



# Haig Housing Repairs and Maintenance: Our Policy

(Under review as at December 2013)

The purpose of the Trust's Maintenance Policy is to ensure that we provide a first class service to tenants and keep our housing stock in optimum condition.

To provide a quality service we need to be efficient, effective, economic and in the best interests of the tenant. The Trust should meet legal responsibilities, including having appropriate insurance, and should comply with current good practice.

Where a tenant, a member of their family or a visitor causes or allows any part of the property to be damaged, the Trust will seek to recover all the costs of any necessary repairs or renewals from the tenant.

This leaflet is a summary of Haig Housing's Repairs and Maintenance Policy – a full copy of the policy is available from Haig Housing – please see over for details

### THE TRUST IS RESPONSIBLE FOR:

- The structure and fabric of the building inclusive of mains underground drainage systems, gutters, external waste pipes
- Carcasses and installations associated with supplying water, gas, electricity, lifts/similar mechanical installations, sanitation systems i.e baths, basins and toilets, space and water heating facilities where owned by the Trust
- Communal areas and associated installations which directly or indirectly serve tenants' homes
- Permanent fixtures and fittings which the tenant is not entitled to remove from the home

#### And for ensuring that:

- Adequate fire precautions are taken
- Insurance and third party liability insurance is in place
- Properties are fit for human habitation and are safe and not deemed 'injurious to health'
- Relevant regulation and legislation is observed and maintained
- Repairs are completed well, economically, in good time and by appropriately qualified contractors
- Appropriate materials are used and meet British Standards
- The quality of repairs is monitored and, where appropriate, post-inspected

### TENANTS ARE RESPONSIBLE FOR:

- Keeping the interior of the home clean and in good condition
- All internal decorations, including associated repair and preparation work
- All internal doors and locks
- Replacing fuses, light bulbs, door/window keys, glazing, toilet seats, plugs and chains, toilet roll holders, tap washers, bath panels, door bells, battery operated smoke alarms, all other batteries, clothes/washing lines and posts where not communal and for adjusting ball valves, bleeding radiators, re-igniting boilers and maintaining private gardens
- Ventilating and heating the home to minimise condensation risks
- Unblocking and cleaning internal drains, wastes, traps and external gullies
- Repairing any fixture or fitting which the tenant is not entitled to remove or which has been damaged by the tenant, family or visitors and any element/component of the structure or service installations damaged or disturbed whilst carrying out their own improvements
- Treatment and removal of vermin and nests ie, wasps, cockroaches, ants, mice etc

### REPAIR TIMESCALES

#### All repairs carried out by the Trust are prioritised according to the following criteria

Emergency (24 hours)	<ul style="list-style-type: none"><li>• To prevent danger to life or limb or serious/extensive damage to property or buildings.</li></ul>
Urgent (5 working days)	<ul style="list-style-type: none"><li>• Repairs required to avoid substantial inconvenience to the tenant or continued deterioration of the building</li></ul>
Routine (21 working days)	<ul style="list-style-type: none"><li>• Standard repair time for all items not covered by the previous categories</li></ul>
Other -Quoted voids in agreed timescales (65 working days)	<ul style="list-style-type: none"><li>• Extensive works/low priority repairs</li></ul>
Planned Maintenance (365 Days)	<ul style="list-style-type: none"><li>• Planned and cyclical work – part of a programme of works</li></ul>