

# Looking after your flat

## Repairs and maintenance

### Trust's responsibility

The Trust is responsible for internal and external repairs to your flat and the communal areas including health and safety related work. We are responsible for repairs and make good to the following:

- electrical wiring
- gas pipes and boilers
- heating and hot water
- chimneys and ventilation
- sinks, baths, toilets, pipes and drains
- kitchen units and worktops, and appliances provided by us (oven and fridge/freezer)
- common areas including entrance halls and stairways
- the structure and exterior of the building, including walls, stairs and bannisters, roof, external doors and windows.

### Resident's responsibility

However, you have a vital role in looking after your flat, this means:

- keeping your home clean and safe
- reporting any repairs that we are responsible for and any health and safety issues

- carrying out safety checks on electrical appliances you own
- regularly descaling taps and shower heads
- carrying out minor maintenance such as changing light bulbs or smoke alarm batteries
- fixing appliances or furniture you own
- responsible for damage caused by you or your guests
- You might have to pay for a repair problem you caused, even if we would normally be responsible: like blocked drains, pipes or toilets if you did not take reasonable care to keep them free of blockages
- We may fix things that you have damaged but there will be a charge for this.

## **Handyman**

Small jobs around the flat such as putting up shelves, minor decorations, or repairs to your furniture are your responsibility. However on request the Trust is usually able to make available a handyman service for up to two hours to help with small jobs around the flat. If you need more help than this we can signpost you to other appropriate organisations.

Please note that you must obtain permission in advance for any alteration to a room or its fixtures and fittings, including putting up or removing shelves and cupboards that are fixed to the wall, repainting and tiling. You are not allowed to make structural alterations or change the plumbing, electrical installation or the doors and windows.

## How long will my repair take?

All repairs should be reported to the office. If an emergency repair is needed out of office hours or at the weekend, you should contact CAS who are able to call an appropriate contractor.

We have target times for responding depending on the urgency of the repair as follows:

**Emergency Repairs:** These are issues which affect your immediate safety or will severely damage the property if not dealt with promptly. For example burst pipes, severe roof leaks, unsafe electrical wiring, blocked main drains or toilet, complete loss of power, light or heating, lift failure.

Our target time is 24 hours but depending on the nature of the repair and the time of day we will make safe as soon as possible. We may return to complete the work at a later time once the issue is no longer an immediate risk.

**Urgent repairs:** These are repairs which need to be done quickly to avoid serious inconvenience or further damage but are not as serious as an emergency. For example blocked sink, faulty extractor fan, entryphone handset failure, minor plumbing leaks.

We aim to complete these as soon as possible and within one week.

**Routine repairs:** These are minor items with little inconvenience to you or damage to the property, and we aim to complete them within 28 days.

Handyman jobs requested by you which are not our responsibility will be fitted in when time allows but normally within 28 days.

You will be consulted in advance about arrangements for work to be carried out in your flat and contractors will not be allowed to enter if you are out, unless you have agreed to this. We will only enter your flat if you are not in, if an emergency repair is required.

## **Planned maintenance, safety checks and decoration**

We carry out a regular programme of preventative maintenance to prolong the life of the buildings, as well as maintenance required by health and safety legislation. This includes gas servicing, smoke alarm checks and servicing, safety checks of electrical systems and fire equipment, lift servicing and water hygiene checks. It also includes external decorations and decoration of common parts. We may plan redecoration within a flat as and when necessary, based on our surveyor's advice.