

Repairs & Maintenance Policy

Policy control

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1 Introduction

This document has been developed in partnership with residents and sets out the Trust's Repairs and Maintenance Service policy. It details the aims of the policy, sets out service standards and outlines the responsibilities of both residents and the landlord (CDHT). The Trust aims to provide a service that is efficient, provides value for money and most importantly meets the needs of residents. It will be reviewed annually.

2 Aims and objectives of the policy

The Trust will ensure that all residents receive an excellent repairs and maintenance service through the provision of a policy that has clear aims and objectives to:

- provide a prompt, efficient and economic responsive repairs service for all Trust residents;
- ensure that Trust homes are maintained to a high standard and that residents live in safe and warm homes;
- complete all repairs on the first visit where possible; if that is not possible, the resident will be provided with an explanation and advice as to when the repair will be completed;
- ensure, through consultation, that the service responds to the wishes and needs of residents and leaseholders and provides them with opportunities to influence and make decisions about the way the responsive repairs service is provided;
- achieve high standards of customer care and customer satisfaction by monitoring our contractors and partners' performance regularly and encouraging residents to comment on every repair undertaken;
- comply at all times with all current legal responsibilities and codes of good practice;
- through consultation with residents and leaseholders, have planned maintenance and property improvement programmes that meet the Trust's Decent Homes Standard plus;
- provide value for money in the repairs service, planned maintenance and property improvement programmes; and
- to promote social inclusion, respect for others and equal access for all; in doing so, the Trust will endeavour to tailor the repairs and maintenance service to suit the individual circumstances of our residents: in particular for those residents that need additional help and

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support, either permanently or for a short period of their tenancy, every effort will be made to provide a service that meets their needs.

3 The Trust's Responsibility

The Housing Trust is responsible for the main structure of the property and for replacing and repairing items that were part of the premises when a tenancy was started (as included within the tenancy agreement). These include:

- foundations;
- external walls to properties;
- external doors and door frames;
- window frames;
- roofs;
- gutters and rainwater pipes;
- drainage;
- water services;
- electrical fittings;
- gas services if installed;
- central heating and hot water systems;
- communal areas (e.g. lifts and stairs and decoration) in multi- occupied buildings; and
- external decoration

For a full breakdown of the Trust's responsibilities please see section 22 *'Who's Responsibility is it?'*

3.1 Responsive Repairs

All responsive repairs will be categorised according to their urgency, with a response time for each category of repair. These response times will be monitored through internal performance systems, Resident Inspectors, Neighbourhood Panels and the Residents' Board.

The repair response times are categorised as follows:

- 'Emergency Repairs';
- 'Urgent Repairs';
- 'Routine Repairs';
- 'Non-Routine Repairs'; and
- 'Batched Repairs'.

3.2 Emergency Repairs

Where there is a potential danger to the health or risk to the safety of the occupant, or a danger of serious damage to the building. We will respond to these within 24 hours according to the severity of the repair (some will be attended to within one hour).

In some instances only a temporary repair will be carried out to make the situation safe and secure. Once this has been done, arrangements will be made with the resident to complete the repair in an appropriate timescale. Residents will be advised accordingly.

In the case of heating repairs that cannot be completed in the first instance, temporary heating, will be offered.

For all emergency repairs the resident is asked to stay at the property to provide access.

	Examples:
Emergency within 24 hours	▪ Complete loss of electricity supply.
	▪ Property insecure or failure of security systems such as windows or external doors.
	▪ Locked out of property.
	▪ No water.
	▪ Flood/fire.
	▪ Blocked and overflowing drains.
	▪ Blocked toilet (where there is only one WC).
	▪ Serious structural damage.
	▪ Complete and partial heating system failure
	▪ Hot water system failure.
	▪ Offensive or racist /hate graffiti
	▪ Failure of alarm/call system
	▪ Defective stair lift (where the lift is the Trust's responsibility to maintain)
	▪ Water leak
▪ Defective Fire Door	

	<ul style="list-style-type: none"> ▪ No external communal lighting where there is no other lighting
	<ul style="list-style-type: none"> ▪ No communal lighting on stairways and passageways where there is no other lighting.
	<ul style="list-style-type: none"> ▪ Defective overflows from communal blocks during inclement weather.

3.3 Emergency out-of-hours

The repairs service will operate solely for emergency repairs that occur outside of office hours. This service will usually involve making the situation safe and secure and the full repair will normally be completed during normal working hours.

In circumstances where a resident has been found to have deliberately and falsely reported an out-of-hours' emergency repair, they may be recharged for the cost of the call out.

3.4 Urgent Repairs

Where the situation is causing discomfort, inconvenience or nuisance to the occupants or a third party and are likely to lead to further deterioration of the building if the problem persists.

Urgent repairs will be completed within seven calendar days of being reported; examples are:

Urgent Within 7 calendar days	<ul style="list-style-type: none"> ▪ Partial heating system affecting one room
	<ul style="list-style-type: none"> ▪ Repairs to damaged gutters and downspouts causing water ingress
	<ul style="list-style-type: none"> ▪ Roof damage.
	<ul style="list-style-type: none"> ▪ Partially blocked drains, sinks, baths and basins.
	<ul style="list-style-type: none"> ▪ Badly fitting external doors and windows.
	<ul style="list-style-type: none"> ▪ Damage to stair treads and handrails/banisters.
	<ul style="list-style-type: none"> ▪ Faulty communal aerial.
	<ul style="list-style-type: none"> ▪ Broken extractor fan where there is no other form of ventilation.

	▪ Door entry phone not working.
	▪ All other communal lighting
	▪ Defective electrical socket.

3.5 Routine Repairs

Where defects can be deferred without causing serious discomfort, inconvenience or nuisance to the occupants or third parties and without long term deterioration of the building.

Routine repairs will be completed within 30 calendar days of being reported; examples are:

Routine Repairs Within 30 calendar days	▪ General joinery repairs, including internal doors, floors and windows.
	▪ Repairs to walls, brickwork and slate/tiles.
	▪ Repair of gutters and down-pipes.
	▪ Repairs to kitchen fittings.
	▪ Smaller repairs to plasterwork- less than five square meters.
	▪ Dripping/leaking taps or shower units.
	▪ Other minor plumbing repairs.
	▪ Repairs to tiling.
	▪ Other minor 'day-to-day' repairs/replacement.
	▪ Repairs to front and side gate (for security).
▪ Cleaning of gullies in communal areas.	

3.6 Non-Routine Repairs

Where repairs involve substantial work to remedy the problem.

Non -routine repairs will be completed within 90 calendar days; examples are:

Non -Routine Repairs Within 90 calendar days	▪ Re-plastering of rooms or of areas of more than five square meters.
	▪ Re-pointing brickwork, coping stones, paths (once safe and secure).
	▪ Re-pointing of flag stones.
	▪ Clearing of gutters and downspouts.
	▪ Renew kitchen and/or bathroom 'when let'.

3.7 Batched Repairs

Non- urgent repairs such as full fencing, footpaths, to be deferred and batched together in a mini planned maintenance programme. This allows for better use of our resources; examples of work are:

Batched repairs Within 12 months	▪ Renewal of boundary fencing.
	▪ Renew front and side gates.
	▪ Electrical rewire.
	▪ Full kitchen or bathroom refurbishment – a one off replacement to meet the Trust's Decent Home Standard Plus (previously omitted from programme)

3.8 Inspections

From time to time there is a need for a repair to be inspected to diagnose the full nature of the work required, for example dampness and structural defects. Inspection requests will be issued with a unique reference number and completed within 14 calendar days. The Inspector will raise the appropriate repair orders and advise the resident whilst at the property, of the appropriate response times. The resident will be contacted to arrange a suitable appointment. The repair will fall into one of the above categories. All jobs will be designated a particular priority response time.

4 Additional support for residents

The Trust recognises that from time to time residents may need additional support. This may be for a variety of reasons and for different periods of time. This policy ensures that the Repairs and Maintenance Service offers to meet those needs when required. Listed below are some of the circumstances when extra help may be required. The list is not exhaustive:

- already receive tenancy support from the Trust and others;
- would prefer a same sex operative working in their home;
- has just come out of hospital;
- has recently been bereaved;
- is suffering from anti social behaviour;
- is suffering from regular bouts of illness;
- has a lack of confidence;
- has sight or hearing difficulties;
- where English is not the resident's first language;
- has difficulty getting about their flat; and
- has special access needs, such as 'knock loudly'.

We will offer these residents an enhanced appointment date for certain types of repairs. These are repairs that are causing discomfort, inconvenience or nuisance to the occupant and will be given an appointment within **five** calendar days:

- a tap that is loose and cannot be easily turned on or off;
- a sink or basin that leaks when it is used;
- a loose or broken toilet seat;
- a smoke alarm that is continually beeping;
- a handrail or grab-rail that has come loose from its fixing;
- a gate that provides security and will not close securely;
- a kitchen door or drawer that will not close properly or become loose;
- a loose or uneven flagstone on inside the property boundary;
- a radiator that is not working in a lounge or main bedroom;
- any tap that will not supply hot water;
- a light that is not working to any room; and
- a fitted security light that is not working.

5 Reporting a repair

All repairs can be reported on the Trust's Freephone number 0808 100 7701 or 01244 305503 Monday - Thursday between 08:00 am to 6:00 pm and on Friday from 8:00 am to 5:00 pm.

Emergency repair requirements outside of normal office hours should be telephoned on 01244 377733, 305503 or Freephone 0808 100 7701.

Repairs can be reported in person at any of the Trust's offices, via e-mail at servicefirst@cdht.org or on-line at www.cdht.org, where the Trust's repair interfinder diagnostic tool, can be used by residents to enable them to report a repair at any time.

When a repair is reported the following information is requested from the resident:

- name and address;
- telephone number or contact name and number for access purposes;
- a detailed description of the problem; reference will be made to the Tenancy Handbook;
- details of when an appointment can be made; and
- e-mail address (if available).

5.1 Repair reference number

The Trust will diagnose the problem and advise the resident of its priority and response time. A unique reference number, for each repair reported, including inspection, will be given to the resident to enable them to track progress.

5.2 Appointments

For all repairs other than emergency and 'batched' repairs, an appointment that meets the needs of the resident in line with this policy will be offered. The resident will be offered a suitable convenient appointment which could include morning (8:00 am to 1:00 pm) or afternoon appointment (1:00 pm to 6:00 pm). The Trust will offer limited appointments for early evenings and Saturday mornings. For those with school-aged children, the Trust will also aim to provide appointments avoiding the school run i.e. 9.30 am- 2.30 pm.

The resident will be sent a text to remind them of the appointment. Where contact details are available, contractors will telephone/text the resident to let them know they are leaving to attend their appointment advising them of their estimated time of arrival.

If there is no access the contractor will leave a card cancelling the repair order and advising the resident to reapply for the work to be done if it is still necessary.

Residents will be asked to let the Trust know if an arranged appointment can't be kept, giving as much notice as possible. The Trust may take action where a resident fails to keep appointments on a frequent basis.

5.3 Compensation – for missing appointments

Compensation of £10 can be claimed, if the Trust or any of its contractors fails to keep an appointment (including emergencies). **For more details see Compensation Policy.**

5.4 Access and security

All Trust employees and partner contractors will carry official photograph ID cards, which will be shown to all residents before entering their home. Residents will be invited to check with the Trust before inviting them into their home.

6 Redecoration

6.1 Discretionary Decoration Works

Internal decoration of properties is a resident's responsibility; however, the Trust will provide a discretionary service to all residents who are disabled and living in sheltered accommodation, or those aged 65 or over. They may apply for the decoration of one room every 12 calendar months - up to a maximum of **three** rooms in any **five** year period.* The Trust will provide both labour and standard paint colours. Residents may supply their own paint if they prefer.* Residents who are aged 75 years and over, living alone in general needs property will be eligible to a similar discretionary service. The Trust will explore the feasibility of providing a low cost decorating service for all residents. This will be reviewed by residents and the Residents' Board annually.

6.2 Decoration following planned improvement work

Upon completion of major improvement works such as a bathroom or kitchen refurbishment, the Trust will award a decoration voucher to enable the resident to complete the decoration themselves. Where the resident is elderly, disabled or needs extra support the Trust will include redecoration as part of the works unless the resident would prefer a decoration voucher. If the resident is in rent arrears they will be offset by the cash value of the voucher.

6.3 Decoration following major repair work

When decorations have been extensively damaged as a consequence of major repair work, e.g. rewires or damp work, a full decoration allowance for the room will be granted. For smaller areas of damage, a partial decoration allowance may be granted. Where the resident is elderly, disabled or needs extra support, decorations will be included in the repair work. Redecoration vouchers following day-to-day repairs will NOT be used to offset rent arrears where an arrangement has been made.

7 Repairs and Maintenance Service Standards

- All repairs reported to the Trust will be dealt with by one of our dedicated Repairs Advisors at first point of contact;
- the Trust (and its contractors) will endeavour to complete all repairs within target timescales and 'Right First Time';
- a morning (8:00 am to 1:00 pm), afternoon (1:00 pm to 6:00 pm) or all day appointment will be offered for all repairs (other than emergency and batched);
- on request, a late afternoon/early evening or Saturday appointment can be arranged;
- when reporting a repair, the resident will be given a unique repair order number for future reference;
- as a reminder, the resident will be contacted before the appointment;
- the resident who reports an external repair or in a communal area will be advised of its completion;
- the Trust (and its contractors) will keep the appointment or give as much notice as possible if it can't be kept;
- the resident will be advised if the operative is delayed;
- the Trust (and its contractors) will carry out work to a high standard respecting the resident's home and acting professionally at all times;
- the Trust (and its contractors) will ask the resident if they are satisfied with the work and if they need any further help;
- the Trust (and its contractors) will keep to the Code of Practice developed with residents;
- the Trust will contact 10% of residents within 24 hours of completing a responsive repair to carry out a customer satisfaction survey;
- the Trust will carry out 10% of post repair inspections (physical checks); and

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- the Trust will advertise its complaints, compliments and compensation policies.

8 Gas servicing

- An annual safety check of the gas heating appliances and a visual check of cooking appliances will be carried out;
- residents will be notified at least 14 calendar days before the service date;
- it is important to carry out the gas servicing and every effort will be made to gain access; this will include several reminders for an appointment to carry out the servicing if access is not gained; and
- appointments between the hours of 8:00 am to 6:00 pm Monday to Friday and where our customers cannot provide access during the working day, 8:00 am to 1:00 pm on Saturdays.

9 Planned Works

A planned maintenance survey and subsequent external work will be carried out every five years. These will include pre-painting and painting works. Residents will be given written notice, well in advance, of the commencement of the work. The planned works programme is available on the website, www.cdht.org, at any Trust office and published in the annual community contracts.

10 Improvement Work

The Trust has an Improvement Programme to bring homes up to the required Decent Home Standard by 2010 and to maintain them to that standard thereafter. The Trust has developed a Decent Home Standard Plus which offers more choice to residents and additional improvement work. The Improvement Programme is advertised on the website and in all Trust offices. Residents receiving the work are notified well in advance and invited to attend a consultation event, when full details of the work are outlined and choices of fittings can be made. The **Customer Improvements Charter** provides more details.

11 Cyclical Work

Additionally, each year the Trust will aim to undertake the following as a minimum:

- annual checks and service of gas and hot water systems and appliances and the provision of landlord's certificates;
- annual servicing of solid fuel heating systems;
- safety checks of electrical systems every 10 years;
- annual lift servicing and maintenance;
- annual servicing of communal plant and equipment;
- safety checks of fire equipment; and
- testing of communal water systems.

12 Resident's Responsibility

A Resident is responsible for:

- reporting to the Trust any repair work needed;
- providing access when required;
- any damage over and above normal wear and tear;
- the repair or replacement of anything installed or fitted by the resident;
- the repair or replacement of anything installed or fitted by a previous tenant if the resident exchanged into the property, as advised when the tenancy is assigned (except for gas appliances);
- the internal decoration of their home;
- ensuring all access to services such as pipe work is not covered up by decoration which could make it impossible for the Trust to undertake repairs without causing damage.

When having work carried out in their home, resident's responsibilities are:

- to give a clear description of the nature of the problem;
- to keep the arranged appointment or advise the Trust if it has to be cancelled;
- to be polite and courteous to contractors and employees of the Trust;
- to ensure the area to be repaired is reasonably clean to allow immediate access;
- to keep pets and small children under control whilst work is being done;
- not to be under the influence of alcohol or any illegal substances and to be able to describe the repair problem;
- not to smoke in the room that the contractor is working;

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- to have an understanding of the repair work that has been completed by the operative;
- to respond to the resident satisfaction enquiry.

13 Rechargeable Repairs

Residents are responsible for any damage to the property. The Trust aims to ensure that all residents and leaseholders are aware of their obligations not to damage or neglect Trust property and that they are responsible for damage caused by their children, pets and visitors (as agreed within the tenancy agreement).

Where damage or neglect has occurred (for which a resident has been responsible) the resident is expected to undertake the repairs or to repay the cost of the works to the Trust (see current list of rechargeable repair costs).

Repayment costs will be discussed with the resident and the resident will be invoiced for the amount due with the agreed payment options.

Where damage has been caused by vandals and a crime incident number is obtained by the resident, the Trust will accept responsibility for repairs.

For further information please see the **Trust's Rechargeable Repairs Policy**.

The Trust is not responsible for replacing, renewing or maintaining any fitting or improvement to the home that has been made by the resident.

14 Right to Buy/Right to Acquire

The Trust will only carry out emergency repairs, as determined by law, for those residents who are in the process of buying their home under Right to Buy or Right to Acquire; examples are:

- defective WC;
- no heating;
- no washing facilities;
- no power; and
- serious water penetration.

15 Right to Repair

The Trust operates a Right to Repair scheme. The scheme allows residents to arrange for some small urgent repairs that affect health, security and safety to be carried out by another contractor if the Trust fails to carry out the repairs on time. In certain circumstances residents are eligible for compensation up to a maximum of £50. Some examples are:

- no water, electricity or gas;
- leak from pipe, tank or cistern;
- electrical lighting unsafe;
- roof leak;
- no heating; and
- extractor fan not working.

16 Right to Improve

Residents may improve their home with permission of the Trust. All requests should be put in writing with full details of the improvements to be made. Work may not go ahead until authorised by the Trust. Officers will discuss the improvement proposal with the residents and advise on planning permission and any building regulation requirement needed. Residents are advised to use a competent and qualified tradesman.

When the resident moves home, providing the improvement was approved, compensation can be paid on a sliding scale, taking into account the age and condition of the improvement.

17 Performance Management

From April 2010 residents will be involved in all aspects of the Repairs and Maintenance service through the Residents' Board. The Board will ensure that all repair and maintenance work is procured through the most efficient and cost effective ways whilst focusing on high levels of customer service. Residents will be included in the procurement process. Additionally the Board will work to develop the planned improvement programmes.

The Board will monitor the performance all repairs, maintenance and improvement work and will report regularly to residents and the Trust Board. The Residents' Board will take appropriate action to improve performance when necessary.

All contractors will be required to adhere to the Trust's code of conduct for repair and maintenance work, which will clearly state the expected standards of work and behaviour.

All contractors working on behalf of the Trust will be required to adhere to the Trust's policies (such as Equality and Diversity; Health and Safety)

All residents will be provided with the opportunity to comment upon the overall satisfaction of their dealings with the repairs service.

The Residents' Board will monitor and publish Contractor's performance, which will include:

- performance against target response times for all categories of work;
- percentage and numbers of repairs completed 'right first time';
- percentage and numbers of appointments kept;
- percentage and numbers of repairs post inspected;
- levels of satisfaction;
- code of conduct;
- standard of workmanship; and
- percentage and numbers of appointments failed to be kept by residents.

This list is not exhaustive and will include local performance information from all six Neighbourhood areas as reported to the Panels in those areas. Additionally the information will be compared with that of other housing organisations

This information (and any other that the Board feel is appropriate) will also be provided by neighbourhood for scrutiny by the Neighbourhood Panels.

On behalf of the Residents' Board, Resident Inspectors will regularly carry out inspections and telephone surveys to check on satisfaction and quality of repair and improvement work; their reports will also be published.

18 Complaints and Compliments

Residents will be encouraged to provide feedback on the service received. If residents have been unhappy with the service, complaints can be made by telephone, letter, e-mail or in person at any of the Trust's offices. Residents should be referred to the Trust's complaints policy. Equally,

where residents have been happy with the service, compliments can be made in the same way.

19 Adaptations for Tenants with a Disability

Everyone's housing needs are different and the Trust offers permanent adaptations to residents' homes to ensure homes are made more suitable.

The Trust's Adaptations Policy provides a variety of adaptations from grab rails to wet rooms. Working in partnership with Cheshire West and Chester Council, major and minor adaptations can be provided, following a referral from an occupational therapist. More details in the **Trust's Adaptations Policy**

20 Vacant Property

The Trust has developed a lettability standard with residents. This standard includes all legislative requirements and is given to all new residents when viewing a property, to enable them to make an informed choice and to assess the condition of the property. More details in the **Trust's Lettability Standard**.

21 Mutual Exchange

Mutual property exchanges may be liable for the costs of gas and electrical test. All details will be provided by the Trust in writing prior to the exchange.

22 Who's responsibility is it? Outside your home:

	Trust	Resident	Elderly, disabled or residents who require additional support
Communal Areas			
Lifts and stairs	Yes		
Roof			
Chimney and chimney stacks	Yes		
Roof structure and covering	Yes		
Guttering, rainwater pipes and clips	Yes		
Fascias, soffits and barge boards	Yes		
Walls and canopies			
External walls and rendering	Yes		
Foundations	Yes		
Concrete canopies over doors or windows	Yes		
Windows and doors			
Window frames, external sills (unless already provided as part of the frame design and seal)	Yes		
Glazing	Yes (if failed units)	Yes	No*
Glazing where caused by criminal damage and reported to the police	Yes		
Window ironmongery	Yes		
Door entry systems	Yes		
Doors			
External doors, frames, other boards and threshold strips	Yes		
External door locks and ironmongery	Yes		
Door entry systems	Yes		
New keys		Yes	Yes

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Gaining entry		Yes	No*
Pipes and drains			
Soil and vent pipes and clips	Yes		
Drains and gully surrounds	Yes		
Gully grids	Yes		
Drain blockage	Yes		
More than first drain blockage (if caused by faulty pipe work)	Yes		
More than first drain blockage (if pipe work not faulty)		Yes	No*
Inspection chambers	Yes		
Gardens and boundaries			
Gardens		Yes	Yes - on application
Garden walls, but only if owned by the Trust	Yes		
Fencing, but only to match original standard for that part of the estate	Yes		
Front side and rear gates, including ironmongery	Yes		
Paths, steps and other means of access, if owned by the Trust	Yes		
Line posts , replace with rotary driers and replace rotary driers when previously installed by Trust	Yes		
Car hard standings and gates, if owned by the Trust	Yes		
Garages and outbuildings			
Garages and outbuildings, if owned by the Trust	Yes		
Gaining entry		Yes	No*
Provide additional keys		Yes	

*Unless it happens more than once a year.

22.1 Who's responsibility is it? Inside your home.

	Trust	Resident	Elderly, disabled or residents who require additional support
Windows			
Internal timber, uPVC or tile window sill (unless affected by rot or woodworm)		Yes	No
Skirting boards, picture rails battens(unless affected by rot or woodworm)		Yes	No
Window vents	Yes		
Doors			
Internal doors, ironmongery and threshold strips	Yes		
Walls			
Internal walls			
Major plaster work, plaster air vents and cornice	Yes		
Minor repairs to plasterwork e.g. cracks and small holes (under 150mm square)		Yes	No Only done through decoration
Wall tiles and grouting to match existing as closely as possible	Yes		
Floors			
Concrete floor (not including floor tiles)	Yes		
Vinyl floor tiles where fitted by the Trust (self levelling compound will be used for repairs, except in bathrooms and kitchens where if floor tiles need renewing, will be replaced by slip proof flooring)	Yes		

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Loose floor coverings and fitted carpets		Yes	
Floor boards and joists	Yes		
Fireplaces			
Fireplaces	Yes		
Sweeping chimney		Yes	Yes
Staircase			
Staircase, banister and handrails	Yes		
Bathroom			
Bath panel (unless damaged by the Trust whilst carrying out repairs, replacement may not match existing suite)		Yes	No
Wooden airing cupboard panel, frames, door and shelving (unless affected by rot or woodworm)		Yes	No
Internal pipe work boxing, but only if originally fitted by the Trust		Yes	No
Kitchen			
Kitchen cupboards (cupboards beyond repair will be replaced, but not necessarily to match existing units, tenants may pay for cupboards to be replaced to match). In some circumstances where the resident is eligible for a replacement kitchen under the Trust Improvement plan, the programme may be brought forward to meet the resident's needs.	Yes		
Cupboard drawers	Yes		
Cupboard door catches, handles and hinges	Yes		
Worktop (worktop beyond repair will be replaced, but not necessarily to	Yes		

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match existing, tenants can pay for worktop to be replaced to match)			
Electrical items			
Electrical wiring, sockets and light fittings (where fitted by the Trust)	Yes		
Wired-in smoke alarms	Yes		
Battery operated smoke alarms (to general needs housing)		Yes	
Battery operated smoke alarms (to sheltered housing)	Yes		
Plugs		Yes	Yes
Electrical consumer units	Yes		
Electric storage heaters, but only if installed by the Trust	Yes		
Electric fires, but only if installed by the Trust	Yes		
Electric Supply is the responsibility of the resident. Faults with the meter are the responsibility of the supplier		Yes	
Immersion heaters, but only if installed by the Trust	Yes		
Cookers, but only if installed by the Trust	Yes		
Disconnection and reconnection of cookers, unless owned by the Trust		Yes	Yes
Extractor fans, but only if installed by the Trust	Yes		
Plumbing			
Water service pipes (from the boundary to stop tap), overflow pipes and water tanks	Yes		
Blocked sink, bath and hand basin waste pipes (except in tower blocks)		Yes	No

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Blocked toilet, the first time only unless the drain is faulty.	Yes		
Taps, stop taps and wheel valves (taps may not necessarily match existing)	Yes		
Sink unit	Yes		
Wash hand basin	Yes		
Toilet flushing mechanism	Yes		
Toilet seats		Yes	No
Bath or shower tray	Yes		
Plugs and chains		Yes	No
Shower if owned by the Trust	Yes		
Seal to bath and sink units and tile joint	Yes		
Bleeding of radiators		Yes	No
Boxing in of new or existing pipe work not included in planned improvement work		Yes	
Gas			
Gas pipe work	Yes		
Supply of gas and gas meter		Yes	
Gas fires unless they belong to the tenant	Yes		
Radiants for gas fires owned by the Trust	Yes		
Gas water heaters	Yes		
Radiators valves, time clocks and thermostats	Yes		
Gas boilers	Yes		
Cookers, but only if owned by the Trust	Yes		
Disconnection and reconnection of cookers, except during improvement		Yes	Yes

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work.			
Adaptations for disabled people			
Adaptations owned and fitted by the Trust	Yes		
Home security			
Additional door or window locks		Yes	Yes
Security door chains and spy holes		Yes	Yes
Home energy efficiency			
Draught proofing to windows (unless already provided as part of the frame manufacture)	Yes		
Draught proofing to external doors (unless provided as part of the frame manufacture)	Yes		
Separate hot water cylinder jackets (after the first one has been supplied by the Trust)		Yes	Yes
Low energy light bulbs		Yes	Yes
Loft insulation (this will be provided where there is not any and will be upgraded as part of the Trust's Energy policy)	Yes		

23 APPENDIX A

CODE OF PRACTICE FOR EMPLOYEES AND CONTRACTORS WORKING IN OCCUPIED AND EMPTY DWELLINGS

- Whilst in a resident's home every reasonable effort, taking account of the nature of the work, must be made to maintain a clean and tidy environment. At all times the health, safety and welfare of the residents and their household is of paramount importance.
- All employees and contractors will be polite, courteous and show respect to residents and their home, behaving in a professional manner at all times. All should respect each resident's specific needs and requirements. Chester & District Housing Trust's Diversity Strategy should be adhered to at all times.
- When arriving at a resident's home, contractors will let the resident know who they are and explain the reason for the visit. If the resident is not at home when contractors call, a card with contact details will be left for the resident to make a further appointment.
- All members of the contractor's workforce and Trust employees should be made aware of the invasion of the residents' privacy that the work involves, not just in individual dwellings but also the surrounding area. They should do their utmost to reduce possible nuisance and inconveniences.
- Contractors and employees will make every effort to make a prior appointment when out of hours work is necessary.
- All contractors and employees will have a tidy, presentable appearance at all times and will have readily visible means of personal identification.
- Smoking in and around dwellings and in Trust's vehicles is prohibited.
- The playing of music is prohibited in and around homes, including in parked vehicles. Noise pollution should be kept to a minimum.
- Employees and contractors must not use the resident's equipment or services, (i.e. gas, electricity and water etc) without prior consent, and arrangements should be made for charging power tools, before attending the property.

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- The contractor must provide protection for resident's fittings and furniture by using clean dust sheets and ensure that dust shoe covers are used when entering residents' homes.
- The contractor should endeavour to leave all mains services, including space heating, fully useable at the end of each working day.
- Any tools or equipment belonging to the contractor are not to be left in any dwelling and all waste items/material, must be removed by the end of the working day and the working area left in a clean and tidy condition.
- The vehicles of anyone working or delivering to the site must not be parked on grass verges or gardens, nor are they to be parked adjacent to the site in such a way as to cause obstruction or inconvenience for local residents.
- Any holes or openings in external walls should be blocked up at the end of the working day to ensure the property is wind proof, watertight and secure.
- The taking of meal-breaks by the contractor's workforce in occupied dwellings is not allowed unless the resident extends an invitation.
- Contractors should ensure that they communicate with residents to keep them updated of progress/delays with any items of work.