

REPAIRS AND PLANNED MAINTENANCE POLICY



1. Introduction

We are hoping to make homes and neighborhoods we can all be proud of, our objectives are –

- Meeting your housing needs,
- Supporting you and our local communities,
- Delivering repairs and maintenance that keep our properties to your needs and look after our company assets

This repairs policy supports our objectives by ensuring we keep our properties in repair to meet your needs as well as the companies. Also, with good planning and prioritisation, we are able to make the best use of our company resources to ensure service is organised and effective.

2. Purpose –

The purpose of this policy is to:

- Deliver repairs and maintenance service that keeps our properties in repair;
- Deliver a repairs and maintenance service that achieves customer care and satisfaction
- Ensure we deliver a fair, culturally sensitive repair service that meets your individual needs;
- Comply with all relevant legislation relating to the repair and maintenance of our properties, fixtures, fittings.
- Achieve value for money by aiming to complete repairs first time
- Making the best use of our resources
- Continually improving our responsive repairs service to make it more efficient and effective
- Carrying out regular planned and cyclical maintenance ;

3. Scope

This policy sets out how we will keep your home and our assets in repair and provide a service that is in line with legislation. It also explains your repair responsibilities and our repair responsibilities.

This policy relates to tenants of Rent UK Property.

4. Policy

1. Definitions

You

The tenant(s) of the property. If two or more people are joint tenants, 'you' means each individual tenant and/or all tenants together.

We, us

Rent UK Property, your managing agent.

Property

The home and any private yard, garden, garage or attached outhouse

Responsive repairs

We carry out responsive repairs that are covered under our policy following a request by you, or someone acting on behalf of you, to repair or replace something already inside the property that is not working, or fallen under disrepair however further conditions apply, see Appendix B.

Emergency Repairs

These are responsive repairs that could result in immediate risk to the property or health and safety of people, for example uncontrollable leak or exposed wiring.

Urgent Repairs

These are responsive repairs that need to be dealt with quickly but don't present an immediate risk to property or people

Routine Repairs

These are responsive repairs that don't need to be dealt with quickly but cannot be left until we start a planned program

Planned Maintenance

We may carry out planned maintenance when something needs replacing, for example brickwork and external doors. We identify these either when carrying out a responsive repair or as part of checks to ensure we are meeting our legal obligations.

Planned capital investment improvements

We carry out planned works when our properties need major improvements to the exterior of properties, replacement of heating systems and electrical rewiring. We have a limited budget for these improvements so we prioritise them according to our Asset Management Strategy.

Cyclical (repeated) repairs

We carry out cyclical repairs when repeated maintenance is required either for health and safety purposes or to keep the properties in repair. For example, gas checks and electrical testing.

2. Reporting your repair

We provide a number of ways to report a repair, these are:

- Telephone: Call 01282 882699 choose the option for the relevant area, option 1 for the North West of England or option 2 for the North East of England. Then choose option 2 for the maintenance team,
- Email: maintenance@rentukproperty.com
- Letter: Rent UK Property, Time Technology Park, Blackburn Rd, Burnley, BB12 7TY,

You must report all emergency repairs by telephone. Please do not report any other emergency repairs in any other way.

3. Completing your repair

When you report your repair, we will give it a priority according to how urgent it is. Time scales and priorities are listed in Appendix A.

We usually give you an appointment when you report the repair. If we cant give you an appointment straight away, we will contact you as soon as we have an available appointment. Appointment slots are listed in Appendix A.

We will always try to complete your repair on the first visit, however sometimes this may not be possible. In these cases, we will ensure the property is safe and secure and arrange another appointment to complete the repair at your convenience.

Sometimes, we may need longer than usual to complete your repair, for example we may need to order parts or we may have an unusually large number of repair requests. If this happens, we will let you know the reason for the delay and when you can expect us to contact you to arrange to complete the repair.

We, our contractors, will always have identification badges to confirm our identity when we visit your property.

We may refuse to carry out a repair if you are abusive or aggressive to our staff. If the property is unhygienic, the area too cluttered or the operative feels it is unsafe for them to carry out your repair, we may not be able to complete the works until you resolve the issue.

4. Repairing responsibilities

We have a joint responsibility with you to maintain our properties. You must keep the conditions set out in your tenancy agreement relating to repairs and maintenance and carry out the responsibilities set out in Appendix B.

5. Special circumstances

We recognise that you have individual needs and may need repairs completing more quickly than normal due to special circumstances. If you tell us about something that makes the repair more urgent, we will consider your request and may increase the priority of your repair and respond faster than normal. If the repair is your responsibility but you can't complete it because of special circumstances and you don't have a family member or friend to help, we may complete the repair. See Appendix B.

6. Damp and condensation

We have a damp and condensation policy to ensure we take the correct remedial action for damp and condensation. This may include repairs, detailed guidance, advice or support. We may refer you to other organisations for support if we feel this will benefit you.

7. Disrepair

If you make a disrepair claim, we will deal with this in line with the Housing Disrepair Protocol as part of the Landlord and Tenant Act 1985 section 11.

8. Gas & Electric maintenance

We carry out annual gas checks and five yearly electrical checks of appliances and pipes that we have installed in our properties. You **MUST** give us access to your home to carry out this check because it is essential for your health and safety and we have to do this by law. If you don't we may take legal action against you and charge you for any associated cost.

If you have fitted your own fire, you are responsible for any repairs. We will, however carry out regular safety check. You will need to provide us with your manufacturer's instructions, as we may need to remove it to inspect your chimney, carry out a visual safety check and refit it when we have finished the check.

We do not give permission to install wood burners. If you install any solid burning appliance, we will remove it, for safety reasons.

9. Empty properties

When you move into one of our properties, we will ensure that it meets our lettable standard, and will be safe and secure.

10. Chargeable repairs

We may charge you for a repair when:

- The repair is your responsibility as stated within this policy or your tenancy agreement; or
- We decide that the repair has not been caused by fair wear and tear;
- The repair is needed because you have removed something or damage has been caused by you, other people living in the property, your visitors or your pets; or
- You gave us false information when you reported the repair; or
- You repeatedly deny us access to the property to complete a repair; or
- You delay reporting a repair and it has caused further damage to the property as a result; or
- The repair is needed because you have altered the property without our permission.

11. Permissions and improvements

You have the right to request permission to carry out improvements or alterations to your property. You **MUST** obtain our written permission before you start work. You are responsible for the repair and maintenance and any improvements or alterations you have made to the property.

12. Insurance

We have buildings insurance in place for our properties; however, this does not cover your belongings so we advise you to take out your own contents insurance.

13. Monitoring, review and evaluation

We are committed to continually improving our repairs service to make it more efficient and effective and to increase customer satisfaction.

We will review this policy every three years and update it annually with any legislative changes.

Appendix A

Timescales and priorities

When you report a repair, we will give it a priority and timescale according to how urgent it is. Our time scales are:

1 – EMERGENCY – When there is an imminent risk to health and safety, the work will be undertaken in 24 hours. The priority is to make the situation safe and secure. Following that, arrangements will be made to complete the repair as normal.

2 – URGENT – When it is a key component that is not operating eg a boiler break down or a broken toilet, the work will be undertaken in five days.

3 – ROUTINE – When the problem doesn't cause too much inconvenience eg internal joinery or plaster work, the work will be undertaken within 28 days.

- If you suspect a gas leak you must call the national gas emergency number immediately on 0800 111 999.
- If you suspect a power cut you can check this at <https://www.enwl.co.uk/> or by calling – 0800 195 4141
- If you have a water mains issue and are without water to the property or low pressure please check at <https://www.unitedutilities.com/> or call – 0345 627 2888

Appointment slots

AM – 8:30am – 12:30pm

PM – 12:30pm – 5pm

Avoiding the school run – 9:30am – 2:30pm

Appendix B

Repair responsibilities

In addition to your obligations stated in your tenancy, you are responsible for:

- Giving us, or our contractors, access to inspect the condition of the property and complete repairs, maintenance and other works. We will usually give you at least 24 hours' notice unless there is an emergency. If we need to access your property immediately due to an emergency we will try to contact you but if we cant we may need to force entry. We will ensure your property is secure afterwards and complete any necessary repairs;
- Reporting any repairs immediately. You are responsible for any repairs that's have caused damage because you delayed reporting them;
- Treating us, and our contractors, with respect and allowing us to carry out the repair in a safe environment;
- Ensure pets and other people are removed from the work area;
- Keeping the interior of the property, gardens and pathways in good, clean condition. You are responsible for any repairs that are needed because of you damage or neglect;
- Taking reasonable precautions to protect the property from damage from fire, frost or water;
- Ensuring you don't cause blockages to pipes, drains or gullies for example by disposing of cooking oils down sinks and sanitary products, nappies and baby wipes down toilets, this maybe chargeable depending on the circumstance;
- Turning the water supply off if you cant turn a tap off;
- Moving your belongings where we need access to complete your repair, for example furniture, appliances and floor covering; and
- Repairs and maintenance to any alteration or improvement that you have carried out yourself with or without permission.

Bathrooms

We are responsible for toilets, baths, basins and showers we have fitted.

You are responsible for fittings such as plugs and chains, toilet seats, shower rails, shower curtain, toilet roll holders and towel rails. You are also responsible for unblocking toilets, sinks, basins, baths and shower trays.

Decorating

You are responsible for the internal decoration. Written permission must be given prior to any decoration undertaken.

Doors

We are responsible for external doors, locks and frames. You are responsible for door numbers and knockers.

We are also responsible for internal door frames and internal doors to kitchens and bathrooms. You are responsible for all other internal doors.

You are responsible for your keys and we may charge you if we have to replace keys or force entry because you are locked out.

Drains, external pipes, gutters and gullies

We are responsible for repairs to water and drain services, external pipes, gutters and gullies.

You are responsible for keeping drains and gullies free from blockages.

Electrics

We are responsible for electrics.

The electric supplier is responsible for the electric meter.

You are responsible for appliances and fittings you have installed yourself, including checking and replacing fuses. You are also responsible for replacing light bulbs. You are responsible for resetting trip switches.

Fixtures and fittings

You are responsible for fixtures and fittings such as coat hooks and curtain rails.

Foundations and floors

We are responsible for foundations and floors.

You are responsible for floor coverings, including removing them if we need access to complete a repair and any door alterations needed after carpet fitting.

Gas

We are responsible for gas service (pipework after the gas meter)

The gas supplier is responsible for the gas meter.

You are responsible for appliances you have installed yourself, **we strictly advise against this**. For gas fires please see heating, hot water and fires.

Heating, hot water and fires

We are responsible for central heating and hot water systems. We are responsible for fires that we have installed.

If you have fitted your own fire, you are responsible for any repairs. We will, however carry out annual gas safety check.

We do not give permission to install solid fuel burning appliance. If you install a solid fuel burning appliance, we will remove it, for safety reason we may charge you for this.

Kitchens

We are responsible for kitchen units, sinks, worktops and associated pipe work. You are responsible for any domestic appliances such as washing machines, fridges and cookers. You should ensure these are fitted and maintained by a qualified person.

You are responsible for unblocking sinks.

Roofs and chimneys

We are responsible for roofs and chimneys.

Sheds, garages and outhouses

We are responsible for sheds and garages installed by us. We are responsible for outhouses that are connected to the main property by roof or wall.

You are responsible for unattached outhouses. If you have installed and sheds or garages, you are responsible for them. If these become unsafe and you are unable to repair or remove them yourself, we will either repair or remove them and we may charge you for this.

Smoke alarms and carbon monoxide alarms

We are responsible for the installation of smoke and CO alarms at the beginning of the tenancy. These must not be removed and maintained by you the tenant.

You are responsible for testing the batteries. If the battery needs changing then you must replace it. You must not change the backup battery in a hard-wired smoke or carbon monoxide alarm.

TV aerials

You are responsible for any TV aerials that are used by you and your household.

Walls, skirting boards, ceilings and plastering

We are responsible for internal and external walls, skirting, ceilings and plastering.

You are responsible for plastering small holes and cracks.

Windows

We are responsible for external windows including fittings.

You are responsible for re-glazing unless you provide us with a crime reference number. We will make the window secure however we may charge you for this,

Covid – 19 temporary repair policy

We're working to get the full repairs service up and running while keeping you safe.

We take the safety of you and your family very seriously. We're continuing to follow government guidelines and best practice across the housing sector to minimise the risks posed by COVID-19.

While it feels like some things in life are getting back to normal, we all know that the virus will be with us for some time. At the moment we're only carrying out emergency repairs, but we're working to get the full repairs service up and running soon. We hope to be able to give you a further update on this in a few weeks' time.

For those of you with outstanding non-emergency repairs, we'd like to assure you that resuming the service is a big priority for us and we thank you for your patience and understanding over the last few months.

Emergency repairs – what you need to know

If we need to visit your home to carry out an emergency repair, we'll take every precaution to keep you safe. As part of these important safety measures, we'll:

- ask you if you've had any symptoms of COVID-19 when you report a repair
- sanitise our hands before entering and leaving your home
- wear full personal protective equipment if you have symptoms or are self-isolating
- stay a safe 2-metre distance away from you, and we might ask you to move to a different room while we carry out the repair.

Your repairs questions answered

Some of you have called our contact centre to ask how our operatives will work safely in your home. Here are some of the common questions asked together with our responses.

Why are operatives only wearing masks and not full personal protective equipment (PPE)?

In line with the government's safe way of working guidance, our operatives aren't required to wear PPE. However, they'll wear masks or a visor and will sanitise their hands before and after every visit. If you'd like an operative to wear gloves, please ask them to do so when they arrive.

If I or someone in my household has COVID-19, what additional PPE is worn?

Depending on the work that needs doing, we may postpone the visit. If the work is an emergency or essential, the operative will wear a mask or visor, disposable gloves and a disposable paper suit.

Can I ask the operative to wear additional PPE?

If you'd like an operative to wear additional PPE, please tell us when you report your emergency repair. Please be aware though that there is still a global PPE shortage, and we're carefully monitoring our stocks to ensure that staff have appropriate PPE when situations require them to wear it.

Do I need to ventilate my home for the appointment?

Where possible we ask that you ventilate your home by opening windows for the duration of the visit.

What if I refuse access to my home?

We ask that you co-operate with us and allow operatives into your home to carry out any necessary repairs. Government guidelines state that, after 1 August, those who've been shielding because they're clinically vulnerable no longer need to. If you've been shielding, we understand that you might feel nervous having people come into your home. But we want to reassure you that our operatives have received all the necessary training to keep you safe in your home.

I've been shielding – will you be doing a gas safety check now?

You might have received a letter to say that we'll be carrying out a gas safety check in your home – even if you were shielding. This is an automated process that we should have stopped so we apologise for any confusion this might have caused. However, we contacted everyone on the shielding list to say that we'd only begin the safety checks after 1 August (in accordance with government guidelines). Now that shielding has ended, it's a legal requirement for us to carry out these important checks. If your home is due for a gas safety check, we'll be in touch with you to arrange an appointment.