



Repairs and maintenance policy for leaseholders

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Policy Objectives

- Provide a prompt, efficient and economic 24 hour responsive repairs service for all Trust leaseholders.
- Aim to complete all repairs within a single visit.
- To ensure that the housing stock is kept in good repair and that the service demonstrates good value for money to the Trust's leaseholders.
- To recognise that the service should respond to the wishes of leaseholders and that feedback from them should be reflected in reviews of the policy and procedures.
- To achieve a high standard of customer satisfaction by monitoring our contractor partner's performance regularly and enabling leaseholders to comment on every repair undertaken.
- Comply at all times with all current legal responsibilities and codes of good practices
- Service all relevant plant and equipment in line with our legal responsibilities.
- To undertake a structured and comprehensive approach towards cyclical planned and property improvement works through consultation with our leaseholders.
- To ensure that our responsibilities for repairs and maintenance of properties are clearly detailed in the leaseholder handbook.
- We will work as a provider of services, employer and leading player in our district to promote social inclusion, respect for others and equal opportunities for all. When you report a repair the Trust will consider your personal circumstances.

The Trust's responsibility

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

- Foundations
- External walls to properties
- Window frames
- Roofs
- Gutters and rainwater pipes
- Shared Drainage
- Water services
- Communal areas, components, services, lifts, stairs, doors and frames and decoration) in multi- occupied buildings
- External decoration

For a full breakdown of the Trust's responsibilities please see page 13– *Who's Responsibility is it.*

Responsive Repairs

All responsive repairs will be categorised according to their urgency, with a response time for each category of repair.

Emergency Repairs are categorised where there is a danger to the health or risk to the safety of the occupant or a danger of serious damage to the building. Emergency repairs will be attended to within 3 hours of being reported and will be completed within 12 hours. Examples:

- Flood/fire
- Blocked and overflowing drains
- Serious structural damage.
- Offensive or racist graffiti

In some instances we may only be able to carry out a temporary repair to make the situation safe and secure. Once this has been done arrangements will be made with you to complete the repair.

For all Emergency repairs we would ask that you stay in at your property to provide access.

The Trust will provide an **emergency out of hours** repairs service which will operate solely for emergency repairs (jobs that cannot be left until the following working day) that occur outside of office hours. This service will usually involve making the situation safe and secure. The full repair will normally be completed during normal working hours.

In circumstances where a leaseholder 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.

Urgent Repairs are categorised 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 5 calendar days of being reported. Examples:

- Roof damage
- Partially blocked drains
- Badly fitting external communal doors and windows
- Damage to communal stair treads and handrails/banisters
- Faulty communal aerial.
- Door entry phone not working

Routine Repairs are defects that 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 one calendar month of being reported. Examples:

- General joinery repairs, including communal doors, floors and windows
- Repairs to external walls, fences and paths

- Repairs to walls, brickwork and slate/tiles
- Repairs/cleaning of gutters and down-pipes
- Repairs to external render
- Other minor 'day-to-day' repairs/replacement

Who pays for the repairs, what are your options?

Responsive repairs work carried out to your property/block may be rechargeable items dependant on what is stipulated in your lease. Any work that is carried out on a responsive basis will be invoiced to the leaseholder once work is completed to their satisfaction.

Repairs that are not the responsibility of the Trust can be requested by leaseholders and carried out by the Trust charged at the current rate. If leaseholders wish to take advantage of our repairs service this is possible. We will always give a price for a repair so you can decide whether you wish us to do the job for you, or you may wish to employ another contractor. If you would like us to carry out the repair we can offer you an appointment that is convenient to you. When we have finished the job we will send you an invoice and ask for payment within one month.

Where **planned works** are to be carried out in excess of £250 per property in a block, the Trust will consult with all leaseholders involved in the works in line with current section 20 legislation. Where works of an urgent nature such as roof works, drains etc are required and the works exceed £250, the Trust will endeavour to consult the leaseholders involved in the works under an urgent works notice. All costs for planned works will be recovered by the Trust through the Leaseholder's annual service charges.

When carrying out works such as kitchen and bathroom improvements to other tenanted properties in your block the Trust shall offer the improvements to any leaseholders at the same cost to the Trust. Payment would be required once the improvement works were completed to the satisfaction of the leaseholder.

Reporting a Repair

All repairs can be reported on the Trust's free phone number 0808 100 7701 between 08.00am – 5.00pm Monday – Friday.

Emergency repair requirements outside of normal office hours should be telephoned on 01244 377733

Repairs can be reported in person at any of the Trust's offices (see page 12) or via e-mail at servicefirst@cdht.org

The Trust is developing their website to enable repairs to be diagnosed and reported on line, (further details will be published in *Trust News*).

When you report a repair we would ask that you provide the following information:

- Your name
- Identify that you are a leaseholder
- Your address
- Telephone number or contact name and number for access purposes
- Details of when you are next available to provide access
- A detailed description of the problem
- E-mail address (if available)

Once you have provided these details the Trust will endeavour to diagnose your requirement and agree an appointment suitable to your needs, this will then be confirmed to you via a letter, text message or e-mail along with an estimate of how much the repair will cost.

The Trust will send you an acknowledgment for each repair that you report (excluding Emergency repairs), confirming the day, time and type of works that will be undertaken.

In certain circumstances the Trust may be required to arrange for a technical inspection of your problem prior to raising a repair request. Where this is required the Trust will aim to arrange a convenient appointment with you.

Appointments

If the Trust requires access to your home to undertake a repair we will offer you a morning or afternoon appointment. If an appointment is not convenient during this time the Trust will offer limited appointments for early evenings and Saturdays mornings . The Trust will also aim to provide appointments avoiding the school run

Once your appointment has been made it is important that you are available to provide access for the contractor. **If you are unable to provide access the job will be cancelled.** The contractor will leave a cancellation card and you will be sent a letter confirming the cancellation.

If the work is cancelled and you still require it doing, you will have to contact the Trust and arrange another appointment.

If you know that you are unable to provide access for an appointment it is important that you contact us and give us as much notice as possible. The Trust may recharge for costs incurred where a leaseholder fails to keep appointments on a frequent basis

Where the contractor is unable to complete the repair at the first visit they will make a convenient appointment with you to return and complete the job.

Access to your home and your security

All Trust employees and partner contractors carry official identity cards that include their photograph.

You are strongly advised to ask to see identification before allowing anybody claiming to be from the Trust into your home.

If you are at all in doubt **do not** let them in and contact the Trust to check.

Planned, Cyclical and Improvement works and all other non urgent repairs

To ensure that the Trust are providing repairs in the most cost efficient and effective way, non urgent repairs such as fencing, footpaths and painting may be deferred and grouped together into a planned maintenance contract. You will

be told at the time of reporting the fault if the repair is to be included in a planned maintenance contract. Similarly the Trust may batch the non urgent repair if the item is due for replacement under a Major works of Improvement contract within the next 12 months. All works of this nature will be given a 90 working day target.

Planned maintenance to the external envelope of your property, including pre paint repairs and painting shall take place every 5 years. We will also redecorate communal areas within the 5 year planned maintenance cycle.

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

- Safety checks of fire equipment
- Annual lift servicing and maintenance.
- Annual servicing of communal plant and equipment.

Your Responsibility

As a Leaseholder, you are responsible for:

- Any damage over and above normal wear and tear
- The repair or replacement of anything that you have installed or fitted
- The internal decoration of your home.
- Making good any internal decoration affected by improvement or repair works, unless previously agreed with a senior manager of the Trust in writing in advance.

The Trust aims to ensure that all 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

Where damage/ neglect have occurred (for which you have been responsible) the Trust expects you to undertake the repairs or to repay the cost of the works to the Trust. The Trust will ask whether you wish to undertake the repair yourself or whether you wish the Trust to organise the works and recharge them to you.

Repayment costs will be discussed with the leaseholder (unless it is an emergency). The Trust will agree the method of payment with the leaseholder in writing before undertaking the work.

Each case will be judged on its merits and the Trust aims to take a sympathetic approach to charging for repairs where a tenant is elderly, physically or mentally impaired or otherwise frail. In some circumstances agreement may be reached not to recharge for the work.

Where damage has been caused by vandals it should be reported to the police, who will provide you with a crime incident number. The Trust will normally accept responsibility for repairs where a police crime incident number can be provided.

The Trust is not responsible for replacing, renewing or maintaining any fitting or improvement that you have made to your home.

For further information please request to see the Trust's Recharge Policy.

In all circumstances the Trust requests that you ensure that your home is kept safe and clean to enable repairs to be carried out.

Right to Repair

The Trust operates a Right to Repair scheme. The scheme allows leaseholders to arrange for their repair to be carried out by another contractor where the Trust has failed to meet its repairs obligation. In certain circumstances you may be eligible for compensation.

Right to Improve

The Trust aims to allow leaseholders to improve their homes, but asks that all requests for any improvements are put in writing and authorised by the Trust prior to the works being carried out (in accordance with your lease)

Quality and Control

The Trust aims to procure all repair and maintenance work through the most efficient and cost effective ways whilst focusing on high levels of customer service.

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

All contractors will be required to agree to a Service Level Agreement (SLA). The SLA will detail all the contractual responsibilities placed upon both parties concerning the delivery of a specific contract. All contractors working on behalf of the Trust will be required to adhere to the Trust's policies (such as Equal Opportunities; Health and Safety)

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

The Trust will monitor and publish Contractors performance, which will include:

- Performance against target response times
- Percentage of appointments kept.
- Satisfaction results
- Code of conduct.
- Standard of workmanship
- Percentage of jobs completed within one visit

The surveys will take the form of posted questionnaires or short verbal telephone calls. We will use the feedback received to improve the repairs service.

To ensure high overall satisfaction rates of the repairs service, the Trust will aim to technically visit and inspect a minimum of 10% of all completed repairs.

The Repairs service will form a regular item at all tenant and leaseholder meetings that are undertaken as part of the Trust Resident involvement strategy. The Trust will actively seek to listen and involve tenants in decisions such as:

- Selection of Contractors and suppliers
- Selection of material and product choice (such as kitchens)
- The way in which planned and improvement programmes are established.

Complaints

If you have been unhappy with the repairs service that you have received, you should contact the Trust on Free phone 0808100 7701 or in writing clearly stating the nature of your complaint (please refer to the Trust's Complaint's Policy which is available from any of our offices)

How to contact us

Trust offices are located at:

Centurion House,
77 Northgate Street,
Chester
CH1 HQ

Freephone: 0808 100 7701
Out of Hours emergency
01244 377733
e-mail: servicefirst@cdht.org

Blacon Area Office
17 The Parade
Blacon
Chester
CH1 5HN

Lache Area Office
89 Clivedon Road
Lache
Chester
CH4 8DT

Our web site www.cdht.com

Whose responsibility - outside your home?

	Trust	Leaseholder
Communal Areas		
Lifts and stairs	Yes	
Roof		
Chimney and chimney stacks	Yes	
Roof structure and covering	Yes	
Guttering, rainwater pipes and clips	Yes	
Fascias, soffit 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
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
Gaining entry		Yes
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
Inspection chambers	Yes	
Gardens and boundaries		
Gardens	Subject to lease	Subject to lease
Garden walls, but only if owned by the Trust – should these not say subject to lease re ownership	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 or rotary clothes driers if fitted	Yes	
Car hardstandings and gates, if owned by the Trust	Yes	

Garages and outbuildings		
Garages and outbuildings, if owned by the Trust	Yes	
Gaining entry		Yes
Providing new keys		Yes

Whose responsibility - Inside your home?

	Trust	Leaseholder
Windows		
Internal timber, uPVC or tile window sill (unless affected by rot or woodworm)		Yes
Skirting boards and picture rails (unless affected by rot or woodworm)		Yes
Window vents		Yes
Doors		
Internal doors, ironmongery and threshold strips		Yes
Walls		
Internal walls		Yes
Major plaster work, plaster air vents and cornice		Yes
Minor repairs to plasterwork e.g. cracks and small holes (under 150mm square)		Yes
Wall tiles and grouting to match existing as closely as possible		Yes

Floors		
Concrete/timber sub floor (not including floor tiles/other covering)	Yes	
Vinyl floor tiles where fitted by the Trust (self levelling compound will be used for repairs, except in bathrooms and kitchens where floor tiles are replaced and every effort made to match existing tiles, but complete matches cannot be guaranteed)		Yes
Loose floor coverings and fitted carpets		Yes
Floor boards and joists		Yes
Ceilings		Yes
Artex ceiling (patching only)		
Artex ceiling,		Yes
Fireplaces		
Fireplaces		Yes
Sweeping chimney		Yes
Staircase		
Staircase, banister and handrails (individual to flat)		Yes
Bathroom		
Bath & bath panel		Yes
Wooden airing cupboard panel, frames, door and shelving		Yes
Internal pipe work boxing		Yes

Kitchen		
Kitchen cupboards		Yes
Cupboard drawers		Yes
Cupboard door catches, handles and hinges		Yes
Worktop (worktop beyond repair will be replaced, but not necessarily to match existing, tenants can pay for worktop to be replaced to match)		Yes
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
Electrical consumer units		Yes
Electric storage heaters		Yes
Electric fires		Yes
Electric meter and supply of electricity		Yes
Immersion heaters		Yes
Extractor fans		Yes
Plumbing		
Water service pipes, overflow pipes and water tanks		Yes

Blocked sink, bath and hand basin waste pipes (except in tower blocks)		Yes
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
Bath or shower tray		Yes
Plugs and chains		Yes
Shower		Yes
Seal to bath and sink units and tile joint		Yes
Bleeding of radiators		Yes
Boxing in of new or existing pipe work		Yes
Gas		
Gas pipe work		Yes
Supply of gas and gas meter		Yes
Gas fires		Yes
Gas water heaters		Yes
Radiators valves, time clocks and thermostats		Yes
Gas boilers		Yes
Annual Gas or oil appliance servicing		Yes

Adaptations for disabled people		
Adaptations		Yes
Home security		
Additional door or window locks		Yes
Security door chains and spyholes		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
Low energy light bulbs		Yes
Loft insulation Cavity wall insulation	Yes	Yes