



**SELBY DISTRICT COUNCIL
RESPONSIVE DAY TO DAY REPAIRS
POLICY
2009 - 2012**

RESPONSIVE DAY TO DAY REPAIRS POLICY

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SELBY DISTRICT COUNCIL RESPONSIVE DAY TO DAY REPAIRS POLICY

This policy covers the day to day repairs service provided by Selby District Council for repairs that are reported, require remedial work and are outside of the modernization and cyclical repairs programmes.

OVERALL PRINCIPLES

Our aim is to provide a repairs service for you that:

- Meets the highest standards expected by our customers
- Ensures the Health & Safety of our customers and the general public.
- Is cost effective
- Safeguards the future of the property
- Protects the environment

To achieve this we will:

- carry out repairs quickly and in one visit if possible
- respond quickly to Health & Safety issues.
- arrange appointments to carry out work at a time to suit the customer
- set a high standard of workmanship for our contractors and staff
- listen to any problems that you have about repairs and try to put them right
- consider the environmental impact of the building products used and recycle materials where practical.

1 REPAIR OBLIGATIONS

Our repairs duties are set out in the Section 11 of the Landlord and Tenant Act 1985 and are incorporated in the Terms and Conditions of Tenancy.

Under the Act we must keep your home in good condition. We will repair and maintain if in the ownership/responsibility of Selby DC:

- the structure and exterior of the building – roofs, walls, floors, ceilings, window frames, external doors, drains and drainpipes
- kitchen and bathroom fixtures -basins, sinks, baths and water pipes
- electrical wiring and gas services
- heating equipment and water heating equipment
- any communal areas around your home – stairs, lifts, landings, entrance lighting.

- Communal halls, paving, shared gardens, parking areas and rubbish disposal chutes

2 REPORTING REPAIRS

We will respond to repairs reported in any of the following ways .

- to an officer of SDC who is out visiting
- at Access Selby;
- by phone at Access Selby 01757 292125 (includes the out-of-hours emergency number - 01757 706291);
- in writing;
- by email;
- by text – 07984 527206
- by fax - 01757 292262
- through the Lifeline Service;

We will send you confirmation of your repair within 3 working days.

3 TIMESCALES FOR CARRYING OUT REPAIRS

Repairs fall into three groups and the response times for each group are different.

EMERGENCY REPAIRS (E)

We will respond to Emergency Repairs within 24 hours.

URGENT REPAIRS (U)

We will complete Urgent Repairs within 5 working days of the repair being reported.

NON-URGENT REPAIRS (N)

We will complete Non-Urgent Repairs within 25 working days of the repair being reported.

(Appendix A sets out timescales for the most common repairs carried out by us, it is not a comprehensive list)

4 APPOINTMENTS

We will offer appointments:

- for internal repairs or inspections if required.
- for external works or inspections if required.

We will:

- attend any appointments as arranged.
- offer an alternative that is convenient to you where we failed to meet an appointment.
- At all times try to accommodate appointment requests and ensure all contractors attend any arranged appointments.

5 HOME VISITS

- We will always wear and show our identity badges
- We will offer an appointment to visit you

6 KEEPING YOU INFORMED

- We will keep you informed if your repair takes longer than the agreed timescales.
- We will keep you informed if a repair requires parts/materials etc. that are not stock items and must be ordered
- We will still try to achieve the proposed completion date
- We will only delay a repair when there is very bad weather that prevents it being carried out which could be a hazard/Health and Safety issue to the operative.

7 REPAIRS COMPLETED IN ONE VISIT

- We will always aim to do the repair in one visit

8 CUSTOMER SAFETY CHECKS

- We will always prioritise accordingly when a customers sense of security, health or safety are compromised
- We will always remove graffiti.
- We will secure and make safe properties after unlawful access.
- Where persistent unlawful access damage occurs we will only carry out duties under the Landlord and Tenant Act 1985.

9 INSPECTIONS

Pre inspections will be carried out, when required, in the following timescales:

- Urgent Repairs within 5 working days
- Non-Urgent Repairs within 25 working days

10 QUALITY CONTROL CHECKS

- We will check 10% of repairs after completion on a random basis

11 RIGHT TO REPAIR SCHEME – COMPENSATION

- We will operate **Right To Repair Scheme – Compensation**
- We will pay compensation up to a maximum of £50 per repair.
- To come under the Right to Repair scheme, a repair must be what is known as a ‘Qualifying Repair’.

12 CUSTOMER SATISFACTION

- We will provide a customer satisfaction survey to everyone who reports a repair.
- We will investigate any response returned showing dissatisfaction
- This will ensure that satisfaction reflects the views of our customers.
- We will randomly sample 5% of customers who do not respond to our surveys
- We will publish satisfaction results twice yearly in the tenants Newsletter

13 COMPLAINTS

- We will investigate all complaints
- We will correct the problem where appropriate
- We will set up a system to ensure it does not happen again

14 EQUALITY AND DIVERSITY

All inspections and repairs will be done in accordance with:

- The Landlord and Tenant Act 1985
- The Rent Act 1977
- Disability Discrimination Act 1995
- Disability Discrimination Amendment Act 2005
- Selby District Council policies and procedures
- Selby District Council’s Repairs Charter

- The Code of Practice in Rented Housing for Social Landlords as adopted by the Housing Services Unit

**RESPONSIVE DAY TO DAY REPAIRS
POLICY
APPENDIX A**

TARGETS FOR COMPLETION

DEFINITION **E = 24 Hours**
U = 5 days
N = 25 days

Type of Repair	Responsibility	How long will it take?	Comments
<u>Boilers-Solid Fuel</u>			
Drain down back boiler or make safe	Us	24 hours	Elderly, disabled, medical or young children only. Providing type of boiler is available (Parts are often needed or boilers. If so we will keep you informed).
Repair back boiler	Us	5 days	
<u>Central Heating</u>			
Total Failure	Us		Elderly, disabled, medical or young children only.
1 st October-30 th April	Us	24 hours	
1 st May-30 th Sept	Us	5 days	
Partial Failure Airlock in radiator	Tenant	5 days	Tenants responsibility
<u>Chimneys</u>			
Make safe dangerous chimney	Us	24 hours	Unless on imminent contract
Repair to chimney pot cowl or chimney stack	Us	25 days	
Blocked Flue	Us	24 hours	
Chimney Sweeping	Us Tenant	Yearly 6 Monthly	
Repairs to flashings	Us	25 days	

Rebed and repoint joints to roof tiles	Us	25 days	
<u>Stairs and Lifts</u> Stairs and Lifts not working	Us	24 hours	Disabled and young children 24 hours
Repair banister rail	Us	5 days	
Repairs to stair case	Us	25 days	Treads loose - 24 hours
<u>Walls</u> External walls make safe	Us	24 hours	
External brickwork including pointing	Us	25 days	
External rendering	Us	25 days	
Internal plastering	Us	25 days	
<u>Windows</u> Broken Glass	Us/Tenant	5 days	Glass replaced where police involved and incident number given. Alternatively we will board up and secure the property Providing window can be secured - if not then 24 hours
Broken Glass in Communal areas (where not an emergency)	Us	5 days	
Secure window frame	Us	24 hours	
Reputty window	Us	25 days	
Repair where window cannot be opened or closed	Us	5 days	
Window cannot be	Us	24 hours	

closed on ground floor			
Ease, oil and adjust	Us	25 days	
Repair or replace window catches	Us	25 days	
Fix new window frame sills	Us	25 days	
Rain penetration	Us	25 days	
<u>Worktops</u> Worktops provided by Us	Us	25 days	Where due to fair wear and tear
<u>Clothes Line/Posts</u> Line	Tenant		
Posts	Us	25 days	Council will remove from site if requested
Communal clothes line and rotary driers	Us	25 days	
<u>Coal Bunkers</u> Coal bunkers supplied by Us	Us	25 days	We supply bunkers when there is no outhouse
<u>Condensation</u> Mould Growth • Less than 25% of room • More than 25% of room	Tenant Us/Tenant	25 days	We will advise on condensation prevention Mould eradication kit supplied
<u>Cookers</u> Cookers	Tenant		Except at Hostels
<u>Decoration</u> External/internal decorations after disruptive repairs	Us/Tenant	25 days	Tenant given re-decoration allowance.
Internal decoration	Tenant		
Internal decoration	Tenant		

after contract work			
<u>Doors</u> Make safe or secure external door	Us	24 hours	
Gain access - keys lost etc	Us/Tenant	24 hours	Lost keys tenants responsibility. Rechargeable
Glazing to external doors	Us	5 days	Glass replaced where the police are involved and incident number given/rechargeable
Repair or replace unusable locks to external doors	Us	24 hours	Alternatively, we will board up and secure the property within 24 hours
Useable but sticking lock	Us	25 days	
Repairs to internal doors, locks and handles	Us	25 days	Excludes tenant damage
Kitchen cupboards	Us	25 days	
Repairs to internal cupboard doors and catches	Us	25 days	
Letter plates/numbers	Us	25 days	
Door knockers and door bells	Tenant/Us	25 days	Door bells for Sheltered Accommodation responsibility of Us
Letter UPVC doors	Us	25 days	
<u>Drains</u> Blocked drains	Us	24 hours	Council owned drains only

<u>Electricity</u>			
No electricity at all	Us	24 hours	
No lights at all	Us	24 hours	
Lights and or power to only part of property	Us	24 hours	
Check electrics after water penetration	Us	24 hours	
Dangerous or exposed wires	Us	24 hours	
Repair or renew fuse box	Us	24 hours	
All other internal electric work	Us	25 days	
Fuse plugs on appliances	Tenant		No exceptions
Communal hallway lighting and landing lights	Us	5 days	Complete lighting failure – 24 hours
All bulbs/tubes	Tenant		Except communal areas
Smoke detectors	Us	24 hours	If due to battery failure we may recharge the tenant for the cost of the visit
Smoke detector batteries	Tenant		Only in special circumstances
Carbon Monoxide detectors	Us	24 hours	
<u>Fences/Gates</u>			
Repairs to fences and gates	Us	25 days	Only to Council installed fences
Gate catches and locks	Us	25 days	

<u>Fireplaces</u>			
Fire grates and other parts	Us	25 days	Depends on type or part required
Tiled surround	Us	25 days	
Tiles to surround	Us	25 days	
Smoke problems	Us	24 hours or 5 days	Depends if the only source of heating is smoking and how long since chimney swept
Glass to solid fuel heater	Us	5 days	
<u>Floors</u>			
Floorboards	Us	25days. If dangerous 24 hours.	Except where damaged by tenant or by tenants contractor
<u>Floor tiles</u>	Us	25 days	
Quarry tiles	Us	25 days	
Rescreed floor/concrete floor	Us	25 days	Subject to severity and possible structural survey
Repair/replace skirting boards	Us	25 days	
<u>Garages</u>			
Garage door locks	Us	5 days	
Keys to garage	Tenant		Lost keys tenants responsibility
Defective roofs	Us	25 days	
Light in garage	Us	25 days	Not bulbs
Repairs to garage doors	Us	25 days	24 hours if unable to get car out
<u>Gas</u>			
Gas escapes	Us/Tenant	24 hours	Report immediately to Transco
Total failure to gas heating fitted and or approved by Us	Us	24 hours	
Meters	Transco		
Gas cookers, connection pipes and other tenant appliances	Tenant		No exceptions

<u>Gutters</u>			
Clear blocked gutter	Us	25 days	
Replace broken gutter	Us	25 days	
Remake leaking gutter joints	Us	25 days	
Replace fascia board under gutter	Us	25 days	Unless on imminent contract
<u>Immersion Heater</u>			
Only form of water heating	Us	24 hours	
Repair/replace			
If alternative water heating available Repair/replace	Us	5 days	Unless tenant is elderly or has medical grounds
<u>Outhouse/Sheds</u>			
Lights in outhouse	Us	25 days	Only brick/concrete structures
Other repairs to outhouse	Us	25 days	Unless tenant is elderly or has medical grounds
Locks	Us	25 days	As above
Lost keys	Tenant		Lost keys tenants responsibility - rechargeable if work undertaken by Us
Glazing	Us/Tenant	25 days	Possible recharge
<u>Paths/External Steps</u>			
Repairs to paths	Us	25 days	If representing a trip hazard - 5 days
Driveway and steps	Us	25 days	
Replacement of paths	Us		Future contract
Washing line path	Us		Future contract
<u>Pipes/Tanks/Cylinders</u>			
Burst pipes - internal	Us	24 hours	
Burst pipes - external	Us	24 hours	
Leaking soil pipe	Us	5 days	24 hours if soil pipe is internal
Water hammer	Us	25 days	

Refix rainwater pipes	Us	25 days	
Replace section of vent pipe	Us	25 days	Provided that it is not leaking
Air lock	Us	5 days	No water from air lock - 24 hours
Burst tank	Us	24 hours	Given immediate attention
No water at all	Us	24 hours	As above
Continuous overflow	Us	5 days	
Minor leaks - internal	Us	5 days	
Faulty stop cock/valve	Us	5 days	
Insulation to cylinder	Us	25 days	
Insulation to pipes	Us	25 days	
Manhole cover	Us	25 days	Unless dangerous - then 24 hours
<u>Plumbing Fittings</u>			
Blocked WC pan	Us	24 hours	In cases of abuse this repair may be rechargeable
Refix/replace WC pan	Us	25 days	Unless unusable then 24 hours
Blocked sink/bath/wash hand basin	Us	5 days	
Replace sink/bath/wash hand basin	Us	25 days	Unless on imminent planned works
Refix wash hand basin brackets	Us	5 days	Breakages tenants responsibility – unless severe leak
Refix bathroom tiles SDC fitted tiles only	Us	25 days	Only first 1/2 courses of splash backs responsibility of Us
Refix bath panel and framework	Us	25 days	
Plugs, chains and cleaning	Tenant		
Taps will not turn off e.g.	Us	24 hours	

running full bore	Us	25 days	
Replacement tap	Us	25 days	
Other repairs to taps e.g. reseating and rewasher	Us	25 days	Unless unusable, then 5 days
<u>Roofs</u>			
Slipped tiles - dangerous	Us	24 hours	
Make safe after storm damage	Us	24 hours/5days dependant on risk	As far as possible
Major roof repairs	Us		Future contract
Rain penetration	Us	5 days	Dependant on severity.
Refix or replace loose or cracked tiles or slates	Us	25 days	Dependant on severity and Health & Safety issues
Defects to roof outhouses or garages	Us	25 days	Make safe as soon as possible