretion to complete work that is clearly rechargeable if there is an immediate risk of health and safety to the resident or neighbours, or where damage could be caused to the property. In both instances the work will still be recharged to the resident. Where applicable we will facilitate an upfront payment for this type of work
- When a resident is moving out of their home, we will assess any works that are their responsibility and let them know what they will be charged if the work is not completed to an acceptable standard before they move out. We will recharge for those repairs and chase them for these costs.

4:: Service standards, monitoring and review

4.1 Service Standards

4.1.1 Knightstone conforms to the Home Standard contained in the Home and Communities Agency Regulations introduced in April 2012, which lay out requirements in terms of repairs and maintenance, in particular:

- Provides a cost effective service that responds to the needs of, and offers choice to, residents.
- Has the objective of completing repairs "right first time".
- Meets all applicable Health and Safety requirements.
- Demonstrate a balance between planned and responsive maintenance.
- Ensures value for money.
- Cooperates with relevant organisations over adaptations.

4.1.2 Our "Door Step Standard", introduced in 2013, defines the standard contractors are expected to achieve in relation to their attitude, planning for the work, communication with residents on job progress and the quality of work undertaken.

4.1.3 We operate to a comprehensive Voids Standard, which details the scope and quality of the work we will undertake on all empty homes. The standard also defines the regulatory checks we are required to undertake during the void process. The standard focuses on four key objectives, ensuring the home is:

- Safe and secure
- In good working order, inside and out
- Ready to move into
- Clean and tidy

4.1.4 We have introduced an Appointment Standard, defining how appointments will be made by contractors and sanctions that are in place in case either contractors or residents miss appointments.

4.1.5 The Contract Performance Management Framework, introduced in July 2013 defines the scope of the contractual relationship and levels of service, management and administration our contractors are expected to achieve.

4.2 **Monitoring and Review**

4.2.1 Performance management information on the quality and cost of the service is continuously gathered. The performance information is used:

- At monthly performance review meetings with our contractors to celebrate success, address service shortcomings and to help continuous improvement.
- At quarterly core group meetings with all contractors. At these meetings all performance information is shared openly and used to stimulate improvement and healthy competition.
- As part of our monthly and quarterly reporting to Executive Leadership Team and Board.

5:: **Legal considerations**

5.1 Knightstone ensures repairs are undertaken in accordance with the Right to Repair legislation.

5.2 Knightstone fully respects that residents have, under certain circumstances, the Right to Compensation for Improvements.

5.3 Other legislation we work to comply with includes:

- Landlord and Tenant Act 1985
- Housing Act 1988
- Defective Premises Act 1977
- The Gas Safety (installations and use) Regulations 1998
- The Control of Asbestos Regulations 2012
- Disability Discrimination Act 1995 and 2004

6:: [Linked/associated policies and other references](#)

- [Fire Management Policy](#)
- [Gas Management Policy](#)
- [Asbestos Management Plan and Policy](#)
- [Aids and Adaptations Policy](#)
- [Vulnerable Residents Policy](#)
- [Safeguarding Policy](#)
- [Compensation Policy](#)
- [Estate Management Policy](#)
- [Defects process](#)
- [Equality and Diversity Policy](#)

1:: Repair Responsibilities Explained

1.1 Knightstone's Responsibility

- We are responsible for repairing the structure and outside of our homes and making sure fixtures and fittings for water, heating, gas and electricity are safe and working properly. If we complete repair work in our resident's homes, we'll ensure we make good the area affected by the repair.
- We're responsible for all repairs in communal areas and repairs to the boundary of our schemes.

1.2 Resident Responsibility

- Residents are responsible for taking care of their home and garden, keeping both clean & tidy, in good working order and avoiding any damage to their home. Where the resident is responsible for a repair, we'll provide advice and support in getting them the best deal. They are also responsible for ensuring that their contents are fully insured. If we find that the resident (or a family member or friend) has caused the damage then we'll recharge the cost of the works through the recharge process.
- Our residents are able to make adaptations and improvements to their home with our permission. Any adaptations or improvements made will be their responsibility to maintain. We may ask our residents to remove any adaptations and improvements when they leave the home.

1.3 Repair Responsibilities Table

Type of component/repair area	Any special conditions or considerations	Knightstone	Resident
Foundations		✓	
Outside walls & Render		✓	
Roof & Chimney		✓	
Fascia Boards		✓	
TV Aerials & Satellite dishes	We'll only repair TV Aerials & Satellite dishes we have installed, usually in communal areas. If we replace aerials through improvement works, we'll gift that aerial to our residents for them to look after/replace.		✓

Garages & Out Houses	This includes repairs to Garage Unit doors (crime reference numbers needed before break in repairs) & structure, we expect our residents to take care of any shelving or fixtures added inside the garage.	✓	
Security Lighting	If we've installed security lighting (wired in) we'll repair and replace it (this doesn't include bulbs unless in a communal area). Battery operated or non-wired in lighting is the resident's responsibility.	✓	
CCTV Camera's	We're responsible for CCTV Camera's in communal areas. We're not responsible for Camera's put up in or on residents homes.	✓	✓
Gardens	We expect our residents to keep their gardens clean, tidy and in good order.		✓
Home Access Paths	We'll ensure access paths front and back to our resident's homes are safe to use, this doesn't include garden paths, patios or decking.	✓	
Washing Lines, Rotary Driers & Clothes Airers	We expect residents to take care of and replace their own washing lines, rotary lines and airers (including internal ones). If they are in place on sign up they will be gifted to the resident. We'll replace and repair any communal washing lines, rotary driers or clothes airers.	✓	✓
Boundary fencing & Walls	We'll replace boundary fences (where a public walkway, road or path is on the other side of the	✓	

	fence including garages and parking areas).		
Fencing	We'll replace boundary fences (where a public walkway, road or path is on the other side of the fence including garages and parking areas). We'll repair fencing between our homes, but if there are too many panels we'll replace with chain link fencing.	✓	
Brick & Stone Garden Walls	We're responsible for maintaining Brick or Stone garden walls, we may choose to remove any damaged walls and put chain link fencing in its place.	✓	
Sheds & Water Butts	We gift sheds & Water Butts to our residents which they need to maintain and replace (unless communal).		✓
Guttering & Down Pipes	We'll clear gutters if blocked, we expect residents to keep garden plants etc. away from them.	✓	
External pipework & outside taps	We'll repair pipework & outside taps, we expect our residents to take care to avoid frozen pipes and associated leaks in cold weather.	✓	
Outside Drains	We'll repair outside drains up to where it meets the main sewage system, we will recharge if the cause of any blockage is found to be lifestyle related.	✓	
Pumping Stations	Responsibility rests with the water authority, residents will need to report faults to them direct.	✓	✓
Window Frames & Sills	Including Sash cords.	✓	
Clearing Condensation from Window Frames &	We expect our residents to keep condensation at bay to avoid the build-up of Mould in their homes.		✓

Glazing to prevent the Build-up of Mould			
Window Handles & Locks	We'll replace/repair window locks, restrictors & catches on windows.	✓	
Installing window restrictors			✓
Installing draught excluders	We'll inspect and maintain draught excluders on UPVC windows which are found to be an issue. We expect residents to install draught excluders to timber framed windows.	✓	✓
Window Glass & boarding up smashed windows	We'll only replace window glass if there is a crime reference number to support the damage. It's our residents responsibility to make the home secure.		✓
Blown Double Glazed Window Units	We'll only replace blown units in the living room and kitchen. We won't replace any other units until they are replaced on a planned programme.	✓	✓
Front & Back Doors	Including the lock, handles, catches, hinges and replacement.	✓	
Installing draught excluders etc.	We'll inspect and put draught excluders on doors where issues are found.	✓	
Lost Keys & Gaining Entry	Contents insurance advice about this. Advice to contact local locksmiths.		✓
Internal Doors (including easing & adjusting following carpets/flooring being fitted)	We expect our residents to repair any doors in their home including the lock, handles, catches, hinges and replacement.		✓
Door Frames (External & internal)		✓	
Letter Boxes	We'll repair letter boxes on your front door, and any communal	✓	

	letter boxes in the foyer of the building.		
Door Numbers & Door Bells	We'll replace door bells that are wired into the home, we expect our residents to take care of the rest.	✓	✓
Floors	We'll repair the floor structure, we expect residents to take care of coverings like carpet & laminate. If residents have laminate flooring, we expect them to take it up and put it down again to allow repair access.	✓	✓
Decoration & Skirting Boards	Our residents are responsible for decorating their homes and keeping skirting boards in good condition.		✓
Plaster Cracks	We'll repair plaster cracks that our wider than the width of a £1 coin. We expect our residents to fill small cracks themselves.		✓
Ceilings	We'll repair ceilings in homes where the structure has been compromised, this doesn't include redecoration unless we have caused the damage.	✓	
Curtain Rails, Batten, Hooks and Shelving			✓
Heating & Hot Water Systems & associated Pipework/Wiring	We're responsible for the repair of Gas Boilers, Combi-Boilers, renewable, oil fired and electric heating systems including their thermostats, controls and any associated pipework & wiring. We'll service the systems which need it annually.	✓	
Water Tanks		✓	

Wood Burners	We're responsible for the flue on any wood burner, even if the resident has installed it themselves. We'll also ensure they are CO safe.	✓	✓
Chimney Sweeping		✓	
Carbon Monoxide Detectors (We've installed)		✓	
Carbon Monoxide Detectors (Resident installed)	If it is damaged or no longer works, we will replace it with a wired in unit and take responsibility for it.		✓
Smoke & Heat Detectors (We've installed)		✓	
Smoke & Heat Detectors (Resident installed)	If it is damaged or no longer works, we will replace it with a wired in unit and take responsibility for it.		✓
Setting Heating Controls			✓
Re-lighting & Re-pressurising Gas/Combi Boilers	We will ask our gas contractors to talk to residents if there is any uncertainty over diagnosis		✓
Faulty Radiators		✓	
Bleeding Radiators	We also expect residents to keep safe and replace their radiator bleed keys.		✓
Electric & Gas Meters	Electric & Gas Meters are the responsibility of resident's suppliers, we are unable to repair them.		✓
Meter Cupboard Doors & Covers		✓	
Meter Cupboard Keys			✓
Installing Electric & Gas Cookers/Hobs	We expect our residents to safely install and maintain their Electric & Gas Cookers/Hobs. Any Gas		✓

	Cooker/Hob installations must be completed by a Gas Safe qualified engineer. Any electric Cooker/Hob installations must be completed by a competent person.		
Bayonet Fittings for Gas Cookers	Residents are responsible for this. We will check when we do the annual service		✓
Plumbing in Washing Machines & Dishwashers	We expect our residents to correctly plumb in their washing machines & dishwashers and maintain the pipework connected up to the stop tap.		✓
Kitchen Units, Unit Doors, Catches, Hinges, Drawers & Runners	We may want to inspect a kitchen depending on the amount of repair work needed. If necessary this can be passed on to a planned programme of work.	✓	
Kitchen Work Tops			✓
Faulty Sinks, Basins, Taps, Leaks & General Plumbing	We expect our residents to ensure they use the stop tap if there is a leak in their home to prevent further damage.	✓	
Blocked Drains, Sinks, Toilets, Baths & Showers	We expect our resident to clear blockages inside their home plumbing, if residents have tried to clear the blockage to the best of their ability we'll attend to see what the fault is, this could be recharged. If it is found to be a structural issue with the plumbing we'll repair it.		✓
Toilets	We'll always ensure there is one working toilet in the home. This includes all repairs to the cistern and its workings.	✓	
Toilet Seats & Lids			✓

Bath Plugs, Chains, Handles & Enamel Chips			✓
Bath Panels	We'll replace Bath Panels if we damage them to access the plumbing underneath.		✓
Bathroom Units, Towel Rails, Toilet Roll Holders & Mirrors	We'll repair and replace heated towel rails (the same as radiators).		✓
Wall Tiles	We'll replace missing or damaged wall tiles with plain white, basic tiles.	✓	
Grouting & Sealant	We expect our residents to grout and seal their bathrooms unless we're undertaking the work as part of a repair.		✓
Electric, Mains Fed Showers & Shower Units	We'll repair electric shower & mains fed shower units cubicle and tray unless you have had this installed (with our permission).	✓	
Shower Heads & Hose	We expect our residents to replace faulty shower heads & hose, and to keep them free from limescale.		✓
Shower Rails & Curtains			✓
Wet Room Shower Pumps	We expect our residents to keep them clear from blockages.	✓	
Extractor Fans	We'll maintain extractor fans in Kitchens & Bathrooms, we expect our residents to use them, clear the filter and keep them free from blockage.	✓	
Mould & Damp	We expect our residents to prevent the build-up of Mould in their homes through managing their lifestyles accordingly. We'll inspect Mould & Damp in the home to decide where responsibility lies.	✓	✓

Wiring & Light Fittings	We'll maintain and replace wiring & light fittings, residents are able to change their light fittings but we expect them to maintain them and return them to the original when they move out.	✓	
Electrical Sockets		✓	
Phone Line & Phone Socket	BT are responsible for the main line into the home and the master socket wiring. We'll replace the socket housing and undertake repairs to any phone wiring within the structure of the home.		✓
Appliance Plugs & Fuses	Our residents are responsible for changing plugs & fuses for their own appliances.		✓
Trip Fuses & Power Loss	We expect our residents to check, identify and resolve issues with trips & appliance power loss. We'll only attend to look for wider faults and repair if this has been completed. If it is found to be an appliance causing the fault, we will recharge.		✓
Light Bulbs, Pull Cords, Fluorescent Tubes & Strip Light Starters	We expect our residents to source & replace the lightbulbs inside their home. Pull cords can be replaced by residents, we will only repair the switch socket if faulty.		✓
Pests & Wildlife Infestations	We expect our residents to deter pests and keep their homes free from them. We'll inspect when pests are reported inside the home or building to ensure correct steps are taken if there is an issue with the home structure that has caused it. If sighted in the communal garden, we'll be responsible.	✓	✓