



**SHETTLESTON
HOUSING
ASSOCIATION**



Maintenance Policy

**Approved: June 2023
V.07 (Code: PS12)**

Maintenance Policy

1. Introduction

The purpose of this policy is to set down our approach to the delivery of the repairs and maintenance service for the Association's housing stock. The service is one of our most important functions as a landlord, ensuring our stock is well maintained, meets all current standards and is able to meet the needs of our customers. This policy has been developed to take into account legislative, regulatory and good practice requirements in relation to repairs and maintenance services. This policy will also be supported by a suite of procedures, detailing relevant repairs and maintenance activities.

2. Purpose of the Policy

This policy assists the delivery of three of the Association's Strategic Objectives:

- To effectively manage our resources to protect our assets and deliver the best possible outcomes for quality affordable homes in the area – by ensuring the good quality of our homes and our neighbourhoods is maintained, and our stock is always in demand.
- To support our tenants and the local community through the “cost of living crisis” and seek to promote health and well-being – by engaging customers in service design and setting service standards to achieve customer satisfaction
- To continue to improve the quality and value for money of our services – by focusing on the whole-life value of our assets whilst managing annual costs prudently.

The objectives specific to our repairs and maintenance service are as follows:

- to provide a prompt and cost effective responsive repairs service that our customers value, consistently delivering on our customer service aims.
- to provide services that are easily accessible in a way that suits customers and which deliver high standards of customer care.
- to ensure repairs are completed “Right First Time” wherever possible, minimising inconvenience for customers and costs to the Association.
- to ensure all our properties are kept in good repair, prioritising necessary works to minimise health and safety risks, damage to the property and impact on the occupants.
- to comply with all relevant legislative and regulatory requirements in order to fulfil the Association's contractual obligations to our customers.
- to ensure customers are aware of their responsibilities for general upkeep of their home and to assist us with the repairs process, stated in our tenancy agreement.

- to work with customers to set and monitor service standards and drive improvements, valuing customer feedback and complaints.
- to work to maximise the value for money of our service, seeking efficiencies where possible.
- to utilise cyclical maintenance programmes to reduce the requirement for responsive repairs and prolong component life spans.
- to minimise void repair periods and ensure homes meet our Minimum Lettable Standard.
- to achieve compliance with outcomes of the Scottish Social Housing Charter.

3. Repairs & Maintenance Service

The Association aims to provide our customers with a complete property management service to maintain the quality of our stock. There are four categories which are used to define the service.

Responsive Repairs - These are repairs that are carried out in response to a request from a customer or employee, where a defect has been identified and is the responsibility of the Association to rectify. These works will be categorised in terms of impact on the property and the occupants and will be given appropriate timescales for completion. Examples include loss of heating, broken guttering or dripping taps.

Void Repairs – These are works undertaken when a property becomes vacant to ensure it meets our quality and safety standards and to address any required repairs prior to re-let.

Cyclical Maintenance -These are works that are carried out at agreed intervals and that usually involve some element of inspection, servicing, decoration, testing or cleaning. Cyclical works ensure safety, or enhance the operation or appearance, or maximise the lifespan of key components of our buildings and the environment. They include items like external painting, gutter cleaning and electrical inspections.

Planned Maintenance - Covers major works carried out when the building components are no longer working efficiently or have reached the end of their expected lifespan. They include re-roofing, kitchen replacements and central heating replacements. These works are normally carried out on an area basis to help minimise overall unit costs.

4. Responsive Repairs

Our aim is to provide customers easy access to our repairs service through different routes to suit their individual needs. During normal office hours, a repair can be reported to the Repairs Team by telephone, email or via our Website, or in person at our offices. We also operate an “out of hours” emergency repairs service every day of the year, accessed via our repairs telephone number- **0808 202 6565**.

The Association will carry out repairs within our responsibility, at a time to be agreed with the tenant, or the person reporting it on their behalf – **Appendix 1** provides examples of the “division of responsibility”, i.e. the repairs that the Association will carry out and those that are the responsibility of the tenant. The time we have to attend to the repair - the response time - will be dictated by whether it is classed as an

emergency, urgent or routine repair and by the timescales given in the ‘Right to Repair’ legislation.

4.1 Response Times

Part of being able to provide a first class service is being able to respond quickly when a repair is reported. The Association is, therefore, committed to achieving the following response times:

| <u>Category</u> | <u>Response Time</u> |
|-----------------|---------------------------------|
| Emergency | 4 hours to attend and make safe |
| Urgent | 3 working days to attend |
| Routine | 10 working days to complete |

4.2 Repairs Categories

While it is not possible to provide a definitive list of all the repairs falling into each of the emergency, urgent and routine categories, the following provides guidance that will cover most common cases.

Emergency Repairs

These are repairs that may pose a threat to a building/property or the health/wellbeing of its occupants if not attended to as soon as possible. Examples of emergencies include:

- No electricity
- Exposed electrical wires
- No water
- Choked WC
- Cistern not flushing (where elderly, disabled or child in house and this is the only WC within the house)
- Broken window (broken all the way through or glass unsafe)
- No access to house (this will be recharged to the tenant)
- Flooding
- Loose roof tiles, where there is a danger of tiles falling from the roof

When an emergency repair arises outwith normal office hours all Association tenants have access to a call-out service. Details of the telephone number to call are provided in our newsletters, website, in the office reception and on the Association’s telephone answering machine message.

It is important to note that the 4 hour time noted in Section 4.1 is a **response** time, rather than a completion time, during which the Contractor will attend the tenant’s home/common area and make safe the repair. Any follow-up repair required will be classed as an urgent or routine job in the usual manner and a new repair order raised.

For example, where a window has been broken it may only be possible to remove and clean up the glass and board the window at the initial visit, with the glazier returning to complete the work within the 10 working day routine repair timescale.

Urgent Repairs

These are repairs that do not necessarily pose a threat to the building/property or health / wellbeing of its occupants, but that the Association would like to carry out within 3 working days to reduce any inconvenience caused to the tenant or further damage to the property. Examples of repairs categorised as urgent include:

- Choked bath, wash/hand basin, sink or external drain
- Faulty light switch, socket or pendant (if wiring bare, this is an emergency)
- No hot water or central heating
- Cistern not flushing (where no elderly, disabled or child occupants)
- Faulty Yale lock (mortice working)
- Controlled entry system not working
- Minor roof leak

It should be noted that some repairs will be classed as 'qualifying' repairs under the tenants' Right to Repair (Appendix 2) and the Association will always apply the more onerous response timescale.

Routine Repairs

Routine repairs are repairs that are the Association's responsibility, but that do not fall into the emergency or urgent categories. Examples of routine repairs include:

- Loose floorboards
- Leaking guttering
- Dripping tap/tap washer replacement
- Cracked sanitaryware where there is no leak
- Loose internal pass/cupboard doors
- Cracked paving in common area
- Renewal of letterbox
- Repair to bin store gate
- Cracked (but not broken) window

If a repair originally classed as routine becomes urgent/emergency whilst waiting to be carried out the Association will re-classify the repair and the work will be completed within the revised response time. The Association allows 10 working days to carry out routine repairs.

The Association aims to complete all repairs “right first time”, and we will monitor our performance against this measure. Customers who request a repair will be asked to provide adequate information to assist the Association to allocate work appropriately and ensure the necessary materials are available. Where the description of the fault is unclear, or the issue appears complex, the Association will undertake a pre-inspection before instructing a contractor.

4.3 Access for repairs

The Association aims to arrange repair times to suit the needs of individual tenants and passes on access details, availability and tenants’ contact numbers to contractors in order to minimise inconvenience and abortive visits. Tenants will be asked to ensure that someone is available straight away to allow the Contractor access for emergency repairs. If the Contractor does call at an agreed pre- arranged time and does not gain access then the tenant may be charged for the Contractor’s time.

Where appropriate, access will be arranged on the basis of a morning or afternoon appointment:

Morning: 9.00am – 12.30pm

Afternoon: 12.30pm – 4.30pm

Appointments will be recorded by the contractor and attendance at the agreed time confirmed on the system when the works are completed.

4.4 Pre Inspections

The Association aims to carry out pre-inspections on 15% of all its routine repairs. Repairs are pre-inspected when one or more of the following criteria applies:

- The nature of the work is not clear (i.e. for diagnostic purposes)
- A random selection to make the sample up to 15%

4.5 Post Inspections

Post Inspections are also carried out on 15% of the repairs raised in the year. Repairs are post-inspected when one or more of the following criteria applies:

- The invoice is higher than anticipated
- The tenant is dissatisfied in any way with the repair
- The repair is communal
- A random selection to make the sample up to 15%

The results of the post repair inspections will be taken into account in the annual review of each Contractor’s performance.

4.6 Rechargeable Repairs

Repairs that are the Association's responsibility are outlined in Appendix 1. The Association is not responsible for repairing damage caused wilfully, negligently or accidentally by tenants or owners, their families or visitors. Where damage is caused, or neglect results in damage, the responsible person can:

- arrange for the repair to be completed to the Association's standards and satisfaction, meeting any relevant legislation, building regulations and health & safety requirements.
- agree to pay the Association up front to undertake the repair.
- agree to pay for the work after completion (in exceptional circumstances)

The Association will aim to advise if a repair is rechargeable before starting work. The Association will always seek to recover repair costs for works which are the tenant's responsibility. Where work is not carried out to the Association's standards further work will be carried out and the costs will be recharged.

Full details of the Association's policy and procedures for addressing rechargeable repairs are given in the Rechargeable Repairs Policy and Procedures.

4.6 Responsibilities of Owners and Sharing Owners

Specific repair responsibilities of owners and sharing owners are conferred in accordance with the relevant Deed of Conditions and Occupancy Agreements. In general, sharing owners and owner-occupiers will be held entirely responsible for all repairs and maintenance works to their own property. They also have a shared responsibility for repairs and maintenance to common parts and jointly owned items and this work is managed via our Factoring Policy and Procedures. These repair responsibilities are fully outlined in the Deed of Conditions and Occupancy Agreements.

Where failure to meet these obligations and responsibilities results in damage or deterioration to the Association's property the Association will take preventative action to protect its investment. This is likely to mean that the Association will carry out the work required and recharge the costs back to the owner or sharing owner as detailed in the Association's Factoring Terms and Conditions.

5. Void Works

The Association aims to let void properties as quickly as possible in order to meet housing need and to minimise loss of income. To meet our target turn-around timescale the Association has a systematic approach to undertaking inspections and instructing necessary repair work; to monitoring progress towards completion; and to passing properties fit for let.

To achieve consistency across our properties, the Association has agreed a Minimum Lettable Standard. This defines, as far as practically possible, the standard that a property will achieve to be considered ready to let.

Full details of the Association's approach to void works are contained in the Void management Policy and Procedures. The procedures are regularly reviewed to ensure best practice and consistency is maintained throughout the full void process.

6. Cyclical Maintenance

Cyclical Maintenance works are carried out periodically to prolong the life of building components, avoiding expensive repairs and complete failure. Our cyclical programmes ensure key building systems operate safely and effectively, and help to minimise the cost and disruption of responsive repairs.

The Association also delivers cyclical maintenance programmes in compliance with Health and Safety legislation in respect of high risk areas such as Gas Servicing, Electrical Testing, Fire Safety, Legionella Testing, Asbestos monitoring, playground equipment, etc. These programme are regularly monitored to ensure that any certificates of compliance are current and up to date, and any remedial works are actioned.

Other main cyclical programmes undertaken by the Association include environmental maintenance e.g. maintaining external planting, gutter cleaning and common area decoration.

The Association will address as soon as practical, any defective equipment, or issues of non-compliance raised as a result of any programmes carried out on a cyclical basis.

The cyclical maintenance programme will be agreed on a 5-year basis and will be updated annually by the Property Services Manager and the Projects Officer. The cycle for each element of the programme varies:

| | |
|------------------|--|
| Annual | Gas safety inspections & servicing Gutter cleaning Open space maintenance Legionella testing Asbestos monitoring Common fan and MVHR servicing Smoke, Heat & Carbon Monoxide detector test |
| 5 yearly | Electrical testing & inspection External painterwork |
| 10 yearly | Close Painting |

5.1 Gas Inspections and Electrical Checks

As part of the cyclical maintenance programme, the Association carries out programmes of gas and electrical inspections.

Gas Safety Inspections are carried out annually and are required by law (the Gas Safety (Installation and Use) Regulations 1998). The Association employs competent Contractors (where all of the fitters are Gas Safe registered) to carry out inspections.

The Association is provided with a copy of the inspection form detailing the Contractor's findings and any follow-up repairs that are ordered. The Association also has access to our current contractor's (CTS) portal. This allows real time information on works carried out and also provides a history of works at each property.

The statutory obligation placed upon the Association to carry out electrical checks within dwellings we own is every 5 years. There is no specific statutory obligation placed upon the Association to carry out electrical checks in common areas, but we believe that it is good practice and in the interests of all of our tenants to carry out electrical safety checks every 5 years in these areas too.

The Association takes its obligations under this legislation very seriously, and therefore will take all reasonable steps to ensure that there is access to all properties where a gas or electrical safety inspection is due. All tenants will receive correspondence detailing when the Contractor intends to carry out the inspection, and will be asked to contact the Contractor/Association to make an alternative appointment if this does not suit. Full details of the procedures for access for gas and electrical safety inspections can be found in the Association's Gas Safety Procedures and Electrical Safety Procedures.

7. Planned Capital Investment Works

Planning for future maintenance and renewals is an essential element of the Association's maintenance strategy. The anticipated costs and timings for all planned component replacement works are estimated and form the Association's stock condition information. This spreadsheet provides a snap-shot of what replacements are likely to be required in the longer term.

It should be noted that the information held in the stock condition information is only an estimate and may change over time due to:

- Components lasting for a longer or shorter period of time than originally anticipated.
- Replacement costs being affected by labour and/or material costs.
- The introduction by the Government of any new legislation or quality standard.

Inadequate provision for planned component replacement presents a risk to the Association and it is, therefore, our policy to ensure that the information held is kept under review. This is achieved by:

- Independent stock condition surveys every 3-5 years on a minimum of a representative sample of 10% of stock, with results used to update information held.
- Stock condition inspections carried out by the Association's Property Services staff on a regular basis, with results used to update the information held.
- Day to day inspections by Technical Services staff when undertaking their general duties.

- The Association publishes its proposed capital investment programme and will take account of tenant preferences before finalising its schedule of planned works for any given year. However, tenants will also be made aware that the Association is required to take decisions that are right for the organisation and its stock as a whole and not all preferences can or will be accommodated. For example, while it may be ideal to accelerate the kitchen replacement contract in a specific block or street, essential roof or structural works at the same or different location may be more pressing and take precedence.
- Review of general labour and material costs – This allows Property Services staff to assess the affordability of the programmed capital investment works at the start of each year.

7.1 Examples of Planned Maintenance Works

Although not a complete list, the following provides examples of the type of work normally falling into this category:

- Replacement central heating systems
- Replacement boilers
- New windows
- New kitchen units
- New bathrooms
- New roofs
- Electrical re-wiring
- Re-plumbing
- Replacement external doors and/or controlled entry doors
- Replacement of electric fans
- Re-rendering
- Re-building or replacement of boundary or retaining walls

The Association's priorities for capital investment are set down within the Asset Management Strategy. The annual programme of works is approved by the Property Services sub-Committee.

8. Tenant's 'Right to Repair'

Under the terms of the Housing (Scotland) Act 2001 all tenants of social landlords have a Right to Repair. This facility allows tenants to call out one of the Association's Framework Contractors if a qualifying repair is not carried out on time. The legal reference is the Scottish Secure Tenants (Right to Repair) Regulations 2002 (Scottish Statutory Instrument 2002/316).

The Association strives to carry out all of its repairs within the stated timescales. However, in a very small number of cases this is not achieved. The Scottish Government (via the Housing Act) has stipulated that in the case of certain *qualifying* repairs this

should not result in any inconvenience to our tenants. The Association fully supports this legal requirement.

Details of the qualifying repairs and their target timescales for completion are listed in **Appendix 2**.

8.1 Operation of the Scheme

When a tenant reports a *qualifying repair* information must be provided to them on:

- The last date (and time, if applicable) on which the Contractor must respond to the repair request. In certain circumstances the Contractor may not be able to complete the work on the first visit, for example, where additional components are required. Where this occurs, the response time will be measured in relation to when the Contractor first attends.
- Details of both the main Contractor and an alternative Contractor that the tenant can contact if the Main Contractor called by the Association has not attended by this deadline.

Once the repair has been completed the Association will be invoiced in the usual manner by the alternative Contractor. The responsibility for payment rests with the Association, *unless the alternative Contractor has been called out improperly by the tenant*. The following section provides details of exclusions.

8.2 Exclusions

There are certain circumstances where the Right to Repair will not apply and these must be notified to tenants. These include where:

- The repair is *not* a qualifying repair
- The Contractor turned up but was unable to gain access
- The work requires to be pre-inspected
- The deadline has not yet been reached
- The repair has not firstly been notified to the Association
- The work exceeds (or is thought to exceed) £350 – as a safeguard, the Association will also emphasise this point to its Contractors so that they do not attend in these circumstances.
- Exceptionally, the response time cannot be met due to circumstances outwith the Association's and the Contractor's control -provided that the tenant has been advised of this

Where tenants wrongly call out the alternative Contractor any additional cost to the repair may become rechargeable. This will be made clear to tenants when the repair is reported.

8.3 Compensation for Late Repairs

The Right to Repair legislation provides arrangements for tenants to claim compensation when the Contractor has not attended for a qualifying repair by the deadline (and providing none of the exclusion criteria apply).

This compensation is paid at a fixed rate of:

- £15.00 basic amount, plus
- £3.00 for every day from the day after the repair is late until the day that the repair is completed.

The above is subject to a maximum of £100 for any one repair. In exceptional cases, the last date may be extended if the lateness is due to circumstances beyond the Association's or Contractor's control. Staff will advise tenants when this is the case.

9. Tenant Alterations & Improvements

The Association recognises that tenants may wish to carry out alterations to their homes and will ensure that clear information is freely accessible and available to all tenants on the guidelines and procedures required for consent.

Written consent must be provided by the Association prior to any alteration being undertaken to ensure compliance with any relevant legislation, but consent will not be unreasonably withheld. However, failure to obtain written consent may result in reinstatement works being undertaken by the Association and recharged to the tenant.

As a standard, tenants will be informed that any alterations carried out within their tenancy will be removed and 'made good' by them when they intend to leave their tenancy. The Association may, at the time, decide that the alterations do not require to be removed but this will be based on the quality, condition and suitability of the alteration at that time.

9.1 Right to Compensation for Improvements

The Association must meet the requirements of the Right to Compensation for Improvements scheme defined in the Housing (Scotland) Act 2001 and has in place systems and procedures that ensure full compliance with this. The Association will ensure information about the scheme is freely accessible and available to all tenants.

The full process for assessing a tenant request for alterations is included in the Tenant Alterations & Improvements Policy.

10. Monitoring Performance, Quality and Safety

The Association will monitor the performance of our in-house teams and external contractors in the delivery of the repairs service. This is to ensure that repairs are carried out in line with the stated service standards - within the agreed timescales, "right first time", and meeting customer care requirements - and to arrange prompt action in the event of any significant service failure.

Regular customer satisfaction surveys will also be carried out following the completion of responsive repairs, with the results reviewed and reported to the Property Services sub-Committee. Feedback from customers on the quality of the service received is important to help us to make service improvements, and alongside survey work we will engage with customers in our Tenant Forum to identify areas for development.

The Association will agree and publish service standards that will be utilised within the Service Level Agreements and specifications for all repairs and maintenance contracts. These standards will detail the Association's key performance indicators in relation to quality, timescales, reporting & customer service that will be expected from the Association's Contractors.

11. Selection and Control of Contractors

The Association will ensure that only qualified and experienced contractors with proven safety records are appointed to carry out works or services.

The Association aims to deliver an efficient and effective maintenance service with a high standard of customer care provided at reasonable cost. We have a range of mechanisms in place to assess quality and value for money including benchmarking cost and performance data against other housing providers and undertaking service reviews as well as internal and external audits.

The majority of reactive, void and cyclical work is undertaken by our in-house contractor Upkeep. The quality of works delivered by Upkeep is established via the service level agreement and is monitored via KPIs and satisfaction results. Value for money of services delivered by Upkeep is measured through regular benchmarking and independent 3 yearly value for money assessment.

All external contractors will be procured in line with our Procurement Strategy and Procurement & Tendering Procedures. Selection will be based on contractors meeting our requirements on insurance, Health and Safety Policy, risk assessment, method statements, Equal Opportunities Policy, their recent track record in carrying out similar works and value for money. All Construction Works undertaken will be in accordance with current Construction (Design & Management) Regulations.

Where a repair is non-standard, complex, or expected to be costly, then quotes may be requested from our existing, and if necessary other, contractors. These quotes will then be analysed to ensure quality and value for money can be demonstrated.

Authorisation of any invoices are managed by the Property Service team under their delegated powers of authority. These costs are monitored and reported monthly at our Property Service Team meetings.

12. Funding for Maintenance Works

The costs of responsive, void and cyclical works are met through the Association's revenue budget. Budgets are reviewed and agreed on an annual basis as part of the Association's rent setting and business planning process and are approved by the Board of Management.

Planned component renewal works are funded from the Association's capital investment budget, using a fund from surplus income and based on 30 year investment projections. Budgets are reviewed on an annual basis as part of the Association's rent setting and business planning process and are approved by the Board of Management.

13. Related Documents

This policy should be read in conjunction with the following related documents:

- Asset Management Strategy
- Procurement Strategy
- Procurement & Tendering Procedures
- Void Management Policy & Procedures
- Rechargeable Repairs Policy & Procedures
- Tenant Alterations & Improvements Policy
- Construction Design & Management Policy
- Gas Safety Policy & Procedures
- Electrical Safety Policy & Procedures
- Code of Conduct for Contractors
- Asbestos Management Policy & Management Plan
- Legionella Management Policy & Procedures
- Policy on Fire Safety in Occupied Properties
- Dampness & Condensation Strategy

DIVISION OF REPAIRS RESPONSIBILITY

| Item | Landlord | Tenant | Comments |
|---|----------|--------|---|
| Back boiler | X | | |
| Balconies (where existing) | X | | |
| Banisters (internal) | X | | |
| Baths | X | | |
| Bin shelters | X | | |
| Brickwork, block work, etc. | X | | |
| Carbon monoxide detector | X | | Where installed by Association |
| Car ports | X | | Only if prior permission obtained |
| Cellar (external door/lock) | X | | |
| Ceilings | X | | |
| Chimney stack/pots/cowls | X | | |
| Cisterns | X | | |
| Clothes poles | X | | |
| Coal bunkers (where existing) | X | | |
| Communal areas to flats | X | | |
| Communal TV systems | X | | |
| Cupboards | X | | Only as part of major repairs programme |
| Damp proof course | X | | |
| Decoration – internal | | X | |
| Door bell | | X | Unless provided by the Association |
| Doors to common area | X | | |
| Doors/Door fittings – external | X | | |
| Doors/Door fittings – internal | X | | Only as part of major repairs programme |
| Door locks (outside) | X | | |
| Door name plate | | X | |
| Down pipes, rain & soil | X | | |
| Drainage (including blockage) | X | | |
| Driveways | X | | Unless installed by tenant |
| Drying areas | X | | |
| Electric heaters (provided by Landlord) | X | | |

| Item | Landlord | Tenant | Comments |
|---|----------|--------|---------------------------------|
| Electric wiring, sockets & switches | X | | |
| Entry systems | X | | |
| Fascia, soffit board, etc. | X | | |
| Fences – garden boundary, divisional fences erected by Landlord | X | | |
| Fences – other | | X | |
| Fire baskets, grate and surrounds | X | | |
| Fire – electric & gas (provided by landlord) | X | | |
| Fireplace tiles | | X | |
| Floor tiles | | X | Unless within common close |
| Floorboards | X | | |
| Foundations | X | | |
| Fuse box, ELCB, fuses/MCB | X | | |
| Fuse to plug | | X | |
| Gas central heating, pipes, radiators, timer, thermostats, pumps etc. | X | | |
| Gas piping | X | | |
| Garages | | X | |
| Garden huts | | X | |
| Gates | X | | Unless installed by tenant |
| Greenhouses | | X | |
| Glass – external | X | | |
| Glass to internal doors/screen | | X | Unless installed by Association |
| Glass – double/triple glazing | X | | |
| Guttering | X | | |
| Hatch to loft (communal or individual) | X | | |
| Handrails – external | X | | |
| Immersion heaters | X | | |
| Keys (replacement) | | X | |
| Kitchen units/worktops | X | | |
| Light bulbs | | X | |
| Lighting pendants and roses | X | | Unless installed by tenant |
| Outbuildings | | X | |

| Item | Landlord | Tenant | Comments |
|---|----------|--------|--------------------------------|
| Overflow pipes | X | | |
| Painting – external | X | | |
| Painting – internal | | X | |
| Parking area (communal) | X | | |
| Path giving main access to house | X | | |
| Path to garden | X | | Unless installed by tenant |
| Pigeon lofts | | X | |
| Plaster and plasterboard | X | | |
| Play area and equipment | X | | If provided by Association. |
| Plugs and chains for the sink, basin and bath | | X | |
| Porch | X | | If provided by Association. |
| Pulley for clothes | | X | |
| Pumps | X | | |
| Radiators | X | | |
| Refuse chutes | X | | |
| Retaining walls (provided by Landlord) | X | | |
| Roofs, roof tiles/slates | X | | |
| Roof lights | X | | |
| Ropes for windows (sash cords) | X | | |
| Ropes for clothes drying | | X | |
| Rotary clothes lines | | X | |
| Roughcast | X | | |
| Sheds | | X | |
| Shower unit | | X | Unless provided by Association |
| Sink base unit | X | | |
| Sink bowl and drainer | X | | |
| Skirting boards | X | | |
| Smoke detectors | X | | |
| Smoke and Carbon Monoxide detector batteries | | X | |
| Sockets (electrical) | X | | |
| Solid fuel central heating | X | | |
| Stairs (common or internal) | X | | |
| Stair lighting | X | | |

| Item | Landlord | Tenant | Comments |
|-----------------------------------|----------|--------|---|
| Steps | X | | |
| Storage tanks | X | | |
| Taps | X | | |
| TV aerials | | X | Unless communal system installed by Association |
| TV aerial communal sockets | X | | |
| Ventilators | X | | |
| Wash hand basin | X | | |
| Washer on taps | X | | |
| Washing machines for communal use | X | | |
| Water heating | X | | |
| Water supply | X | | |
| WC | X | | |
| Window frames, sills and fittings | X | | |

THE TENANT’S RIGHT TO REPAIR – QUALIFYING REPAIRS

Please note that the number of days relates to the number of working days (i.e. excluding weekends and public holidays) beginning on the day after the repair has been reported.

| Repair | No. of days |
|--|--------------------|
| Blocked flue to open fire or boiler | 1 |
| Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house | 1 |
| Blocked sink, bath or drain | 1 |
| Total loss of electric power | 1 |
| Partial loss of electric power | 3 |
| Insecure external window, door or lock | 1 |
| Unsafe access path or step | 1 |
| Significant leaks or flooding from water or heating pipes, tanks or cisterns | 1 |
| Loss or partial loss of gas supply | 1 |
| Loss or partial loss of space or water heating where no alternative heating is available | 1 |
| Toilet not flushing where there is no other toilet in the house | 1 |
| Unsafe power or lighting socket, or electrical fitting | 1 |
| Loss of water supply | 1 |
| Partial loss of water supply | 3 |
| Loose or detached banister or handrail | 3 |
| Unsafe timber flooring or stair treads | 3 |
| Mechanical extractor fan in internal kitchen or bathroom not working | 7 |