

Repairs & Maintenance

We aim to keep your home in a good state of repair. This includes the main structure and outside of your home. To make this happen, there are certain repairs that are your responsibility and others that are ours. All repairs have a target completion date and if you are elderly, disabled or vulnerable, the dates shown below may be reduced to allow for your individual needs. Please contact our Customer Care Team for more details.

Listed below are examples of repairs and whose responsibility they are. For further information, please contact the Customer Care Team.

Whose responsibility is it?

BATHROOM – who is responsible	MRH	Resident	Notes
Bath	✓		
Shower	✓		Unless installed by resident or gifted.
Toilet bowl	✓		
Toilet cistern	✓		
Toilet seat		✓	
Taps	✓		
Plugs and chains		✓	

DOORS – who is responsible	MRH	Resident	Notes
External doors including hinges and handles	✓		Excludes letterbox
Door numbers/plates		✓	
Door bell		✓	
Broken/cracked glass in door		✓	We will board up to make safe if necessary & possibly re-charge.
Loose glass in door	✓		
Internal doors including handles, locks, bolts & hinges		✓	Condition to be assessed during void.
External door locking mechanism	✓		
External door – lost keys/keys broken in lock		✓	
Door entry system	✓		
Letterbox		✓	Condition to be assessed during void.

WINDOWS – who is responsible	MRH	Resident	Notes
Broken glass in windows		✓	We will board up to make safe if necessary & possibly re-charge.
Broken glass panels		✓	We will board up to make safe if necessary & possibly re-charge.
Window frames	✓		
Window sills	✓		
Lost keys to window locks		✓	Keys will be provided during void stage.

KITCHENS – who is responsible	MRH	Resident	Notes
Stop taps	✓		
Cooker repairs		✓	Cookers are gifted to residents at the start of the tenancy. It is our responsibility only where we have supplied the cooker as part of an adapted kitchen/disabled adaptation.
Kitchen work tops	✓		
Kitchen unit doors	✓		
Kitchen units	✓		
Sink	✓		
Kitchen fittings provided by the resident		✓	

ELECTRICAL – who is responsible	MRH	Resident	Notes
Replacing light bulbs, fluorescent tubes, starters, plugs and tripped fuses		✓	Excludes sealed bathroom units.
Communal lighting	✓		
Smoke alarms	✓		
Carbon monoxide detectors	✓		
Socket outlets and switches	✓		
Total or partial power failure	✓		

PLUMBING – who is responsible	MRH	Resident	Notes
Blocked drains, toilets, sinks/wash hand basins, baths etc.		✓	Excludes communal drains.
Guttering and down pipes	✓		
Overflow	✓		
Water supply	✓		
Tap washers	✓		
Plugs and chains		✓	
Washing machines fittings and hoses		✓	
Burst pipes	✓		If caused by the resident, it will be re-chargeable.

SAFETY CHECKS – who is responsible	MRH	Resident	Notes
Gas leaks	✓		
Annual gas safety check / service	✓		Carried out annually.
Periodic electrical condition report	✓		Carried out every 5 years.

HEATING & HOT WATER – who is responsible	MRH	Resident	Notes
Partial loss of heating/hot water	✓		MRH will arrange for the job to be completed within 7 days.
Total loss of heating and hot water between 1 st November and 30 th April	✓		MRH will arrange for the job to be completed within 24 hours.
Total loss of heating and hot water between 1 st May and 31 st October	✓		MRH will arrange for the job to be completed within 7 days.

STRUCTURE – who is responsible	MRH	Resident	Notes
Chimney including pots and cowls	✓		
Roof including slates and tiles	✓		
Roof skylight	✓		
Fascia and soffit boards	✓		
Brick work / render	✓		
Foundations	✓		
Damp proof course	✓		
Walls	✓		
Plaster and plaster board	✓		Excludes minor cracks (minor crack = anything less than the thickness of a £1 coin).
Floors	✓		
Ventilation systems	✓		
Skirting boards	✓		
Loft hatch	✓		
Stairs	✓		
Banister	✓		
Steps to entrance / exit	✓		
Porches	✓		
Handrails	✓		

OTHER – who is responsible	MRH	Resident	Notes
Boundary fences or walls bordering a communal area	✓		
Fencing between properties	✓		
Gates	✓		
Driveways	✓		
Main access paths and other paved areas	✓		
Garages	✓		
Greenhouses		✓	
Garden sheds (including base)		✓	
Painting and treating of fences		✓	
Communal drying areas	✓		
Parking areas	✓		
Communal areas to flats	✓		
Communal decoration	✓		
Floor coverings		✓	During void process, maintenance surveyors will ensure suitable floor coverings are located in the bathroom, kitchen and separate WC. When a property is let, these coverings then become resident responsibility.
Driers		✓	
Garden		✓	
Internal decoration		✓	

We have three main types of repair for which target repair times are set. It may only be possible to make an emergency repair safe or prevent further damage on the first visit.

- Emergency repairs we aim to do within 24 hours.
- Urgent repairs we aim to do within 7 days.
- Routine repairs we aim to do within 28 days.

Some routine, non-urgent repairs such as fencing are completed through programmed work. This means that we will batch repairs together so that we can attract discounts from our suppliers and contractors which help us to keep costs down. If this is likely to apply to your routine repair we will let you know when you report it.

How to Report a Repair

So that your home stays in a good condition please tell us as soon as possible about any repairs to your home or communal areas, which are our responsibility.

You can tell us about any repairs by:

- Phoning us
- Writing to us
- Through a representative from the Association
- Via our website (Non-Emergencies only)

When you phone we will arrange for a contractor to carry out the repair, or arrange an inspection.

If you have an emergency repair outside working hours then call our office to be transferred to our out of hours service. If this number is unavailable please call 0203 701 3553

When you ask for a repair to be carried out we will need to know:

- Your name
- Address
- Telephone number
- As much information about the repair as possible
- Arrangements for access to property

Where possible an appointment will be made with you. Please make sure that the contractor can get into your home when they call. They must show you their ID Cards before they enter your home. If the contractor fails to gain access to your home they will leave you a card to tell you they have called. The card will have on it a telephone number for you to contact. This may result in the repair being Cancelled and in some cases you may be recharged for the contractor to call out.

Repairs Which Are Your Responsibility (even if we carry them out)

You are responsible for repairing any damage to your property or communal areas caused by you or negligence. This also includes damage caused by other people who live in your property including children, animals and visitors.

Any repair work you do, must be done to a satisfactory standard acceptable to us.

If we have to organise the work, **you will be charged for the repairs.** We will send you a bill with an explanation of the works carried out.

If you do not pay the bill we may take steps to recover the costs, and this may mean legal or court action against you.

New or Refurbished Properties

Different arrangements apply to these. There is a 'defect period' which can vary from six to twelve months depending on our arrangement with the builder. Your housing officer should inform you when you sign-up for the tenancy what the defects period is from your home.

- **Defects within the 'defects period'**
You should report these to us in the normal way. We will arrange for the contractor to call.
- **Defects that occur just before the 'defects period' comes to an end**
We will arrange a convenient time to come and inspect the property. If you know about any defects, it is important that you tell us. Any outstanding defects arising out of the main contract works will be listed and the contractor told. It is the contractors' duty to put these defects right at his cost.
- **Defects outside the 'defects period'**
All the future maintenance will be dealt with in the normal manner.

Customer Feedback

When you report a repair you will receive a copy of the order within 2 working days telling you who will do the repair, the estimated completion date and the access arrangements made by you. This also has a satisfaction survey on the bottom for you to return to the Association after completion of the repair.

If you do not return the survey, the Customer Care Team will contact you after the repairs has been completed to see if you was satisfied with the way the repair was dealt with. Your feedback is important to us so that we can continue to make improvements.

Inspections after Repairs Have Been Done

We inspect a percentage of repairs after completion to check for good standards of work. Please let us know if you are not happy with a repair, the way a contractor carried out the repair, or, if you think repairs have taken longer than the target time to complete.

Planned and Cyclical Maintenance

We aim to keep residents fully informed and we carry out consultation before major work is undertaken. We do this by:

- Providing written notice and notifying you of the names and contractors who will be doing the work
- Consulting with householders on major repairs and if possible giving choices on design etc.
- Ensuring that the maintenance works which require access arrangements within working hours are agreed with individual residents.

Annual Gas Safety Check

We have legal responsibility to carry out an annual gas safety check. These checks are designed to ensure the correct and safe operation of the gas installations and systems provided by us.

- It is very important you allow our contractor access. **Failure to grant reasonable access to carry out such checks will result in us taking legal action against you and you could receive an injunction giving us access to your home. In some cases you**

could even lose your home. We must carry out these yearly checks as we will not endanger the safety of others.

- It is up to you to ensure **your own** appliances are safe. **Your unsafe or defective appliances can kill so it is essential that checks are carried out every year.**
- A gas safe registered gas contractor appointed by us will contact you in writing each year informing you of when they will be calling to carry out the annual gas safety check.

Scheme Maintenance and Communal Areas

Please let us know if you are not happy with the standards of cleaning and maintenance of these communal areas.

Tenant's Responsibilities for Communal Areas

- **Defects**
You should report any defects or damage to communal areas as soon as possible.
- **Rubbish and obstructions**
You must keep any shared or communal entrances free from rubbish, furniture, domestic appliances, mobility scooter or any items that may cause obstruction or fire risk. Do not drop litter or dump unwanted household items in communal areas.
- **Safety equipment**
You must not interfere with security or fire safety equipment or means of escape in common areas.
- **Doors and visitors**
You should not – for the fire and security of yourself and of others – leave or wedge doors open. Remember to make sure that they are closed behind you. Do not let people whom you do not know into the building.
- **Child's play**
Do not let any child in your care play in shared entrances, halls, stairways, passageways or lifts.

Insurance

- **Structure**

We insure the structure of your property and also the communal areas.

- **Contents**

It is very important that you insure your possessions. We will not pay for, or replace your furniture, carpets or personal belongings if they are damaged under any circumstances, e.g. flood or fire. Our insurance does not cover contents that belong to you.

There are many insurance companies who offer low cost insurance and will allow you to pay for the cover in weekly or monthly payments, making it easier to afford. Your local Yellow Pages will have details of insurance companies and agencies.

Alterations to Your Home

We do not allow residents to make alterations to our properties without consent. This includes removing or altering our fittings, putting holes in walls, removing or altering internal or external walls and fences.

If you wish to make alterations, you must obtain permission in writing before any alterations or additions are made to your property:

- We will not normally refuse permission unless it will make the property less safe, decrease its value or add maintenance costs
- We may attach conditions relating to standards of workmanship
- When you leave the property, you must return the property to us in its original condition if the improvement is not left behind/intact

You may also be required to get other approvals (for example, planning permission or building regulation approval).

If you make an alteration to your home after we have given permission, you may have the right to compensation for improvements. Please read the later section on Compensation for Improvements.

Paraffin Heaters and Mobile Gas Heaters

You are not allowed to use or store within your home any of the following:

- Paraffin heaters
- Mobile gas heaters
- Gas cylinders
- Containers of petrol or paraffin

These can be dangerous and can also create a great deal of condensation which gets deposited around the house, causing mould and other related problems.

For more information on reducing condensation and for tips on how to save energy please see the section on Safety and Energy Efficiency in the Home.

Aerials, Satellite Dishes and Similar Items

These must not be put up without our written permission. In some areas you may also need the permission of the Local Authority. Speak to your Local Authority for further advice.

Your Rights

The right to repair

- You may be entitled to compensation if we fail twice to carry out an emergency or urgent repair which you have reported, within the published target completion time. [This does not include repairs classed as a routine, planned or cyclical maintenance.]
- We will pay you £10 plus £2 per day until the work is completed, up to a maximum of £50.
- However, to be eligible for this payment you must have allowed access for a contractor to attend to the repair and in some circumstances we may just make the repair safe within the target time.

Your right to compensation for improvements

- At the end of your tenancy, you may be able to claim compensation for improvements that you have made to your

property. You must have obtained written permission from us before you did the work and obtained three quotes from genuine contractors.

- If you are thinking about making improvements to your property, first discuss the matter with us.

Your right to a home loss payment

- If you have held a tenancy for at least one year and you are asked to move from your property on a permanent basis, you have the right, under certain circumstances, to receive a home loss payment.

Your rights if you have to move temporarily

- If we need to carry out work on your property and it is not possible for the work to be carried out while you continue to live in it, we may ask you to move out for a temporary period.
- If this happens, we will offer you alternative accommodation, and you could be eligible for a disturbance allowance.

Adaptations to Your Home

If you have mobility problems and need alterations or adaptations to your home, such as grab rails in the bathroom, a shower rather than a bath, then contact your housing officer.

We have a limited budget available for these alterations and therefore we may have to prioritise according to need but grants may be available from other sources, such as Social Services, and we can give you advice about this if we are unable to help.

Moving Out Of Your Home

You must leave your home in a good, clean and tidy condition. All rubbish and unwanted furniture must be taken away by you. We will charge you for removing any items you leave behind. If any repair or redecoration work is needed, we will charge you for any work that is your responsibility. Failure to complete these works will result in legal action being taken.

Contractor's Code of Conduct

All of our contractors must follow a code of conduct. This includes:

- The criteria they must meet to become and remain an “approved contractor” of the Association.
- The roles and responsibilities of the Association and the contractors.
- The standards and behaviours which are expected of the contractors.
- The administrative procedures that the contractor and Association must follow to ensure the repairs service works effectively.
- How the Association will monitor and review the work done by the contractors.
- What the contractor must do if they are not happy with the Association.

If you would like a copy of our Contractor's Code of Conduct, please ask our Customer Care Team to send this to you.