

# Responsive Repairs Policy

We want to provide great homes and places that our customers can be proud of

## 1. Policy Aim

- 1.1 Our customer promise at Yorkshire Housing is to enable our customers to have homes and places they are proud of. We aim to deliver the best repairs service in the UK in line with our ambition to be the best Housing Provider in the UK.
- 1.2 We will achieve this through our highly motivated colleagues delivering a high quality, efficient and customer obsessed service. We will continuously improve our service by transforming our processes, systems, and technology, moving from a responsive to pre-emptive service. This will improve both efficiency and effectiveness by reducing downtime, saving costs, and improving customer satisfaction.
- 1.3 Yorkshire Housing carries out over 60,000 repairs per year across Yorkshire for our customers, in addition to planned, servicing and improvement work. This policy will focus on how we deliver a responsive repairs service that repairs and maintains our homes to a good standard.

## 2. Roles and Responsibilities

- 2.1 The Executive Director – Customer Experience will have overall responsibility for the implementation of this policy.
- 2.2 The Director of Homes and Places will ensure that the policy and associated procedures are embedded within the operational delivery of the repairs service and that all colleagues are aware of their responsibilities and are adequately trained to carry them out.
- 2.3 The Heads of Service are responsible for adequate resourcing and having effective processes in place to implement this policy.
- 2.4 The Senior Leadership team are responsible for ensuring that the policy and associated procedures are adhered to and that all colleagues are appropriately trained.

- 2.5 Responsive repairs specifications and contracts will be drafted in line with this policy to ensure that contactors, consultants, and partners understand and comply with the policy as set out.
- 2.6 Yorkshire Housing colleagues and customers will follow the policy guidelines and its approach to responsive repairs.

### **3. What customers can expect from our responsive repairs service**

- 3.1 We will be customer obsessed, providing a high quality repairs service that is responsive to customers individual needs.
- 3.2 Our people involved in delivering repairs (our operatives, Yorkshire Housing colleagues and contractors) will be friendly, considerate, helpful, efficient and highly skilled professionals.
- 3.3 We will provide a cost-effective responsive repairs service, striving for quality, efficiency and value for money at all times.
- 3.4 We will make it clear whether a repair is the responsibility of Yorkshire Housing or our customers and will be fully compliant with all legislative, regulatory and contractual requirements.
- 3.5 All Yorkshire Housing colleagues visiting our homes and places, will always be on the look-out for any repairs that need attention. Where possible we will repair these as they are seen, alternatively we will raise any works that are required.
- 3.6 We will attend our customer's homes when we say we will and keep our customers up to date with progress on their repairs. If we need to change an appointment due to unforeseen circumstances, such as severe weather, we will keep our customers updated.
- 3.7 We will ask customers what they think about the service they received and use this feedback to make further improvements. We do this in a variety of ways to include learning from complaints, monthly repairs surveys, tenant satisfaction measures surveys and via our involved customer groups.
- 3.8 We will continue to improve how we use data to form a more proactive approach to responsive repairs and we will also increase our use of smart technology to assist with this.

## 4. Regulation and Legislation

4.1 Yorkshire Housing must adhere to Section 11 of the Landlord and Tenant Act 1985 when delivering a responsive repairs service. Section 11 of the Landlord and Tenant Act 1985 sets out our repairs obligations as follows:

- To keep in repair the structure and exterior of the dwelling-house (including drains, gutters and external pipes),
- To keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity;
- Sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity); and
- To keep in repair and proper working order the installations in the dwelling-house for space heating and heating water.

4.2 Further legislation and guidance relevant to the delivery of our responsive repairs service includes:

- Housing Act 1985, 1988, 1996, 1998 and 2004.
- Right to Repair Regulations 1994.
- Gas Safety (Installation and Use) Regulations 2007.
- Health and Safety at Work Act 1974.
- Equality Act 2010.
- Control of Asbestos Regulations 2006.
- Environmental Protection Act 1990.
- Homes (Fitness for Human Habitations) Act 2018.
- Housing Health and Safety (England) Regulations 2005.
- A Decent Home: Definition and guidance for implementation June 2006.

## 5. Definitions

5.1 Our responsive repairs service covers ad-hoc day to day repairs within our customer's homes and excludes investment delivery, planned and cyclical repairs, which are carried out on a regular cycle. We will carry out repairs to our customer's homes, gardens, garages and communal areas where we have a responsibility to do so. We will make it clear when we don't have repair responsibility and offer help and support where possible, if this is a local authority or separate service provider. These include services such as water and utility companies.

5.2 A **responsive repair** will be categorised as an emergency, urgent or routine repair. Emergency repairs are repairs that are required where there is a severe risk to the customer or the property only.

5.3 All responsive repairs will be prioritised as emergency, urgent or routine, with the exception of damp and mould repairs. The timescales for each are clearly set out below:

- **Emergency responsive repairs** we will attend your home within 4 hours to make everything safe, and where possible we will complete the work within 24 hours.
- **Urgent responsive repairs** We will make an appointment for the work to be completed within 28 days.
- **Routine responsive repairs** Some routine repairs may take longer, such as larger scale works, works outside of your home or minor work that isn't causing a major inconvenience to the customer. We will aim to complete these non-urgent repairs within 90 days.
- **Damp and mould** we will assess the severity of the situation and attend within 7 days for any severe cases to remove any mould from the customer's home and attend within 21 days for all other reports of damp and mould.

5.4 Investment delivery (planned) and cyclical repairs are excluded from this policy, as follows:

- **Investment delivery (planned works)** - Investment Delivery repairs are designed to improve properties and bring them up to a standard known as the Yorkshire Housing Standard. These can include, but are not limited to installing new heating systems, roofs, kitchens, bathrooms, windows and doors.
- **Cyclical maintenance** - Cyclical maintenance repairs are carried out on a regular cycle to keep homes safe and in good condition. These can include, but are not limited to communal upgrades, i.e. carpet replacement or internal and external decoration. Compliance repairs are also carried out as part of our cyclical maintenance programme to include gas servicing and electrical fixed wire testing.
- **Planned preventive repairs** - These are similar to cyclical repairs but are done more as one-off projects. For example, if one property has an issue with guttering or cement pointing, we may look at carrying out a project to other adjoining properties at the same time, giving better value for money.

5.5 Further information on emergency, urgent and routine repairs, including damp and mould repairs can be found in Appendix A.

## 6. Hours of Operation

6.1 We will provide an emergency responsive repairs service, 365 days a year, 24 hours a day 7 days a week.

6.2 All urgent, routine and planned repair categories will take place during our core business operating hours, these are usually between 8 am and 4 pm weekdays, although we do operate limited services up to 6pm and on a weekend if and when required.

## **7. Appointments**

- 7.1 We will attend emergency repairs within 4 hours to make the home safe and we will aim complete the emergency repair within 24 hours. We may need to carry out follow-on work following an emergency repair, these will fall in line with our non-emergency timescales.
- 7.2 For all other repairs we will aim to provide customers with an appointment to complete the repair within 90 days (if the repair isn't causing a major inconvenience to our customers). If the repair is deemed more urgent, we will aim to complete within 28 days. We will always agree an appointment with the customer at a date and time to suit them.
- 7.3 For any reports of damp and mould, we will attend within 7 days for severe cases, removing any mould from our customer's homes, and attend within 21 days for other more minor cases.

## **8. Inspections**

- 8.1 A technical inspection may be carried out if the repair reported is complex, to assess if the repair is our responsibility or related to structural issues. The appropriate course of action will then be discussed with the customer.
- 8.2 Inspections may also take place after a repair has been completed for quality assurance or monitoring.
- 8.3 One of our team of surveyors will usually carry out any technical inspection and will make an appointment with the customer, in line with our hours of operation.

## **9. Communication**

- 9.1 Customers will be contacted to confirm their repair appointment after it has been made. If a repair is being carried out to the external of a property and we do not need access, we may not need to make an appointment.
- 9.2 Customers will be kept up to date with the status of their repairs, should there be any delays or changes to their appointment date and time. We aim to attend all our appointments, however there may be times when we need to change these, such as severe weather and/or unsafe working conditions.
- 9.3 We will communicate with customers in their preferred way, where possible, if and when this has been shared with us.
- 9.4 If the repair is being carried out by one of our partner-contractors, the contractor is responsible for keeping the customer updated.

## **10. Yorkshire Housing responsive repair responsibilities**

- 10.1 We aim to give all our customers a home they can be proud of, making sure our homes are warm, safe and secure. We will make sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order. If repairs are required to external pipework (such as gas and water pipes), we will liaise with the utility companies to carry out the work on our customers behalf.
- 10.2 Where contracts differ in relation to repairing responsibilities, we will deliver the service specified in those contracts.
- 10.3 A full list of Yorkshire Housing responsibilities is included at Appendix B.

## **11. Customer responsive repair responsibilities**

11.1 Looking after our properties and keeping our customers' homes safe and well maintained is a shared responsibility. Yorkshire Housing has a legal duty to repair but we rely on customers notifying us as soon as possible when a repair is needed. We ask our customers to:

- Report repairs promptly and let us know if they have any concerns.
- Allow access to their home for any inspections, repairs or servicing (note, customers may be recharged if repair appointments are made, and access is refused when we attend).
- Ensure a clear working area where repairs are required. This will include the moving and storing of items to allow repairs to take place (this will be agreed with you before specific works are carried out).
- To keep their homes clean and in a good condition.
- To prevent damage caused by neglect or misuse, including any damage caused by visitors to the home.
- To do minor repairs and replacements that require no technical ability and use common household tools.
- Redecorate their homes as often as needed including associated preparation work.
- Keep gardens and shared areas tidy and free of rubbish and any obstructions.
- Repair/replace their own appliances and fittings (cookers, kettles, toasters etc).
- To insure their own possessions, Yorkshire Housing is not responsible for any items of furniture or personal possessions.
- Report any criminal damage or vandalism to the police and obtain a crime reference number.
- Obtain permission for any improvement works they want to make to their home. If a customer carries out improvement work without permission, they may be recharged if Yorkshire Housing has to reinstate the property and/or remove any building works.

11.2 A full list of customer responsibilities is included at Appendix C.

## **12. Flexible and inclusive service**

### **Additional support for our customers when needed**

- 12.1 We will take the needs of each individual customer into consideration when arranging and providing services. This will mean that sometimes we may not follow the repairing responsibilities and timescales outlined in this repairs policy. It is the customer's responsibility to inform Yorkshire Housing of any individual requirements i.e. disabilities.
- 12.2 By following this policy for the majority of customers, it will allow us the flexibility to help our customers who need more support and additional levels of service.
- 12.3 Some examples of where we may offer more support and additional levels of service to our customers are listed below:
- Customers with disabilities and/or learning difficulties.
  - Elderly customers who can't meet their repairing responsibilities.
  - Customers who have recently undergone an operation.
  - Customers who are pregnant or have a newborn baby living in the home.
- 12.4 Where customers may be struggling with their repairing responsibilities, or any matters relating to the maintenance of their homes, we will work with our Enhanced Tenancy Service team to provide the appropriate level of support.
- 12.5 We also offer a range of adaptations for our customers, please refer to the Adaptations Policy.

## **13. Diversity and inclusion implications**

- 13.1 Making sure that our policies are inclusive and ensuring fair treatment for all customers and colleagues regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age is really important to us.
- 13.2 When developing this policy, we've considered the implications for people with any of the equality characteristics and we've assessed that there are no known negative effects. If you think we've got this wrong, please contact the policy owner.

### **Independent Living (Older Persons Sheltered Housing)**

- 13.3 In addition to our responsible repairs service, we offer regular routine repairs visits to our schemes. Our repairs colleague will attend each of our schemes at a pre-arranged date and time to provide any repairs advice that our customers may need assistance with.
- 13.4 We will carry out regular visits to all our schemes, supported by the Scheme Manager who will provide all customers living in a scheme the details in advance of the visits.

## **Safeguarding**

- 13.5 All colleagues following the Responsive Repairs Policy should always consider whether any children or vulnerable adults are at risk of harm or self-neglect when visiting customer's homes. If so, report in line with Safeguarding processes within 24 hours of receiving the information.
- 13.6 Once this is recorded on the safeguarding system it will be allocated to a Designated Safeguarding Persons (DSP) and the necessary actions can be taken and recorded to safeguard customers as far as reasonably practicable.
- 13.7 See the ***Yorkshire Housing Safeguarding Adults and Children Policies*** and local procedures on the shared drive Safeguarding page for more information.

## **14. Value for Money (VfM)**

- 14.1 We operate a localised, teamwork approach to repairs, with our repair's colleagues living in the areas they work.
- 14.2 We work with our suppliers for the best prices on quality products.
- 14.3 We work with customers to provide as much information as possible to establish who is responsible for the repair. If it's Yorkshire Housing, we will ask lots of questions about the repair needed to enable us to complete the repair on our first visit.
- 14.4 We invest in our people and work closely with our external contractors to ensure they are skilled, knowledgeable, organised and problem solvers.
- 14.5 We organise our workforce efficiently so we can complete as many repairs to a high standard as possible during the day.
- 14.6 We aim to complete as many repairs on the first visit as possible, reducing inconvenience to our customers and keeping our costs down.
- 14.7 We offer customer's convenient appointments and make every effort to ensure the appointments are kept.

## **15. Chargeable Repairs**

- 15.1 On occasion, we may need to recharge our customers for carrying our repairs to their homes. This will happen if:
- Damage caused by a customer or a customer's visitors.
  - Repairs reported as emergencies which are clearly not emergencies.
  - Customer is not at home when we come to complete an emergency repair.
  - Customer not at home when we attend to complete any responsive repair.



- Repairs that are a customer’s responsibility but require a response to prevent a risk to Health and Safety or further damage to the property.
- Repairs that are a customer’s responsibility but customer pre-pays for Yorkshire Housing to carry out the repair. (refer to **Chargeable Repairs Procedure** for more detailed information)

## 16. Exceptions and Exclusions

- 16.1 **New Developments:** In the first (and sometimes second) year of a new property being built, the developer is responsible for repairs. This is often referred to as the Defects period – please refer to **Defects Procedure** for further information.
- 16.2 **Right to Buy/ Right to Acquire;** Where customers have applied to purchase their homes, only emergency repairs will be carried out.
- 16.3 **Market Rent:** Most of the policy is relevant to our market rent customers, however, Yorkshire Housing responsibilities differ in relation to repairing blinds, white goods and carpets (which are supplied by Yorkshire Housing in some market rent properties).
- 16.4 **Swarcliffe PFI; Due** to differing contractual arrangements this policy does not cover the Swarcliffe PFI scheme and homes.
- 16.5 **Leaseholders/Shared Ownership;** Under the terms of their lease, leaseholder customers are responsible for repairs to their own homes. If a leaseholder lives in a flat, Yorkshire Housing will complete repairs to communal and external areas and leaseholders will be expected to contribute towards the cost of the repairs.
- 16.6 **Managed Agent Properties:** Repair obligations for Managed Agent properties are outlined in their individual contracts with Yorkshire Housing.

## 17. Reporting and monitoring

- 17.1 Responsive repairs performance is reported to our Leadership Team on a monthly basis in relation to; customer satisfaction with repairs, repairs completed on time, appointments rescheduled and average number of jobs per day completed by our in-house operatives.
- 17.2 Our responsive repairs performance data will be used to drive improvements to our service and understand the needs and expectations of our customers.
- 17.3 Responsive repairs spend is routinely monitored and reported to the Executive team on a monthly basis.
- 17.4 Colleagues from across the organisation have been involved in the review of this policy with their feedback used to make changes to improve the policy.
- 17.5 Our Customer Voice and Review Committee (CVRC) will be involved in this policy update and will continue to review its effectiveness.

17.6 Our CVRC repairs champion has been involved in the policy review and as part of our ongoing monitoring, meets with the Head of Service on a monthly basis.

17.7 Over 3,000 customers were surveyed as part of the review of this policy, and their views and feedback used to make changes and improve the policy.

## 18. Complaints and Appeals

18.1 Where a customer has a complaint regarding a repair, this should be communicated in writing, email or over the phone to our Customer Experience Team so that it can be recorded on our systems and be signposted or escalated to the responsible team(s).

18.2 The Customer Complaints and feedback policy on the Yorkshire Housing website ([Customer Complaints and Feedback | Yorkshire Housing](#)) provides more detail and includes complaints timescales.

<b>Date approved</b>	<b>23 October 2024</b>
<b>Effective date</b>	November 2024
<b>Approved by</b>	Homes and Places Committee
<b>Recommended / scrutinised by</b>	Heads of Service, Repairs Managers then presentations to Committees as follows: <ul style="list-style-type: none"> <li>• CVRC (5 September 2024)</li> <li>• HPC (October 2024)</li> </ul>
<b>Summary of changes</b>	Review of existing policy, to include additional clarification of repair priorities and feedback from customers and colleagues
<b>Frequency of review</b>	Annually
<b>Next review date</b>	2025
<b>Policy owner</b>	Head of Repairs and Investment Delivery
<b>Policy author</b>	Head of Repairs and Investment Delivery
<b>Associated policies or guidelines</b>	Tenancy Policy Tenancy Agreement Leasehold Management Policy Managing Agents Policy Gas Safety Policy Asbestos Policy Asset Management Strategy Adaptations Policy Electrical Safety Policy and Procedure Housing Health and Safety Rating System (HHSRS) Control of Water-borne Diseases – Legionnaires Policy Right to Compensation for Improvements Policy Safeguarding Children Policy/Safeguarding Adults Policy Damp and Mould Customer Promise Yorkshire Housing Standard

<b>Associated procedures</b>	Gas Safety Procedure Electrical Safety Procedure Chargeable Repairs procedure Mutual Exchange Procedure Right to Improve No Access Procedure Complaints Procedure
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## Appendix A

# Emergency, urgent and routine repairs (including damp and mould)

## 1. Emergency repairs (4 hours/24 hours)

An emergency repair is any repair which is putting a customer or their home at severe risk. Repairs affecting the safety or security of the property or affecting the health of the customer will be classed as an emergency. Emergency repairs will be attended to within 4 hours (to make the situation safe) and we will aim to complete the repair within 24 hours. *For customers living in a new build home, the timings may differ, and it will be the developer (builder not Yorkshire Housing) who will attend any emergency within 24 hours.*

### Examples of emergency repairs include:

- Any total loss of electrical power or water supply. It is customers responsibility to ensure pay as you go tariffs have sufficient credit to avoid loss of service.
- Unsafe power, lighting socket or electrical fitting (the emergency response may be isolating the affected circuit only with a repair to follow).
- Any loss of gas supply. It is customers responsibility to ensure pay as you go tariffs have sufficient credit to avoid loss of service.
- Blocked flue to open fire or boiler.
- Total loss of heating in winter months (or in extreme low temperatures). The emergency response may be supplying temporary heaters until a repair can be carried out. Partial heating loss i.e. some radiators are working is not an emergency.
- Total loss of hot water.
- Tap that cannot be turned off or isolated at a service valve and running at full flow.
- Uncontainable water leak from water or heating pipes, tank or cistern (the emergency response may consist of turning off the water supply only), with a repair to follow.
- Uncontainable water leak coming through roof or ceiling directly under a roof space (the emergency response may consist of temporary solution to contain the leak), with a repair to follow.
- Property is not secure (external door cannot be locked) or lock is faulty, and a customer cannot gain access to their home (this does not include lost keys).
- Total loss of lighting in the bathroom (where it is not safe to use a lamp).
- Any external footpaths or areas that could cause trips or falls (the emergency response may consist of isolating the specific area only), with a repair to follow.
- Total blockage of external drains causing WC, sinks, washbasin or baths to be contaminated with wastewater and not able to be used.

## **2. Non-emergency urgent repair (28 days)**

A non-emergency urgent repair that is Yorkshire Housing's responsibility are carried out to ensure customers have a home they can be proud of but do not require immediate attention and are not putting the customer or their home at risk. We aim to complete these repairs within 28 days.

### **Examples of non-emergency urgent repairs include:**

- Partial loss of supply i.e. no water from one tap but water available throughout the home.
- Partial heating loss i.e. one radiator not working in one room.
- Minor leak that can be contained i.e. dripping tap that runs into washbasin, sink or bath.
- Shower not working but other bathing facilities available i.e. bath.
- Minor electrical fault i.e. one socket in the home not working.
- Minor issues i.e. water running into the toilet pan (we will aim to attend sooner if the customer is on a water meter).
- Lights not working (unless this is a bathroom light where a lamp cannot be used safely).
- External security lights not working (unless this causes a trip hazard to the customer).
- Toilet not filling or flushing (where there is more than one toilet in the home).
- Loss of heating in the summer months (or where the temperature is mild).
- Minor repairs to kitchens cupboards and drawers (where there is no risk to the customer).
- Repairs to internal door handles and fittings (unless there is a risk of the door falling due to hinges being loose or should a latch not operate which could cause door not to open).
- Fencing or boundary lines will only be made safe if the boundary is directly onto a public road or footpath. Fencing will only be repaired to match existing and not fully replaced unless deemed not cost effective following a surveyor visit.

## **3. Non-emergency responsive repair (90 days)**

Responsive repairs, that are Yorkshire Housing's responsibility, include non-emergency repairs that are larger scale, complex or minor repairs that are not impacting on the customer's enjoyment of their home. These are primarily repairs to the external fabric of the property and external work to outbuildings, fencing etc. We aim to complete these repairs in 90 days.

### **Examples of non-emergency routine repairs include:**

- Brickwork that has eroded but is safe and secure.
- Blown/misted double glazed windows.
- Door or windows sticking but still secure.

- Roofing and guttering works (these will be prioritised following emergency or surveyor inspection visits).
- Repairs or replacement to fenced boundaries, fencing will only be repaired to match existing and not fully replaced unless deemed not cost effective by a surveyor visit.
- Large scale work could be deferred to a planned preventive project.
- Larger non-emergency groundworks/brickwork/plastering works.
- Non-emergency works that requires scaffolding or large plant to complete.
- Any external work not impacting on the customer's enjoyment of their home.
- Complex repairs, involving a number of trades.
- Minor repairs to kitchen worktops (cosmetic damage not impacting on the customers ability to use the kitchen area).

## 4. Damp, Mould and Condensation

We want to make it possible for you to have a place you're proud to call home and take all reports of damp, mould and condensation seriously. We have separate priority timescales for these cases, as follows:

### **Severe damp and mould**

A severe case of mould which, unless treated, could affect the health of the customer will be attended to within 7 days. These include any cases where there are clear signs of mould growth in the home. We will attend to remove the mould and treat the affected area. We may need to carry out further work once the root-cause of the mould has been identified. Any further work will follow the priorities set out in this policy.

### **Non-severe damp and mould**

Any damp and mould case reported, that is not deemed to be severe, will be attended to within 21 days. This includes where the home feels cold and damp but there is no evidence of any mould in the home. Further work may be needed once the root-cause of the mould has been identified, following the priorities set out in this policy document.

For further information and advice on controlling damp, mould and condensation in the home – refer to our ***Healthy Homes booklet***.

## Appendix B

# Responsive Repairs - Yorkshire Housing responsibilities

Our aim is to provide all our customers a home they can be proud of.

We will keep our customer's homes safe, secure and weatherproof.

We will make sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order (within the property).

We will carry out repairs to communal areas, external areas and facilities (where we are responsible for them).

Where contracts differ in relation to repairing responsibilities, we will deliver the service specified in those contracts.

## Yorkshire Housing's repair responsibilities include the following (room by room):

### KITCHEN

- Water leaks (except when the leak is caused by a customer installing their own appliances).
- Trip hazards in the kitchen flooring (if the flooring has been provided by Yorkshire Housing).
- Kitchen sinks and taps.
- All water supplies, including any isolation valves and waste outlets.
- Provide space for freestanding cooker and washing machine (including one form of service gas or electric for cooker and water supply and waste outlet for washing machine).
- Splashback tiles or formed upstand including all silicone seals.
- Kitchen units, hinges, handles and doors (unless damaged by neglect).
- Delaminated worktops or unit doors (unless damaged by neglect, excessive water damage or burns).
- Extractor fans and pull chords.
- Electrical sockets and isolator switches.

### BATHROOM

- Water leaks.
- Basin and bath taps.
- All water supplies, including any isolation valves and waste outlets.
- Splash back tiles or wet wall including all silicone seals.
- Showers installed by Yorkshire Housing.
- Trip hazards in bathroom flooring (if the flooring has been provided by Yorkshire Housing).
- Toilet flushing and filling mechanism.
- Shaver point sockets and light fittings.
- Extractor fan and pull chords.
- Pop up waste plugs only to washbasin or bath.
- Bath panels (replacement will be standard white plastic).
- Shower rails or shower screens (we will only replace like for like and not fit a screen if rail and curtain already fit). Shower curtains are the customers responsibility.

- Broken tiles (tiles will be replaced to the nearest match if discontinued or a wet wall option offered if not cost effective to renew tiles).

### **ALL ROOMS INCLUDING THE HALL, STAIRS AND LANDING**

- Large cracks and severely crumbling surfaces to walls or ceilings (these will usually require a surveyor visit to agree what will be done).
- Penetrative and rising damp, preventing condensation and treating and clearing mould – see Damp and Mould section.
- Risk of structural collapse and falling elements to any area.
- Handrails and bannisters for stairs.
- Staircase treads and risers.
- Skirting boards, architraves, door frames and doors (unless damaged by neglect).

### **HEATING**

- Heating systems (gas, electric, oil etc).
- Radiators, storage heaters and infra-red panel heaters.
- Water/ oil leaks from heating systems.

### **ELECTRICAL**

- Faulty plug sockets.
- Faulty light fittings and switches.
- Extractor fans and pull chords.
- Hard wired doorbells.
- Hard wired smoke, heat and carbon monoxide (CO) detectors.
- Electrical hazards (i.e. exposed or sparking wires).
- Lightbulbs in sealed bathroom units.

### **WATER**

- Leaking pipework throughout (unless altered by customer).
- Storage tanks and water cylinders.
- Shared drain blockages where more than one property affected (usually in communal flats).
- Identifying low water pressure (this maybe outside of Yorkshire Housing's responsibility and sit with a utility provider).
- Cracked or collapsed drains that are not the responsibility of the water/utility company.

### **DOORS AND WINDOWS**

- Unsecure external doors or windows, including, frames, panels or standard fitted locks.
- Fire doors.
- Windows that cannot be secured, only windows that are deemed as an escape route will be attended to as an emergency should they not open. Others will be deemed as routine repair.
- Draughty windows and doors.
- Blown/misted double glazed windows.
- Letter boxes and viewers in communal flats.
- Main doors to communal buildings including electronic access systems.
- Broken internal door handles, latches and hinges.



## **GARDENS**

- Trip hazards to pathways, driveways and communal areas.
- Unsafe walls and brick-built sheds.
- Roofs, chimneys, guttering and downpipes.
- Boundary fences and gates (where boundaries are responsibility of Yorkshire Housing, these will be repaired only to match existing and only replaced where deemed not cost effective following an inspection).
- Tree works where they are deemed dangerous or causing structural damage and are within a Yorkshire Housing boundary (Yorkshire Housing will work with local authorities in areas where protection orders are in place).

## **PESTS**

- Infestations affecting multiple homes.
- Working with our pest control contractors to proactively manage the control of pests.
- Carrying out works recommended by pest companies to reduce access by pests.
- Signposting customers to pest control contractors where individual isolated cases are present that are customer responsibility (i.e. bed bugs, flies, rodents, wasp or ant nests).

## Appendix C

# Responsive Repairs – Customer Responsibilities

- Keep the home clean and in a good condition, allowing access for Yorkshire Housing to carry out any repairs, emergencies, servicing or inspections. Our operatives will not work in areas that are detrimental to their health and safety.
- Ensuring all areas that require work are cleared of belongings and furniture and remove and relay carpets should we need to access under floors (we can provide support if needed to help you organise this).
- Reporting all repairs in a timely manner to help prevent further damage, even if accidental! It's better we know so we can offer support and prevent anything that could harm you or your home.
- Repair and maintain your own appliances and fittings including all white goods, ensuring they are safely installed by qualified persons, unless these are Yorkshire Housing's responsibility.
- To insure your own possessions, including all furniture, carpets, household equipment (Yorkshire Housing insure the building, not the contents).
- Report any criminal damage or vandalism to the police and obtain a crime reference number.
- Obtain permission for any improvement works you want to make to your home and maintain these for the duration of your tenancy. Some improvements may need putting back to standard should you leave the home at any point.
- Redecorate your home as required, carrying out associated preparation work such as filling in hairline cracks and small holes to walls and ceilings.
- Keep shared/communal areas tidy and free of rubbish and obstructions.
- Arranging and paying for a locksmith to gain access to the property if keys are mislaid or lost, including cutting additional keys.
- Ensuring the property is left in a good, clean condition should you leave the home at any point.
- Arranging for the treatment of any individual/isolated pest infestations (Yorkshire Housing can support in extreme circumstances).
- Replacing plugs and chains to sinks, washbasins and baths (not including integrated pop-up type plugs where fitted).
- Unblocking of sinks, washbasins, baths and toilets that have been blocked through misuse. Blockages can be caused by flushing wet wipes down toilets, excessive hair in baths and washbasins and pouring oil or fat down kitchen sinks.
- Replacing showerheads and hoses.
- Replacing shower curtains.
- Installing or replacing curtains, rails, pelmets, and blinds.
- Replacing broken toilet seats.
- Adapting or adjusting doors to accommodate carpets or floor covering (aside from fire doors).
- Replacing lamps and fluorescent tubes (unless an enclosed fitting is in place, i.e. you need to use a tool to get to it).
- Installing TV aerials, satellite dishes and telephones, cabling and supply (unless you live in a communal scheme that maybe shared).
- Connecting and disconnecting of washing machines, tumble dryers and dishwashers.

- Final connection of electric or gas cookers. This work must be carried out by a registered NICIEC or GAS SAFE engineer and proof of the relevant certification must be provided.

***All Yorkshire Housing colleagues have a responsibility to report back any findings of damage or misuse, which could be rechargeable.***

**Customers are also responsible for maintaining outside of the property including:**

- Replacing washing lines (Yorkshire Housing may replace in communal areas).
- Obtain permission for any improvement works you want to make to the outside of the home and maintain these for the duration of your tenancy. Some improvements may need putting back to standard should you leave the home at any point.
- TV aerials (unless communal system), satellite dishes and telephones, cabling and supply.
- Maintenance and cleaning of gardens, including trees, plants, grass, and items within the gardens (unless in a communal area where an environmental service charge is applied).
- Ensuring gardens are kept free from pet waste (our operatives will not work in areas that are detrimental to their health and safety).
- Keeping rainwater gullies clear of leaves and rubbish to prevent blockages.

**Customer repair responsibilities include the following (room by room):**

#### **KITCHEN**

- Containing leaks and preventing excessive water damage to units or worktops.
- Sink waste pipe blockages misuse (pouring fat down kitchen sinks).
- Replacing plugs and chains.
- Fixing and replacing cupboard door and drawer handles, where these have just come loose.
- Correct use of extractor fans (to avoid condensation which can result in damp and mould).

#### **BATHROOM**

- Containing leaks and preventing water damage.
- Descaling and replacing shower heads, shower head holders, height adjusters and hoses.
- Replacing basin and bath plugs and chains (Yorkshire Housing will replace pop up integrated types).
- Securing loose bath panels.
- Shaving light starter motors and bulbs.
- Toilet, washbasin, shower and bath blockages through misuse (this can be caused by flushing wet wipes down toilets, excessive hair in baths, showers and wash basins).
- Toilet seat, lid and hinges.
- Any fitted accessories such as shower curtains, toilet roll holders, towel rails.
- Correct use of extractor fans (to avoid condensation which can result in damp and mould).

## **ALL ROOMS INCLUDING HALL, STAIRS AND LANDING**

- Hairline cracks and small holes to walls and ceilings.
- Floor coverings (not fitted and supplied by Yorkshire Housing).
- Own appliances and fittings.
- Providing a crime reference number for any vandalism resulting in damage.
- Curtain rails and fixings.
- Adjusting doors as a result of own floor coverings fitted, unless customer advise they think it a fire door (our operatives will advise on site if not and explain that customer responsible).
- Internal decorations to walls and woodwork (where extensive works have been carried out due to no fault of the customer a decoration allowance may be issued).
- Trickle vents must not be blocked where fitted to windows and left in open position, these help reduce condensation that can promote mould growth. Where not fitted, windows can be locked in a vent position which will also provide the same.

## **HEATING**

- Bleed radiators.
- Painting radiator

## **ELECTRICAL**

- Replacing light bulb and starter motors.
- Replacing batteries and fuses.
- TV aerials (unless communal).
- Battery operated smoke alarms, doorbells, carbon monoxide (CO) alarms.
- Testing smoke alarms and replacing batteries.
- Own appliances that may be causing an electrical problem.

## **WATER**

- Contain leaks and prevent excessive water damage.
- Drain and wastepipe blockages (Yorkshire Housing may carry out repairs to blockages but will recharge if this is due to customer misuse).

## **DOORS AND WINDOWS**

- Arranging access to your home if locked out (Yorkshire Housing can attend if a customer cannot find a locksmith, any repair carried out will then be recharged).
- Door chains, numbers and secondary locks (any secondary locks would need to be subject to approval to ensure the door or window is suitable and no damage is caused).
- Letter boxes and door viewers.
- Keeping internal doors in good condition, tightening hinges and handles if they become loose.
- Keeping all doors and windows in good decorative order, wiping away moisture as forms to reduce the risk of mildew forming in sealants.
- Draught excluders around doors and windows.
- Replacing broken glass (caused by customers or visitors).

- Ventilating the home and using to prevent condensation. See healthy home leaflet for further information.
- Lock and keys to post-boxes.

### **GARDENS**

- Keep all greenery maintained and cut back to manageable levels.
- Keep gardens clean and free from pet waste.
- Timber garden sheds (these are gifted and not Yorkshire Housing's responsibility).
- Clothes lines and rotary dryers (unless in a communal area).
- Replacement of damaged, lost or stolen bins (via the Local Authority).

### **PESTS**

- Avoiding fly tipping and storing waste that could encourage pests.
- Keeping the inside and outside of the home clean to prevent attracting pest infestations.
- Treating pest infestations in the home.

***All Yorkshire Housing colleagues have a responsibility to report back any findings of damage or misuse, which could be rechargeable.***