

Repairs & Maintenance

THE LANDLORD'S RESPONSIBILITY – in terms of Repairs and Maintenance of your home.
(Please see your Tenancy Agreement and Tenants Handbook)

Tenant's Right to Occupy

The Association must allow you to live in your home without interference. However Franklands Village Housing Association (FVHA) is allowed to ask to enter your home when needed to inspect the condition of the property or to carry out repairs or other work. However we must first give you 'reasonable' notice that we do need to enter your home.



Repair of Structure and Exterior

The Association must keep the structure and outside of your home in good repair including:-

- Drains, gutters and external pipes
- The roof
- Outside walls, outside doors, windowsills, window catches, sash cords and window frames including necessary external painting and decorating
- Internal walls, floors and ceilings, doors and door frames, door hinges, and skirting boards of communal areas but not including internal painting and decoration of your home
- Chimneys, chimney stacks and flues but not including sweeping
- Pathways, steps or other means of access
- Plasterwork
- Boundary walls and fences

Repair of Installations

The Association must keep in good repair and proper working order any installations provided by the Association for space heating, water heating and sanitation and for the supply of water, gas and electricity to your home, including:-

- Basins, sinks, baths, toilets, flushing systems and waste pipes
- Electric wiring including sockets and switches, gas pipes and water pipes
- Water heaters, fireplaces, fitted fires and central heating installations.

Repair of Common Parts

The Association must take reasonable care to keep the common entrances, halls, stairways, lifts, passageways, rubbish chutes and any other common parts, including their electric lighting, in reasonable repair and fit for use by residents, other occupiers and visitors to the Premises.

External Decorations

The Association must keep the exterior of the Premises and any common parts in a good state of decoration and normally to decorate these areas once every 5 years.

THE TENANT'S RESPONSIBILITY - in terms of Repairs and Maintenance of your home, you are responsible for carrying out minor repairs of the sort normally undertaken by an occupier of premises. This includes:-

- Clearing blockages to pipes
- Replacing tap washers
- Replacing electrical bulbs and fuses
- Replacing toilet seats
- Replacing plugs on appliances
- Replacing sink and bathtub plugs
- Replacing fuses in your appliances
- Replacing smoke alarm batteries (where battery operated).

This list is for example only and should not be treated as a complete list. (Please see your Tenancy Agreement & Tenants Handbook for further information).

It is also important to highlight that if you fail to meet your responsibilities to carry out minor repairs, we may carry out these repairs and recharge you.

Internal Decoration

You must keep the interior of your property in good and clean condition and to decorate all internal parts of the property as often as is necessary to keep them in good decorative order.

Reporting Disrepair

You must report to the Association promptly any disrepair or defect for which the Association is responsible in the property or the common areas.

Access

You must allow the Association's employees or contractors acting on behalf of the Association access at reasonable times and subject to reasonable notice to inspect the condition of the property or to carry out repairs or other works to the property or adjoining property. (The Association will normally give at least 24 hours' notice but more immediate access may be required in an emergency.)

THE TENANT'S RIGHTS - in terms of Repairs and Maintenance of your home. (Please see your Tenancy Agreement and Tenants Handbook)

Right to Make Improvements

The Tenant may make improvements, alterations and additions to the property, including the erection of a television aerial, external decoration and additions to, or alterations in, the Association's installations, fixtures and fittings, provided that the Tenant **has first obtained the written consent of the Association** and all other necessary approvals (for example, planning permission or building regulations approval). The Association shall not unreasonably withhold its consent but may make it conditional upon the work being carried out to a certain standard. Failure to seek the Association's consent or to comply with the Association's conditions shall be a breach of the Tenant's obligations under this Tenancy.

Compensation for Improvements

The Association has a scheme under which tenants may be compensated for the costs of specified improvements if they leave the property. The scheme shall operate in accordance with the requirements laid down from time to time by the Homes & Communities Agency (HCA) The Association shall provide details of the scheme at the beginning of the Tenancy and inform the Tenant of any changes.

Right to Consultation

The Association shall consult the Tenant before making changes in matters of maintenance that are likely to have a substantial effect on the Tenant.

Contents Insurance

You are responsible for insuring the contents of your home and expected to take reasonable precautions to prevent damage to the property.

How to Report a Repair

We rely on you to report any faults promptly and to provide access to our contractors to ensure that the repair may be undertaken within the agreed timescales.

We aim to repair reported faults as swiftly and cost effectively as possible. To assist us in this please be precise as to the nature and location of the problem.

You should report any repair needed during office hours of 0900hrs to 1700 hrs Monday to Thursday and 0900 hrs to 1600 hrs on Fridays on **01444 413771**.

If you experience a fault requiring **Emergency Action Out of Hours you should call 077326 75240**. This will connect you to an emergency service where the problem will be assessed and appropriate action taken.
PLEASE NOTE THAT THIS NUMBER IS FOR EMERGENCY REPAIRS ONLY AND YOU WILL BE CHARGED FOR UNNECESSARY CALL OUTS.

In the event of a suspected **Gas Leak** you should call National Grid on **0800 111 999** who will make safe the fault inside your home.

Categories of Repairs

There are 3 main categories of repair and each category has a time target for that repair to be completed.

1. **EMERGENCY**

To attend and make safe within 24 hours of the repair being reported, the repair to be completed within 3 working days.

Electrician:

- **Exposed wires**
- **Total Loss of supply** to property or common staircase in block of flats
- *Unsafe power or lighting socket or electrical fitting*
- **Total Loss or partial Loss of Water Heating** between 31st October and 1st May (immersion heater)

Plumber:

- **Gas leaks** within the property (i.e. consumer's side of meter)
- **Total or partial loss of gas supply**
- **Blocked Flue to boiler**
- **Total or partial loss of heating or water heating** between 31st October and 1st May
- **Joints or pipes broken/leaking**
- **Blocked or leaking foul drain, soil stack,** or (where there is no other working toilet in the property) **toilet pan**
- **Toilet not flushing** (where there is no other working toilet in the property)
- **Waste pipe blocked**
- Total Loss of Water Supply

Builder:

- **Effect temporary repair** to prevent further damage (i.e. collapse of ceiling or floor)
- **Insecure external window, door or lock**
- **Manhole covers** – replace if dangerous or missing
- **Roof tiles** – refix or remove if dangerous

- **Staircases** – repair if dangerous
- **Windows** – board up if broken (if damage caused by Tenant's neglect this would be a chargeable repair)

Main Services: Please note that Gas and Electricity Companies are usually responsible for the provision of their supplies to the main fuse box/meter and the Water Company for the supply to their stopcock which is usually immediately outside the property's boundary. If the failure of these services is the responsibility of the supply authority, the FVHA will report the fault for the Tenant but will not be responsible for the restoration of supply or repair.

2. URGENT

Repair within 5 working days.

Electrician:

- **Total Loss of Water heating (hot)** – faulty immersion heater between 2nd May and 30th October
- **Partial Loss of electric power**

Plumber:

- **Blocked sink, bath or basin**
- **Tap, which cannot be turned**
- **Heating failure** during period 2nd May to 30th October inclusive
- **Leaks (serious)** – hot or cold water tanks, joints, taps or waste fittings
- **Partial Loss of water supply**

Builder:

- **Chimneys** – refix loose cowl – clear blockage caused by bird's nest or building material (FVHA not responsible for chimney sweeping)
- **Wasps** – treat nests with proprietary approved chemicals
- **Windows** – repair broken fittings. Reglaze if not dealt with as an "Emergency"
- **Hand rails or Banisters** – Loose or detached
- **Rotten Timber Flooring or stair tread**

3. ROUTINE

Plumber:

- **Bath** – if seal leaking, re-seal with silicon along joint between bath and tiles (ground floor bathrooms)
- **Central heating** – non "Urgent" repairs that can be affected between March – October inclusive
- **Flashings** (lead or zinc) – repair or replace
- **Leaks** – repair/replace water tanks, joints, taps or washers and waste fittings not dealt with under "Urgent"
- **WC** - *broken seat/difficulty on flushing*

Builder:

- **Bath** – refix/replace panels or framework
- **Ceilings** – effect repairs not dealt with under "Urgent"
- **Doors** – adjust/repair or replace, including fittings and locks not dealt with under "Urgent"
- **Draughts** – repair/replace or install draught excluder
- **External aids** – provide wheelchair ramps or handrails

- **Floors** – repair/replace if not dealt with under “Urgent”
- **Garages** – repairs to doors and roofs
- **Gutters/downpipes** - unblock – repair/replace or refix broken, missing or loose sections
- **Handrails** – repairs not classified “Urgent”
- **Roof tiles** - refix/replace if not classified “Urgent”
- **Windows** – repair/replace fittings not classified “Urgent”
- **External doors** – ease/adjust to ensure effective operation, reglaze if not dealt with as an “Emergency”

Annual Gas Servicing

Franklands Village has contracted BSW to carry out annual servicing of the gas boilers in properties. This is a **legal** requirement, carried out for **your** safety. You must make every effort to co-operate with the contractor to allow access for the work - which will take less than an hour. This will ensure the safe operation and efficient function of your boiler.

If you should feel drowsy in the vicinity of the boiler and suspect a problem with the boiler, you should immediately open windows to air the room and report the problem immediately.

Condensation

Higher levels of insulation double glazing and improved sealing of properties has increased the incidence of condensation in properties. This is often perceived by tenants as damp.

Condensation occurs when the moisture present in the air comes into contact with a cool surface and appears as drops of water.

In order to combat the likelihood of condensation it is recommended to keep the heating running continuously at a low temperature to allow the building structure to absorb heat. Intermittent bursts of heating will create cold areas in the property which will encourage condensation.

Condensation may be minimised if you to ensure good ventilation and air circulation o use extractor fans where fitted o fit an external vent kit to a tumble drier o do not dry washing in doors.

Renovation Work

Franklands Village Housing strives to maintain a high standard of components within the property. In order to achieve this, properties are regularly inspected with regard to component condition, particularly in kitchens and bathrooms, so that a planned programme of renovation may be implemented.

Where renovation is deemed necessary it will be incorporated into a budgeted programme.