

# Repairs and Maintenance Policy – Affordable

Pinnacle Group



## Introduction

Pinnacle Group are committed to offering our clients and residents a timely and professional repair service, to ensure the satisfaction of our residents and protect the value of the properties in our management.

## Objectives

In order that high quality Repairs and maintenance services are delivered, we will: -

- Comply with legal duties and codes of good practice.
- Aspire to procure and maintain homes which can provide a warm, comfortable, and healthy environment and are in a good and safe state of repair.
- Provide a prompt, efficient and effective service sympathetic to the customer's needs.
- Achieve high standards of customer care.
- Maximise the volume of properties available for letting by minimising void periods, through a speedy and cost-effective system.
- Exercise resident consultation, encouraging them to monitor the service and provide constructive feedback.
- Operate a stringent application process for the selection of sub-contractors, to secure the most efficient and respectful contractors.
- Have in place an effective monitoring system of both staff, direct contractors,' and sub-contractors' performance taking into account residents' feedback.
- Provide the board with qualitative reports on direct contractors' and sub-contractors' performance to facilitate best control of the maintenance function.

## Resident Responsibility

The resident will be responsible for the following repairs:

- Repairing any damage caused deliberately or carelessly by the resident, a member of their household, or a visitor to their property.
- Maintaining or replacing fixtures and fittings such as curtain tracks, window blinds, light bulbs including fluorescent tubes and motors, fuses, and television aerial equipment.
- Unblocking toilets, baths, sinks, wash basins, drains and waste pipes where a blockage has been caused by fats, food, hair, debris, or other materials.
- Carrying out minor repair work to damaged plaster or minor cracks (except where damage is caused by subsidence or programmed works are required).
- Regularly testing and, where required, replacing batteries in smoke alarms, carbon monoxide alarms and any other home alarms systems.

- Maintaining, repairing, and correctly disposing of items gifted as part of the Tenancy Agreement such as carpets or white goods.
- Changing or replacing locks and keys due to damage or loss.
- Replacing or repairing door handles, chains, bolts, and letterboxes.
- Replacing toilet seats, plugs, and chains, toilet roll holders and towel rails (non-heated).
- Rehanging or shaving internal doors after fitting all types of flooring.
- Replacing broken glass (i.e. glazing) except when caused by vandals or criminal activity undertaken by persons not associated with your property, provided a Police Incident Number is obtained.
- Plumbing of all white goods if not supplied at the start of Tenancy.
- Connecting cookers (cookers must be connected by a qualified engineer) maintaining cooker components including cooker hood filters.
- Bleeding radiators and cleaning of extractor fans.
- Maintaining and repairing any fixtures and fittings or other non-standard items that have been installed with written permission.
- Maintaining or replacing doorstops, draught excluders, and weather strips.
- Maintaining internal decoration, including painting of the walls, ceilings, and any woodwork.
- Keeping private gardens and any outside areas assigned to the property, in a reasonable state (Keeping the grass, hedges and shrubbery maintained and free from rubbish).
- Installing or repairing washing lines.
- Replacing gates and fences.
- Repairing and maintaining sheds (unless brick) including padlocks, locks, and keys.
- Ensuring the property is well ventilated to help eliminate condensation which may lead to damp and mould.
- To take such reasonable and prudent precautions expected of a householder as may be required from time to time, including to prevent damage to the property by frost or freezing.
- Keeping communal and shared spaces clear and free from personal items which may be a fire hazard/obstruction.
- To keep and maintain adequate fire extinguishers on the premises so as not to invalidate the Landlord's fire insurance policy (where applicable).

## Repairs and maintenance

Pinnacle Group or Landlord are responsible to repair the structure and exterior of the Premises including:

- Drains, gutters, and external pipes.
- The roof; outside walls, outside doors, windowsills, window catches, sash cords and window frames including necessary external painting and decorating.

- Internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards but not including internal painting and decoration.
- Chimneys, chimney stacks and flues but not including sweeping.
- Pathways, steps, or other means of access.
- Plasterwork (but not minor cracking).
- Integral garages and stores.

## Repairs Categories & Timescales

The following list should be used as a guideline of the timescales in which repairs should be dealt with. In some cases, contractors working on behalf of Pinnacle Group may have to carry out additional visits to complete a repair and maintenance request, an example of this may be if materials are required.

Our Team will update residents on the progress of any reported repairs and advise residents of approximate timescales of completion.

**Category 1: Emergency repairs** – To be attended to within 24 hours, and completion within 5 working days.

- Uncontainable leak from external or internal pipework.
- Total loss of mains water supply.
- Gas leaks.
- Hard-wired smoke alarms, and CO detectors – continuously sounding.
- Major electrical faults including dangerous or exposed wiring.
- Roof leaks causing extensive damage or a hazard to the occupier (weather permitting).
- Loss of heating and hot water only during winter months (1st October – 31st March) unless elderly or vulnerable.
- Lift repairs required to assist the elderly or vulnerable.
- Make safe damage to windows/doors at ground or basement level resulting in a breach of security if provided with a crime reference number.

**Category 2: Urgent repairs** – To be attended to within 5 working days and completed within 21 working days.

- Access to property - Pathways, steps, or other means of access.
- Window repairs - windowsills, window catches, sash cords and window frames including necessary external painting and decorating.
- External pipes, gutters, drains etc. likely to cause flooding or further damage.
- Heating / hot water failure – Summer months.

**Category 3: Non-urgent repairs** – To be attended to within 21 working days and to be completed within 60 working days.

- Repair to building external – outside walls, chimneys, chimneys stacks, but not including sweeping, integral garages, and stores.
- Repairs to building internal structure – Plasterwork (not minor cracking), internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards but not including internal decoration.
- Repairs covered by insurance.
- Pest control – Where pests are evident in the foundations of the building, block issue and proven not to be resident lifestyle.

## Emergency out of hours service

We operate an out of office Emergency Service. This operates from 5.00pm Monday to Friday and 24 hours a day at weekends and bank holidays. The service covers the following repairs:

- Gas leaks.
- Total loss of electricity.
- Dangerous electrical installation.
- Total loss of water.
- Serious plumbing leak.
- Blocked WC (where there is only one in your home and the cause is not misuse).
- Blocked drains and sewers causing serious health and safety risks.
- Loss of heating in winter (only for elderly or otherwise vulnerable residents).
- Damaged external or flat entrance door (if it cannot be secured).
- Broken window glass (where accessible to passersby).
- Serious roof leak.
- Loose roof tiles, plaster, bricks, masonry, gutter and drain pipes (where dangerous).

## Gas Emergencies

Any residents suspecting or experiencing gas leaks are advised to call TRANSCO immediately on 0800 111 999.

## Repairs Quality

We conduct periodic checks of repairs carried out. Inspections can be manually requested by residents or staff.

If a resident is unhappy with the quality of the repair, a Property Manager will visit to inspect and arrange for remedial action, where necessary.

The Tenant Satisfaction Measure Survey also captures residents' views of the repairs service.

## Rechargeable Repairs

Where Pinnacle Group or the Landlord have had to pay for a repair to a property following deliberate damage, neglect, or misuse they will recharge the resident or former resident for the cost of that work.

These repairs will normally be identified in the following way:

- The resident will contact Pinnacle Group stating that damage has occurred and that as a result a repair is required.
- We will visit the property and identify that a repair is required and that it is a result of resident neglect or damage.
- We will identify damage to a property following the vacation of the resident.

## Recharging Residents

The procedure for recharging both current and former residents is as follows:

As soon Pinnacle Group or the Landlord have received the invoice for works from the contractor used and the invoice has been processed it is sent out to the resident or former resident with a covering letter stating that payment is required for the cost of the works carried out. Should the resident or former resident wish to dispute the invoice then they are invited to do so by contacting their Property Manager.

## Principles behind debt recovery

Employees will be mindful of the debtor's individual circumstances. We are aware that many of the residents within affordable accommodation have little expendable income and other associated and non-associated stresses within their lives.

Where residents agree to repay the costs of these invoices a payment plan is always offered to suit the individual financial circumstances of the resident.

## Monitoring and continuous improvement

This policy will be reviewed every year unless legislation, business or sector developments require otherwise to ensure that it continues to meet the stated objectives and take account of good practice developments.