

	G11	Tenant Guide to Repairs	Version No.	Reviewed
	Department: Property & Maintenance		3	Jan 2023

Introduction

As your landlord we have a duty to carry out certain repairs as and when required. Specifically, we are responsible for:

- the structure and exterior of the building – including the roof, walls, windows and external doors;
- installations for the supply of water, gas and electricity including room and water heating;
- toilets, sinks, taps and any showers installed by us;
- drains and guttering;
- decoration to the outside and common parts such as lifts, stairways and communal entrances;
- door entry and communal aerial systems

Where such repairs are identified and reported, they will be undertaken in accordance with the appropriate timescales as set out our Policy QP31 Response Repairs.

Your responsibility

Although not exhaustive, the section below gives advice on which repairs are your responsibility. If you still have any queries about whose responsibility a specific repair is then please contact us either via our website (www.lacehousing.org) or by calling 01522 514444 (option 2).

We ask that before you report a repair to us you read the following list and check that it is not your responsibility to arrange.

Plumbing and Heating

- Programming of heating and hot water time clocks
- Replacement plug and chains on basin and sinks
- Having appliances (e.g. washing machine, dishwasher etc.) plumbed in by a qualified plumber
- Rectifying damages to your home/neighbours as a result of a leak from your appliances.
- Unblocking waste pipes from toilets, bath, basin sinks (unless building system fault)
- Replacing or adjusting toilet seats
- Replacement shower curtains, shower heads and hoses

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Electrical

- Replacing electrical plugs and fuses
- Resetting of circuit breakers
- Replacement of light bulbs and florescent tubes
- Installation and testing of your own electrical appliances. (This must be conducted by a qualified electrician).
- Changing of batteries to smoke alarms
- Repair/renewal of TV aerials (except for communal aerials)

Joinery

- Easing of doors to accommodate new flooring or carpet (***IMPORTANT - please seek permission from us before carrying out this work***)
- Erecting and removing shelves
- Fitting or securing curtain rails, coat hooks, towel rails etc.

Decoration and cleaning

- Maintaining all internal decoration to a good, clean standard
- Filling of minor cracks/holes to plasterwork and woodwork.
- Cleaning windows internally
- Disposing of rubbish (***IMPORTANT – excess waste must not be deposited in communal refuse areas; you must make your own arrangements for its disposal or collection***)
- Cleaning/de-scaling of taps and shower heads
- Condensation management, including wiping down surfaces to avoid mould growth and adequately ventilating your home.
- Isolated pest infestation within your accommodation (e.g. ants, wasps etc.)

Keys, locks and door entry fobs

- For the costs incurred in gaining access to your home in cases where you have locked yourself out or lost your keys, fobs etc. (***IMPORTANT – in the event you ask us to attend to gain access to your property you will be charged in line with our emergency call-out fees – see below***)
- The replacement of lost or mislaid unsuited keys
- Lost fobs and suited keys, that you are unable to organise yourself, can be ordered via Lace

Broken or cracked windows

- Repairing and replacing damaged windows and doors etc.
- Any repair arising out of a break-in or vandalism (except in cases where the incident has been reported to the police and a crime reference number has been obtained)

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General

- Any damage caused to your home either negligently or accidentally, caused by you or other occupants or a visitor to your home.

Reporting repairs

If you have read this Guide and the repair is either our responsibility or is yours but you require assistance, please contact us either via our website (www.lacehousing.org) or by calling 01522 514444 (option 2).

on **01522 514444** and provide:

1. Your full name and address
2. Your telephone number
3. Full details of the repair, including precise location
4. A time when we/our contractor can attend

Rechargeable repairs

Recharging our residents where necessary helps us minimise any loss of income and also helps us to fulfil our own maintenance responsibilities in the most efficient and cost-effective manner.

Rechargeable works are those arising from damage, neglect, abuse or misuse of our property, fixtures and fittings by a tenant, member of the tenant's household or visitors to the tenant's property. Such works will either be carried out by us or one of our Approved Contractors. They do not include repairs that arise as a result of normal wear and tear through the duration of a tenancy.

Should there be an occasion where you ask us to carry out a repair that is your responsibility (i.e. example repairs from Section 2.), we will consider the individual circumstances of the repair and will determine whether we can do it or if it requires the involvement of one of our Approved Contractors. The costs associated to such repairs will be met by you on a rechargeable basis.

Other circumstances which may give rise to a recharge also include:

- Where your actions have put the health and safety of tenants or others at risk or have resulted in damage being caused to another property or part of the building
- A property has been vacated and left in poor condition. You will be recharged the costs incurred by us in reverting the property to a lettable standard
- Where our fixtures and fittings within in a property have been changed or modified by the tenant and costs are incurred to remove and restore the original fittings

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- Situations where the repair is necessary to avoid further damage to the property or properties

Where we undertake work that is your responsibility, you will be recharged the full cost of doing the work. How the costs associated to such works are calculated is detailed in Appendix 1.

Abortive visits

If an appointment is made to visit you to undertake a repair and you are either not at home when we call or no repair is required, you will be charged a minimum of **£40-00** for the visit. This is referred to as an ‘abortive visit.’ It is therefore imperative that if for any reason you are unable to keep an appointment or a repair requirement is resolved that you let either us or the Contractor know at once.

Emergency call-outs and repairs

Emergency repairs are defined as those that pose an immediate risk of danger or harm to people or our property. Such works may include:

- Serious electrical faults
- Burst pipes or leaking water tanks/boilers
- Loss of entire heating in cold weather
- Roof leaks
- Securing properties

All emergency call outs will be subject to a minimum charge of **£55-00*** (inclusive of travel) for the first hour with hourly labour rates applied thereafter unless it is determined that the repair responsibility falls to us to rectify.

We reserve the right to recharge a tenant **£55-00*** for a call-out if a repair is found not to be a genuine emergency.

Parts

We are happy to fit parts supplied by you on a rechargeable basis and where we have capacity to do so but are unable to provide any assurance or warranty on their quality and condition.

Review

This document will be reviewed on an annual basis and the charges detailed within it are subject to change

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APPENDIX 1

For work undertaken by our own maintenance team, recharges will be calculated on the following basis:

Item	Cost	Comment
Travel to site	£5*	Charge waived if already on site undertaking other maintenance work
Labour	£20 per hour*	Pro-rata to the nearest ¼ hour. Includes time associated to sourcing any parts
Parts	variable	Only applicable where we provide. Supplier invoice face value
Administration	£5/15	For the processing of the associated paperwork

For work undertaken by a contractor approved by us, recharges will be calculated on the following basis:

Item	Cost	Comment
Parts and labour	variable	Contractor invoice face-value
Administration	£5*/15	For the processing of the associated paperwork*

Other ad-hoc maintenance requests undertaken by our Maintenance team:

Description of works	Cost
Removal and disposal of carpets	£25 per room disposal charge + £5 administration*

An example,

A one-off visit to a housing scheme to fulfil a request to replace a toilet seat that we have purchased for £20 and which takes no more than 15 minutes to fit, will be recharged as:

Travel to site	£5
Time and labour	£5
Parts	£20
Administration	£5
TOTAL	£35

***All above costs are subject to change, for reasons such as inflation**