



## Appendix A

### 1. Emergency Repairs

- Any total loss of electrical power or water supply.
- Unsafe power, lighting socket or electrical fitting. (The emergency response may be isolating the affected circuit only).
- Any loss of gas supply.
- Blocked flue to open fire or boiler
- Total loss of heating in winter months only (The emergency response may be supplying temporary heaters). If some radiators are working, this is not an emergency.
- Total loss of hot water (vulnerable customers only)
- Tap that cannot be turned off and running at full flow and cannot be isolated.
- Uncontainable water leak from water or heating pipe, tank or cistern. (The emergency response may consist of turning off the water supply only).
- Property insecure due to incident of harassment, fire, domestic violence, police activity, or if property becomes void
- Serious roof leak and/or major structural failure

This is not an exhaustive list and there may be circumstances which is deemed an emergency depending on the incident and customer needs.

### 2. Non-emergency Repair

- Everything else sited in Yorkshire Housing's repair responsibilities unless it is involves larger, more complex works that would be dealt with as a Programmed repair.

### 3. Programmed repair

- Non-emergency roofing/ guttering works.
- Non- emergency fencing works.
- Larger non-emergency groundworks/ brickwork/ plastering works.
- Non-emergency works that require scaffolding, large plant to complete.



## Appendix B

### Responsive Repairs - Yorkshire Housing Responsibilities

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

Make sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order

Repair 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

#### **KITCHEN**

- Water leaks
- Trip hazards in the kitchen flooring that we have provided
- Kitchen sinks and taps
- Splashback tiles and seals
- Kitchen doors and frames
- Extractor fans and pull chords
- Electrical sockets and isolator switches
- The cold water supply, mini stop valve and trap for a washing machine

#### **BATHROOM**

- Water leaks
- Basin and bath taps
- Splash back tiles and seals
- Showers that we have installed
- Trip hazards in bathroom flooring that we have provided



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- Toilet flushing mechanism
- Shaver point sockets and light fittings
- Extractor fan and pull chords
- Pop up waste plugs

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

- Large cracks and severely crumbling surfaces
- Penetrative and rising damp, preventing condensation and treating and clearing mould
- Structural collapse and falling elements
- Handrails and bannisters for stairs

## **HEATING**

- Repair heating system if it breaks down
- Radiators and storage heaters
- Water/ oil leaks from your heating systems

## **ELECTRICAL**

- Faulty plug sockets
- Faulty light fittings and switches
- Extractor fans and pull chords
- Hard wired door bells
- Hard wired smoke, heat and CO detectors
- Electrical hazards (exposed/ sparking wires)
- Lightbulbs in sealed bathroom units



## **WATER**

- Leaking pipework
- Storage tanks and water cylinders
- Shared drain blockages in flats
- Cracked or collapsed drains that are not the responsibility of the water/ sewage company

## **DOORS AND WINDOWS**

- Unsecure external and internal frames and panels
- Fire doors
- Windows that do not open or close
- Blown double glazing that cannot be seen through
- Letter boxes and viewers in flats
- Main/ rear entrance doors and window locks
- Broken internal door handles and hinges

## **GARDENS**

- Trip hazards on paths, driveways, paving
- Unsafe walls and brick built sheds
- Roofs, chimneys, guttering and downpipes
- Boundary fences and gates
- Tree works where they are dangerous, dead or diseased

## **PESTS**

- Infestations affecting multiple homes
- Blocking access points for pests and vermin
- Signposting customers to pest control companies



## Appendix C

### Responsive Repairs – Customer Responsibilities

- To keep your home clean and in a good condition
- To prevent damage caused by neglect or misuse
- To do minor repairs and replacements that require no technical ability and use common household tools (if you are able to do so)
- Redecorate your home as often as needed
- Keep gardens and shared areas tidy and free of rubbish/ obstructions
- Repair your own appliances and fittings
- To insure your own possessions
- Report repairs promptly and let us know if you have any concerns
- Allow access to your home for any inspections, repairs or servicing
- 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

#### **KITCHEN**

- Containing leaks and preventing water damage
- Sink waste pipe blockages to kitchen
- Replacing plugs and chains
- Tightening drawer and cupboard door hinges reattaching drawer fronts and backs and shelves
- Fixing and replacing cupboard door and drawer handles

#### **BATHROOM**

- Containing leaks and preventing water damage



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- Descaling / replacing shower heads, shower head holders, height adjusters and hoses
- Replacing basin and bath plugs and chains
- Tightening loose bath panels
- Shaving light starter motors and bulbs
- Sink, toilet, shower and bath blockages
- Toilet seat, lid and hinges
- Any accessories, bath rails, shower curtains, toilet roll holders, towel rails
- WC and bathroom door bolts

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

- Hairline cracks in walls
- Floor coverings
- Own appliances and fittings
- Providing a crime reference number for any vandalism resulting in damage to the property
- Curtain rails and fixings
- Adjusting doors as a result of own floor coverings
- Internal decorations

## **HEATING**

- Bleed radiators
- Painting radiators

## **ELECTRICAL**

- Replacing light bulb and starter motors
- Replacing batteries and fuses
- TV aerials (unless communal)



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- Battery operated smoke alarms, doorbells, CO alarms
- Testing smoke alarms and replacing batteries
- Own appliances that may be causing an electrical problem

## **WATER**

- Contain leaks and prevent water damage
- Drain and wastepipe blockages

## **DOORS AND WINDOWS**

- Arranging access to your home if locked out
- Door chains, numbers and secondary locks
- Letter boxes and door viewers
- Keeping internal doors in good condition, tightening hinges and handles if they become loose
- Keeping windows in good decorative order, wiping away moisture
- Draught excluders around doors and windows
- Replacing broken glass (caused by customers or visitors)
- Ventilating the home to prevent condensation
- Lock and keys to postboxes

## **GARDENS**

- Garden sheds, including locks
- Clothes lines

## **PESTS**

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



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- Treating pest infestations in your home