

## Repairs Policy

### A guide for tenants

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## Introduction to the Repairs Guide

We are committed to providing a customer focused repairs and maintenance service.

### To do this we will:

- Make sure repairs are completed in a prompt, efficient, flexible, and value for money way.
- Inspect your repair if needed.
- Deliver repairs to a high standard that you are satisfied with.
- Provide a friendly and consistent approach to repairs and maintenance.
- Aim to complete all repairs first time with minimum disruption.
- Conduct all repairs work in a way that is safe for you, our employees and contractors.
- Make sure all contractors working on our behalf deliver repairs in line with legislation and within company policies, procedures and service standards.
- Treat everyone fairly in line with the Equality Act 2010, associated company policies, procedures and service standards.
- Use data from our systems to highlight your service delivery needs, vulnerabilities and disabilities, and tailor our service to meet these.
- Clearly define our and your responsibilities.
- Provide an emergency repair service 24 hours a day, every day.
- Keep in touch with you and update your records when you advise us of any changes to your circumstances that affect your service delivery needs as well as your mobile, email or landline telephone contact details.



### Before carrying out a repair we will:

- Phone you to ask for further details about the repair.
- Arrange a convenient date and time to attend.
- Send a text message or email (if we have your mobile/ email contact details):
  - when your repair has been dispatched with confirmation of appointment (including trade)
  - the day before your appointment as a reminder, including Sundays
  - on the day of the repair to confirm your time slot (morning or afternoon)
- Phone you when we are on our way to do a repair in your home, or to let you know if we have been delayed.

## Introduction to the Repairs Guide

### While carrying out your repair we will:

- Introduce and identify ourselves before entering your home.
- Be polite, respectful and wear appropriate personal protective equipment (PPE).
- Explain what work is going to be carried out and inform you of any disruption that might be caused.
- Take care that your belongings are protected from damage and dust.
- Keep mess and rubbish to a minimum, making sure it is all removed at the end of the working day or when the job has been completed.
- Reconnect your electricity, water and gas supply at the end of each day wherever possible, check the supplies and key amenities within your property, such as heating and hot water, are working correctly.
- Explain what we have done, and any 'next steps' if applicable.
- Ask if you require any further repairs whilst in attendance and complete these, if they can be done within the available time.
- Raise any repairs on your behalf if we are unable to complete any additional repairs during our visit. Requests for new kitchens or bathrooms, or larger repairs will need an inspection.
- Send a text message to you to ask for feedback after the repair has been completed.
- In certain circumstances, we can arrange for a female operative to attend.

## Reporting a repair

### You can report a repair in the following ways:

- Online through [www.cornwallhousing.org.uk/residents-area/repairs-and-maintenance/report-a-repair/](http://www.cornwallhousing.org.uk/residents-area/repairs-and-maintenance/report-a-repair/) or email to [info@cornwallhousing.org.uk](mailto:info@cornwallhousing.org.uk)
- Phone **0300 1234 161** option 3 Monday to Friday 9am to 5pm excluding bank holidays.
- If you have an emergency outside of business hours, phone **0300 1234 161** to speak to our Emergency Out of Hours service.

Once you are reporting your repair, we will do our best to understand what it is that needs repairing and arrange a convenient time to carry out any repair work. If you have an emergency repair, rather than email, please ring us so that you can speak to our team.

In some cases, it may be possible for us to help you fix simple issues yourself, meaning you don't have to wait for someone to visit you.

We can offer morning (8am to midday) and/or afternoon (midday to 4pm) appointments, with an option to avoid the school runs. Normal operating hours for our repairs service is 8am to 4pm, Monday to Friday, excluding bank holidays.



## Repairs Service standards

Repairs Service Standard	How to access this service	Timescale
Respond to <b>Emergency Repairs</b> – these are faults that could seriously damage your health or the property.	Report emergency repairs 24/7 by phone.	We aim to make emergency repairs safe and complete all emergency works <b>within 24 hours</b> .
Respond to <b>Urgent Repairs</b> – these are faults that need to be fixed in a few days.	Report repairs by phone or online.	For all urgent repairs we will offer an appointment and complete these <b>within 3 or 7 days</b> . (3 day appointments are reserved for seasonal heating and hot water issues, or 24 hours in the winter for total failure.)
Respond to <b>Routine Repairs</b> – offer an appointment for non-emergency or non-urgent jobs.	Report repairs by phone or online.	For all routine repairs we will offer an appointment and complete these <b>within 28 days</b> .  Please note, unless this work needs to be completed more urgently, in line with the Right to Repair requirements.
Rechargeable repairs.	Report by phone or online.	If something that is your responsibility to look after breaks, or if your property is damaged due to misuse or neglect, you may be charged for the cost of the repair.

Repairs Service Standard	How to access this service	Timescale
Carry out gas safety checks to your home.	Home visit – we will contact you directly to arrange.	We will carry out a gas safety check <b>annually</b> .
Carry out an electrical safety check to your home.	Home visit – we will contact you directly to arrange.	We will carry out an electrical safety check <b>every 5 years</b> .
Carry out water risk assessments for homes.	Home visit – we will contact you directly to arrange.	We will carry out a water safety check <b>every 5 years</b> .
Carry out inspections of stair lifts and through floor lifts.	Home visit – we will contact you directly to arrange.	We will carry out scheduled insurance visits <b>twice per year</b> and up to twice per year service visits, subject to the equipment installed.
Fire alarm testing in communal areas.	Communal areas.	<b>Weekly testing</b> in communal areas.  If you live in a flat there is a rolling programme of fire tests which may include an annual visit to your home.
Provide home safety information.	Information provided when you move into your home.	At the time you move into your new home.

We will ask you how satisfied you are with the repairs service. After your repair has been completed, we will send you a text so you can feedback to us. We will listen to what you tell us and use this information to influence and continually improve our services.

## Our repair responsibilities



We share the responsibility for home maintenance with you. We will repair your home if it is for something that we are responsible for maintaining.

### This includes:

- the outside of the property
- electrical wiring
- communal areas
- heating
- fixtures and fittings
- plumbing and electrics
- boundary fencing/gates if an emergency repair is required.  
We may also replace these if they constitute a danger and there are young children
- other areas deemed a hazard or a risk to health and safety

## Your repair responsibilities

We share the responsibility for home maintenance with you. You will need to pay for any repairs to your home that you are responsible for maintaining.

### This includes:

- internal decoration e.g., internal doors, handles and hinges
- damage beyond the usual fair wear and tear
- pest control
- damage caused by neglect, deliberate or reckless behaviour
- shower curtains, toilet seats, work surfaces
- decorating your home
- replacing fittings, like batteries in heating controls and smoke detectors
- light bulbs
- fencing and gates (including boundary)

If you experience difficulties with any of the above, please contact us for advice, particularly if you have sealed bathroom lights or are experiencing difficulties with replacing fluorescent light fittings, and smoke detector batteries.

## Pests

You are responsible for pest control within your home, and you need to contact environmental health for advice, support and help in the first instance. If you are still experiencing problems after initial treatment, then please contact us for advice. Where pests are present in a communal building, or are present in more than one home, we are responsible.

To help keep gardens and communal areas clear, if you have any large items of furniture, white goods or similar to dispose of, the council offers a bulk collection service. Please see **Cornwall Council's website** for details: [www.cornwall.gov.uk](http://www.cornwall.gov.uk)



## Contents insurance

Your possessions are not protected by us as part of your tenancy. It's a good idea to get contents insurance for your possessions, in case they are damaged or lost.

## Gardens

Your responsibilities include cutting grass, hedges, shrubs within your property, sheds, trees within your garden, washing lines or rotary dryers (if you do not live in an apartment block).

The table at Appendix 1 gives details of who is responsible for which repair.

## Access arrangements

If an inspection is needed, an appointment will be agreed at a mutually convenient time.

We will contact you to arrange access. If, after two no access visits are made to your home, and there is no contact after seven working days, your repair will be cancelled.

## Comments, compliments and complaints

We want you to be happy with the services you receive. Sometimes you may feel like you wish to share comments, give a compliment or want to complain about our service or something you feel we should have done or failed to do. You can do this in a variety of ways:

- Online using: [www.cornwallhousing.org.uk/about-cornwall-housing/comments-compliments-and-complaints/online-form-comments-compliments-and-complaints/](http://www.cornwallhousing.org.uk/about-cornwall-housing/comments-compliments-and-complaints/online-form-comments-compliments-and-complaints/)
- By emailing [info@cornwallhousing.org.uk](mailto:info@cornwallhousing.org.uk)
- By letter, to Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, PL31 2FR
- By calling **0300 1234 161**
- In person

Alternatively, further information can be found on our website [www.cornwallhousing.org.uk/about-cornwall-housing/comments-compliments-and-complaints/](http://www.cornwallhousing.org.uk/about-cornwall-housing/comments-compliments-and-complaints/)



## Appendix 1: Repair & maintenance obligations

Repair request	Cornwall Housing responsible	Tenant responsible
<b>Communal areas</b>		
Dustbins and the removal of household rubbish		✓
Shared areas such as lifts, stairs, rubbish chutes and communal TV aerials	✓	
Replacement of extra key fobs for communal entry systems		✓
Door entry systems for shared areas	✓	
Driveways and shared driveways *	✓	✓
<b>Roof</b>		
Chimney and stacks	✓	
Chimney sweep - annual one by Cornwall Housing	✓	
Roof structure and coverings	✓	
Guttering, rainwater pipes and clip	✓	
Fascia and soffits	✓	
<b>Walls and canopies</b>		
External walls and rendering	✓	
Foundations	✓	
Concrete canopies over doors or windows	✓	
Rendering to property	✓	

Repair request	Cornwall Housing responsible	Tenant responsible
<b>Windows and doors</b>		
Window frames, external sills, ironmongery and locks if damage is fair wear and tear (tenants' responsibility if damage is caused by misuse including accidental damage)	✓	
Damaged glazing – unless a crime reference number is provided		✓
Security chains, key safes and spy holes		✓
Internal timber, UPVC or tile windowsills (unless affected by rot or woodworm)		✓
Internal doors and associated ironmongery (unless affected by rot or woodworm)		✓
External doors, frames, locks, ironmongery, other boards and threshold strips caused by fair wear and tear	✓	
Provision of additional door locks		✓
New or replacement keys (unless undertaken via a Sanctuary scheme - domestic violence protection scheme)		✓
Locked out of a property		✓
<b>Pipes and drains</b>		
Soil and vent pipes and clips	✓	
Clearing blocked gully grids**		✓
Clearing gulleys**		✓

Repair request	Cornwall Housing responsible	Tenant responsible
Blocked drains (affecting one property only)	✓	
Blocked drains (affecting more than one property)	Refer to South West Water	
Inspection chambers	✓	
<b>Gardens and boundaries</b>		
Work carried out to gardens and flooded gardens (unless caused by an underground leak)		✓
Garden walls if built by the landlord	✓	
Front boundary and gate, unless it leads directly to a hazard such as a main road and there are young children, or an emergency repair is required. This excludes boundaries and gates covering off street parking		✓
Dividing and rear boundaries and gates (unless it leads directly to a hazard such as a main road and there are young children - or an emergency repair is required)		✓
Pathways and steps which provide main access to the front and/or back door of the property	✓	
Washing lines and posts (except in communal areas or where these are part of an independent living scheme)		✓

Repair request	Cornwall Housing responsible	Tenant responsible
Replacement or repairs to sheds		✓
<b>Garages and outbuildings</b>		
Garages or solid brick garden buildings, if provided by us	✓	
Locked out of a garage (unless lock is faulty)		✓
Providing additional keys to garages		✓
Coal bunkers	✓	
<b>Walls</b>		
Structural walls inside a property	✓	
Major plaster repairs	✓	
Minor repairs to plasterwork. For example, small holes and cracks (less than 5mm)		✓
Wall tiles (to match existing as closely as possible where damage is due to fair wear and tear)	✓	
Skirting boards, picture rails, battens (unless affected by rot or woodworm)		✓
<b>Floors</b>		
Concrete floors and kitchen and bathroom floor coverings (not including floor tiles)	✓	
Replacement thermoplastic floor tiles	✓	
Floorboards and joists but not including laminate flooring	✓	

Repair request	Cornwall Housing responsible	Tenant responsible
<b>Fireplaces</b>		
Fireplaces and surround if fitted by CHL	✓	
Open fireplaces	✓	
<b>Staircases</b>		
Staircase, banisters and handrails	✓	
<b>Bathroom</b>		
Bath panels (unless damaged by us while carrying out a repair – replacement may not match existing suite)		✓
Internal pipe work boxing if we provided it originally	✓	
<b>Kitchen</b>		
Kitchen cupboards, drawers, door catches, hinges and handles where damage is due to fair wear and tear (tenants' responsibility if damage is not fair wear and tear. Replacement may not match existing styles and/or colour)	✓	
Worktops where damage is due to fair wear and tear (tenants' responsibility if damage is not fair wear and tear. Replacement may not match existing worktops)	✓	
<b>Electrical items</b>		
Electrical wiring sockets and light fittings if fitted by Cornwall Housing	✓	
Hard wired smoke or carbon monoxide alarms	✓	

Repair request	Cornwall Housing responsible	Tenant responsible
Plugs on tenant's appliances		✓
Electrical consumer units	✓	
Electrical storage heaters (if installed by us)	✓	
Electric fires (if installed by us)	✓	
Immersion heaters	✓	
Extractor fans (if installed by us)	✓	
Electric shower units (if installed by us)	✓	
Electrical safety checks – every five years	✓	
<b>Plumbing</b>		
Water service pipes (from boundary to stop tap/ Surestop) overflow pipes and water tanks	✓	
Blocked toilet, sinks, baths, and hand basin waste pipes where the tenant has previously tried to clear the blockage	✓	
Taps, stop taps, SureStops and wheel valves	✓	
Sink units and hand basins where damage is not fair wear and tear		✓
Toilet flushing mechanism	✓	
Toilet seats (we will only supply one at the start of each tenancy)		✓

Repair request	Cornwall Housing responsible	Tenant responsible
Bath or shower trays (where supplied and installed by us)	✓	
Shower curtains		✓
Sink and bath plugs and chains		✓
Bath seals and two rows of splash back tiles or a continual splash back	✓	
Kitchen sink seals and two rows of splash back tiles or a continual splash back	✓	
Boxing in of new or existing pipe work if damaged by us	✓	
<b>Gas</b>		
Gas pipe work inside the property	✓	
Supply of gas and gas meters		✓
Annual gas servicing of appliances	✓	
Allowing access for yearly gas servicing		✓
Gas fires (if installed and supplied by us)	✓	
Bleeding radiators**		✓
Topping up heating systems, water pressure	✓	
Radiants for gas fires	✓	
Gas water heaters	✓	
Radiator valves, time clock and thermostats	✓	

Repair request	Cornwall Housing responsible	Tenant responsible
Gas boilers	✓	
<b>Other heating sources</b>		
Ground and air source heat pumps	✓	
Heat exchange units	✓	
District heating	✓	
Solar panels	✓	
Solid fuel	✓	
<b>Adaptations</b>		
Adaptations (installed by us)	✓	
Cookers installed by us in an adapted kitchen	✓	
Shower tray or seat (installed by us)	✓	
Adapted toilet seat (installed by us)	✓	
<b>Home energy efficiency</b>		
Hot water cylinder jackets (first will be provided by us)	✓	
Low energy light bulbs/light bulbs in general (please contact us for advice, particularly if you have sealed bathroom lights or are experiencing difficulties with replacing fluorescent light fittings)		✓
Loft insulation	✓	

## Notes

\*Where permission has been granted for a driveway and we have approved this, any repairing obligation on change of tenancy will fall to us, except in the case of mutual exchange. However, where a driveway has been installed without our permission, we reserve the right to either remove this and recharge you for making the area good or recharge an appropriate amount for repairs carried out on an ongoing basis. Any shared driveways where remedial works have been unavoidable because there is a hazard and/or a risk to health and safety may also be recharged.

\*\*unless you experience difficulty with this

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## Contact us:

Email: [info@cornwallhousing.org.uk](mailto:info@cornwallhousing.org.uk)

Telephone: **0300 1234 161**

By letter, to **Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, PL31 2FR**

### Alternative formats:

#### Curassow Erel:

If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:

Mar mynnowgh hwi kavos an kedhlow ma war son-sidi, sonsnod, yn Braille, prynt bras, furvas aral po styrys yn taves dres Sowsnek, kestevevewgh mar pleg:

**Cornwall Housing Ltd, Chy Trevail,  
Beacon Technology Park, Bodmin,  
PL31 2FR**

**[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)**