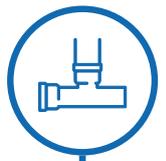


Responsive Repairs Policy

Resident Guide



**Be Responsible, Be Careful and
Be Safe with THCH**





Introduction

The objectives of our Responsive Repairs Policy are to:

- Provide a seamless, high quality and customer focused repairs service where repairs are completed right first time.
- Comply with all relevant legislative and regulatory requirements and meet our contractual obligations.
- Provide a service that delivers value for money and efficiency.
- Ensure Residents are aware of their responsibilities for minor repairs and contractual obligations and work in partnership with THCH to continuously drive service improvements.

Individual tenancy and leasehold agreements set out the contractual responsibilities for THCH and Residents - reference should always be made to these for specific responsibilities.

What is a repair?

A repair is work that is carried out to put right damage, defects or significant deterioration. We will normally only replace or refurbish parts if a repair cannot be completed due to its condition or obsolescence. THCH is not responsible for repairs that need to be carried out by damage or neglect caused by a tenant, a member of the household or a visitor, including pets.

Reporting Repairs

To report a repair, please call THCH on 020 7780 3070 or email repairs@thch.org.uk. If you have an emergency outside of our normal working hours (8:00am to 6:00pm), please call the Emergency Callout Service on 020 7780 3070.

Repairs Appointments

All repairs, except communal repairs, are made by appointment with the customer. We aim to minimise the time between a request for a repair and its completion.

The repair appointment will be at a time and date convenient for the customer. We expect residents to help in providing access and tell us if the appointment can't be met.

Communal Repairs

Communal repairs are carried out to entrances, halls, lifts, stairways, passageways, rubbish chutes, lighting, door entry systems and other parts provided for common use. They may also be carried out on fencing and to other external structures which are the responsibility of THCH as the landlord.

Contractors Code of Conduct

THCH operates a code of conduct for our own operatives and external contractors who carry out repairs on our behalf. We constantly monitor our contractors performance and quality to make sure you are getting a good service. We take seriously any action by Residents who harass or threaten to harass or use or threaten violence towards THCH staff, agents or contractors. We always take action to protect our staff where such circumstances arise.



Landlord responsibilities - Structure and exterior of a property

We are responsible for keeping in repair the structure and exterior of a customer's home and the building in which it is situated.

This includes:

- Exterior property including foundations, walls, doors, windows, pipes, drains, means of access and garages
- Internal property and structure including walls, skirting boards, floors, ceiling, doors and heated towel rails
- Pests where the reported pests are rats, pigeons, pharaoh ants, cockroaches or woodworm infestations.
- Exterior property including foundations, roofs, gutters, pipes
- Windows (but not usually the glass in them if it is damaged by a resident or a member of the household)
- Pathways, steps, or other means of access
- Drains (but not waste pipes that are blocked through use by residents)
- Paths, fencing and steps
- Internal walls, skirting, floors, ceilings and plasterwork (excluding minor cracks, painting and decorating)
- Gas, electrical, water and waste disposal services, including basins, sinks, baths, toilets, flushing cisterns and overflows
- Internal fire doors
- Kitchen and bathroom doors and frames, if there is a risk to health and safety
- Pests where the reported pests are rats, pigeons, pharaoh ants, cockroaches or woodworm infestations

Tenant Responsibilities

We expect our tenants to:

- Keep both the inside and outside of their home, gardens and communal areas clean and in good condition.
- Undertake minor repairs and avoid doing anything which may result in blockages to pipes and drains
- Take responsibility for pest control, including mice, wasp and bees nests, bed bugs and disinfection.
- Make lifestyle changes to resolve instances of condensation and mould. Where condensation is the likely cause of any reported dampness, THCH will advise tenants of the action they need to take to deal with the problem and prevent further incidences.
- To comply with the residents obligations in regards of fire safety.

Tenants are responsible for the following repairs and maintenance.

Interior and exterior of a property

Doors

- Door locks and keys (we will only replace front door locks if the damage is the result of a crime, crime reference number must be provided)
- Fitting extra locks, door handles and/or catches
- House numbers, letter plates letter boxes unless they are in an internal communal area
- Draught exclusion, provided doors/windows fit reasonably
- Adapting doors to accommodate carpets



Interior fittings

- Cupboard and wardrobe catches, hinges and doors
- Minor repairs to kitchen units, unit doors, hinges, drawers and runners
- Internal painting and decorating and window glass
- Shelving, coat and hat rails
- Plumbing in washing machines or dishwashers
- Maintenance of resident installed smoke detectors

Bathroom & Kitchen

- Any wall tiling above the first three rows, including fire surrounds, grouting and mastic
- Shower heads, bath and basin plugs, chains and handles
- Renewal of sealant around bath, wash hand basin, kitchen sink and showers
- Cleaning blockages and descaling of toilets, sinks, baths and showers

Property maintenance

- Clothes lines, posts, tidy-dryers and rotary dryers
- Provision/replacement of individual dustbins
- General fixtures and fittings
- Replace or repair any items (such as white goods, gas or electrical appliances) gifted to the tenant
- Cleaning of communal parts, except where specified as part of a service charge
- Condensation and mould

Heating

- Maintenance of any fixtures and appliances not fitted by THCH
- Any tenant's fittings/appliances e.g. gas cooker, washing machine
- Bleeding radiators
- Fitting TV aerials (unless communal)
- Plugs, lamps and tenant's own light fittings
- Changing light bulbs tubes and fuses, unless sealed LED lights.

Garden/external

- Gates, hinges and latches to gates serving individual dwellings
- Rubbish clearance as well as cleaning basements and front areas
- Tenants own fences and sheds
- Gardening at individual properties



Homeowners and Leaseholder responsibilities

If you live in a flat you are usually responsible for all repairs and maintenance to the inside of your home.

However, if you live in a house, you are normally responsible for all repairs and maintenance to your own home including to the outside areas included in your property.

If you live in a flat, THCH will generally be responsible for repairs and redecoration to the communal areas as well as repairs and maintenance to:

- Lifts and door entry systems
- Fire safety equipment
- Roofs, outside walls, window frames, gutters and down pipes, drains
- Pumped water systems to the block

Where we carry out repairs or maintenance work to these communal areas leaseholders will be recharged a proportion of the cost in accordance with the terms of their lease.

Improving the Service

Feedback from Residents on the quality of the service received is important to us to help in the continuous improvement of this service.

We are committed to working in partnership with our Residents to achieve improvements in service delivery and performance.

To provide feedback please call THCH on 020 7780 3070 or visit our website and fill out the form on General Feedback www.thch.org.uk

**For more information on repairs, please call THCH
on 020 7780 3070 or visit our website www.thch.org.uk**

