

RESPONSIVE REPAIRS PROCEDURES

There are **ten key principles** where careful planning, organisation and management will assist East Devon District Council to maintain an efficient, effective and economic repair service that delivers value for money for our tenants.

These principles are set out below.

1. Information

We will provide tenants with adequate, clear and easily understood information. In particular this will include:

- An explanation of the tenancy conditions relating to repairs;
- Guidelines on repairing responsibilities, defining who is responsible for which repairs;
- Information about any changes to the repairing responsibilities;
- Information on who is responsible for common parts in flats;
- Information on how to request repairs;
- Information that will enable tenants to keep track of the progress or a repair request, for example a job number or written acknowledgement;
- Information about any priorities and target times for repair works which the Council has adopted;
- An indication of what type of repair will be dealt with as emergencies;
- Information about any emergency 'out of hours' arrangement for repairs provided by the Council;
- Information about any system the Council has for re-chargeable repairs where by request it does work which is the responsibility of the tenant;
- Making information available as required in languages other than English;
- Reminding tenants that they should consider having the contents of the property covered by insurance;
- Provision of a tenants' handbook setting out relevant repairs information.

2. Records

We will maintain accurate records on repairs in particular:

- There will be a system for recording repairs requests whether by telephone,

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letter or visit and a channel of communication to the officer responsible;

- Records of complaints will be maintained;
- The repair history of each property will be maintained;
- There will be records of visits to tenants, inspections and the follow up action needed;
- If no action is taken on a repair request because work is not warranted, the reasons for that will recorded.

3. Identification of problems

Repair problems will be accurately diagnosed:

- Where repair requests are received orally, tenants will be helped to identify and correctly describe the nature of the problem;
- Details of the defects will be accurately noted;
- Inspection, where necessary, will be undertaken by arrangement with the tenant;
- Where there are serious or persistent problems, the repair history record will be consulted so as to assist with diagnosis and also to avoid wasted effort through unnecessarily repeated inspections;
- There is a scheme to determine the priority of repairs according to urgency;
- Specialist advice will be called in, where needed;
- A system of five yearly external inspection of all properties will be maintained, undertaken in conjunction with the external painting programme..

4. Organisation of work

Repair work will be properly organised:

- There is a system for the allocation and supervision of work, with written guidance for staff, so that needs are identified, appropriate action is determined, responsibility is allocated, progress is regularly reviewed and action is taken, where necessary, to remedy repairs or resolve difficulties;
- There are arrangements which define which officers, or Teams can authorise which type of work and up to what cost figure;

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- The length of the communication chain between the tenant identifying the need and the worker who undertakes the repair should be as short as possible;
- Target times have been set for various kinds of work, performance monitored and action taken to ensure that targets are met or at least met in the majority of cases;
- Work is co-ordinated so that where several trades are involved the tasks are undertaken in the correct sequence and without long delays between each task;
- Performance standards for contractors are clearly defined in contract specifications;
- Where necessary we can make arrangements for temporary re-housing to enable works to be carried out;
- Within programmes of planned maintenance, there are arrangements for individual requests to be fitted in and tenants informed accordingly;
- There is a clearly defined 'right to repair' system, known to tenants;
- Void properties are inspected; prospective tenants should be told exactly what repairs are to be done and which will be done before they move in; and major work will be done before the tenant takes up occupation;
- On completion of the work, sites should be left clean and tidy.

5. Liaison

We will operate good arrangements for liaison within the Council:

- There is an adequate system of liaison between the Housing Services Team and other sections of the Council, and with contractors;
- No tenant or officer should be in any doubt about who is responsible for repair work.

6. Monitoring

We will ensure that suitable monitoring arrangements are followed:

- There are advantages in monitoring the incidence of repair problems on an estate, in an area or in a particular block of flats so that common problems can be identified and tackled as part of a planned maintenance programme;

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- The arrangements for monitoring the progress, completion and standard of work, including inspection of all major work during and after completion, and a percentage check of minor work;
- There is a system which can be easily used by tenants to notify the council if a job is not done or not done to a satisfactory standard, and which ensures that failures or defects are promptly rectified.

7. Communication

We will ensure that good communication is maintained with the tenants:

- There will be consultation with tenants and tenants' associations about significant works affecting an area which the Council is intended to carry out;
- Tenants will be given as much notice as possible so that where relevant they can postpone decorating work which might otherwise be abortive;
- Arrangements for access to do work will be planned in consultation with tenants and there is an appointments system, not only for the convenience of tenants but in order to avoid a waste contractors time through abortive visits;
- The access arrangements will accommodate any special needs, for example to make arrangements through relatives where the tenant is incapacitated and contractors will be briefed about any special difficulties;
- Access arrangements will include ready access to a neighbouring property owned by the Council where the source of the problem (for example water penetration) lies or may lie there;
- Notice to the tenant will be given if a repair is delayed or cancelled; and an explanation will be given;
- There will be information available to the tenant about what happens to a repair request if the contractor cannot gain access;
- Letters and phone calls should be answered promptly and the enquirer will be told the name of the person answering;
- Staff of the Council, and of contractors, will carry a means of identification;
- Tenants will be briefed about the extent of redecoration the Council will carry out following repair work;
- Where major works are undertaken tenants will be briefed on their full extent and implications and there should be specific liaison arrangements with the contractor, with tenants knowing who to contact about any queries or problems;
- If any danger exists, tenants will be advised and informed about measures they can take to minimise the risks;

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- Where improvement work is being considered, it should be made clear to tenants what the position would be about any redecoration which might be needed.

8. Complaints

We will operate a simple, well publicised and effective corporate complaints system:

- A complaints system is in place and covers housing repairs where we do not meet tenants' expectations. Our complaints system can not only help tenants, but will also assist the Council to identify problems and enable us to operate a good repairs service.

9. Compensation

We will operate a suitable compensation scheme so:

- If works are not completed quickly or properly there may be compensation, for example through a discretionary rent reduction for the relevant period;
- If repairs involve major disturbances or loss of facilities for a period suitable compensation as relevant may be paid;
- If faults in the Council's performance are identified as a result of a complaint taken through the complaints system, compensation may well be appropriate depending upon the circumstances;
- Council homes are in good repair before a tenancy commences, if not, consideration may be given to a period of rent reduction until the position is satisfactory;
- We handle tenants' claims for damage to belongings during the course of repairs.

It can be seen from the above that discretionary compensation claims will be considered on a case by case basis, and having regard to the merits of the particular claim.

10. Instructions and Training

We will ensure that all staff are properly briefed and trained:

- Staff at all levels have clear instructions as to their responsibilities, how they should be discharged and the procedures they should follow;
- Specific training is provided, where needed, for example technical training for housing assistants who deal with repairs requests;

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- All relevant staff are familiar with the legal obligations of the Council as landlord. For example two of the points which cause difficulty and may need emphasis are:
 - That the external repair obligations of the Council include window breakages unless the tenant is at fault;
 - That the Council has an obligation to make good decorations after repairs which it carries out.

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This policy and procedure note covers the responsive repair service provided by East Devon District Council for day to day or routine repairs that are reported by tenants.

This policy does not cover repairs to leasehold properties, improvements, modernisation, adaptations or cyclical repair programmes.

1. Overall aim

1.1 The mission in the East Devon Housing Revenue Account Business Plan is:

- To achieve and maintain good quality homes and housing services for tenants and leaseholders.

1.2 We aim to provide a repair service for our tenants that:

- Meets the high standards expected by tenants;
- Ensures the properties are maintained to a good standard and safeguards the future of the property;
- Is cost effective and achieves good value for money;
- Protects the environment.

1.3 To achieve this we will:

- Carry out repairs quickly and in one visit, if possible;
- Arrange appointments to carry out work and inspect at a time to suit the tenant;
- Set a high standard of workmanship for our contractors and staff;
- Listen to any problems that tenants have about repairs and try to put them right;
- Maintain expenditure within the repairs budgets agreed by the Council;
- Have regard to the environmental impact of building products used;
- Regularly monitor and report on key performance indicator targets set.

2. Repair obligations

2.1 The repair duties of East Devon District Council are set out in the Section 11 of the Landlord and Tenant Act 1985. We also carry out certain repairs beyond our legal responsibilities. Our duties these are incorporated in the Secure Tenancy Agreement.

2.2 We will keep tenants homes in good condition. We will repair and maintain:

- The structure and exterior of the building – roofs, walls, floors, ceilings, window frames, external doors, drains, gutters, outside pipes;
- Kitchen and bathroom fixtures – basins, sinks, toilets, baths;
- Electrical wiring and gas and water pipes;

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- Heating equipment and water heating equipment;
 - Any communal areas around tenants home – stairs, lifts, landings, lighting, entrance;
 - Halls, paving, shared gardens, parking areas and rubbish chutes.
- 2.3 We will maintain any paintwork to the outside of tenants home at regular intervals.
- 2.4 We will do repairs in a reasonable time. When tenants report a repair we will tell them when the work will be done by (this depends on how urgent it is) or if it will need to be inspected.
- 2.5 We will clear up after a repair. We will leave tenants decoration as close as possible to how it was before the repair was done. However, if redecoration is necessary we will offer a decoration voucher to cover the cost of the work.
- 2.6 We will send tenants written confirmation when a repair has been ordered to your home and whether the repair comes under the Right to Repair legislation.
- 2.7 If tenants install a gas heater or gas water heater appliance with our permission we will maintain and service them. Gas heating appliances installed will become the Council's on termination of the tenancy.
- 2.8 When carrying out our gas safety checks in properties the Council will shut down any unsafe gas appliance that it has no responsibility to maintain.

Service Standards

3. Reporting repairs

- 3.1 The Housing and Social Inclusion Service will respond to repairs reported in any of the following ways:
- In person at our reception;
 - By telephone (including out of hours emergency number)
 - In writing
 - By fax
 - By e-mail
 - Via any member of staff
 - Via the Community Alarm Service
 - Via any other agencies, relatives or friends.

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4. Customer Satisfaction

- 4.1 Customer satisfaction with repairs is important to us and will be continually monitored using customer satisfaction questionnaire responses to ensure the high standard expected by our tenants is delivered. When a repair is ordered to an individual dwelling a pre-paid customer satisfaction survey form will be sent out and attached to the works order.
- 4.2 When a response is returned showing any dissatisfaction the Council will contact the customer within 7 working days and ensure that:
- The dissatisfaction is investigated;
 - The cause is remedied, wherever possible;
 - Customers are advised of the action taken.
- 4.3 We will monitor and report on:
- The rate of return of repair satisfaction cards and what action we will take if responses fall below 30%;
 - The satisfaction levels for tenants who chose not to return the repair satisfaction cards (this will be undertaken through periodic pro-active surveys);
 - Levels of satisfaction by:
 - Different areas;
 - Different types of property.

5. Complaints and dissatisfaction

- 5.1 Customer dissatisfaction can be expressed through any of the methods via which repairs can be reported.
- 5.2 All Council tenants have a right of complain. This is covered by a separate Complaints Policy.

6. Appointments

- 6.1 We through our contractors will offer and arrange morning or afternoon appointments for those customers who want them for:
- Pre-work inspections;
 - The work being carried out; and
 - Post-work inspections.
- 6.2 Where we or our contractors cannot meet the tenants preferred appointment within the target timescales, we will offer the choice of a later mutually convenient appointment, or the inspection, or work being carried out without an appointment.

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- 6.3 The Council and its contractors will attend appointments agreed with the tenant. Where we fail to meet an appointment the tenant will be offered an alternative to suit them. In special circumstance this appointment might be out of office hours.
- 6.4 Where a tenant fails to keep an appointment, we will offer a second appointment. If the second appointment is not kept the repair request will be left pending until a tenant makes further contact'.

7. Home visits

- 7.1 When visiting tenants' homes in connection with repairs the Council staff and our contractors will carry and show on request formal identification. If the person calling does not have identification, tenants will be entitled to refuse access. For tenants who are visually impaired we will, when requested, agree a code word when the repair is reported.

8. Repairs completed in one visit

- 8.1 We will try to ensure that repairs are completed in one visit to the tenant's home wherever possible. If the repair cannot be completed in one visit our contractor will agree an appointment to return and complete the work.

9. Keeping tenants' informed of delays

- 9.1 If a repair requires parts or materials that must be ordered, the repair may not be completed within the timescale. In this case our contractors will inform the tenant of the likely date for completion of the repair.

10. Customer choice

- 10.1 The Council is committed to offering customers choice in repair and improvement works to their homes where it reasonably can. With responsive repairs, fixtures and fittings will normally be repaired or replaced, like for like, and unlike work undertaken through improvement, major repair or modernisation programmes, there is limited scope for customers to exercise any real choice. We will however offer customers a choice where this is possible.

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11. Redecoration

- 11.1 Internal decoration of homes is a tenant's responsibility. Occasionally when carrying out some repairs, minor decorating will be required. We will always try and ensure any damage is kept to an absolute minimum.
- 11.2 Where the tenant or a household member is unable to redecorate, we will ensure any re-decoration returns the tenants home to the same standard as before the repair was carried out.
- 11.3 Where there are external repairs we will:
- Make good small areas of paint or coloured plaster;
 - or
 - Discuss with the tenant when the next painting cycle is due.

12. Previous tenant fixtures and fittings

- 12.1 We may not be able to maintain items left by previous tenants and may remove them as an alternative to carrying out repairs. We will normally only maintain those fixtures and fittings installed by previous tenants where we have a responsibility or wish to provide them, such as kitchen fittings, showers over baths, fixed space or water heating etc.

13. Adaptations for disabled people

- 13.1 We will maintain any existing adaptations or fixed equipment provided by the Council still needed to meet the needs of the disabled household member for whom it was provided.
- 13.2 We will remove on request (for re-use elsewhere), semi portable equipment, such as stair lifts, that are no longer needed due to bereavement or a permanent change in the household makeup.
- 13.3 Where a repair is needed to minor adaptations such as handrails or semi-portable equipment provided for a disabled person and those persons no longer needs the adaptation, these items will be removed, unless the need for the equipment by another disabled household member is evident or confirmed by Social Services.
- 13.4 Non-removable adaptations such as structural alterations, concrete ramps etc. will be retained and maintained by the Council.

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14. Responding to crime

14.1 Following illegal entry into a Council dwelling we will:

- Carry out emergency make safe repairs if reported;
- Carry out all repairs as a result of the illegal entry that are the Council's or tenants responsibility provided a crime number from the Police is provided;
- Consider increasing the level of security in the dwelling in liaison with the Crime Prevention Officer through door and window locks etc.

14.2 Where illegal entry into a property results in damage etc. no repairs will be carried out that are outside of the landlords obligations where the illegal entry was a direct result of the tenant's criminal activities.

15. Damage by the tenant to a property

15.1 The tenant is responsible for any abuse or damage caused to the property and will normally be charged for the cost of the work. In the case of accidental damage, the Council will consider the circumstance in deciding the level of charge that is appropriate.

16. Upgrade or improvement

16.1 Tenants can take the opportunity when a repair is required to improve on the repair item replaced

For example if an electric shower breaks and needs replacing. The tenant can request that a mixer shower is installed. A mixer shower is an improvement on the electric shower and the tenant will pay for the difference between the electric shower to be replaced and the mixer shower requested.

16.2 Upgrades of this nature can only occur where:

- The repair is genuinely needed rather than a request to replace a serviceable item;
- The repair is not an emergency repair;
- The tenant pays the cost of the upgrade in advance;
- The tenant is not in debt to the Council;
- The upgrade does not require specialist equipment or installation skills.

16.3 When a tenant seeks an upgrade we will:

- Discuss the matter in detail at the pre inspection visit or by phone;
- Provide an estimate of the cost;

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- Inform the tenant whether compensation will be payable if the tenant leaves the property;
- Provide an estimated completion date and inform the tenant that the repair will be removed from the performance reporting information.
- Inform the tenant about whether the item will be maintained or replaced if it breaks or needs further repair. All gas appliances will be incorporated into the Council's maintenance contract.

17. A responsible Landlord

- 17.1 The Council has duties of care over our homes and the people who occupy them. The buildings are insured and we are liable for events that occur as a result of our fixtures fittings and repairs.

18. Improvements

- 18.1 For responsive repairs, we will either repair the existing fitting or fixture or replace with similar.
- 18.2 Occasionally improvements will be undertaken as a result of a responsive repair request. Improvements will generally occur:
- Where it would be more economic to carry out the improvement than to repair like for like;
 - Where the fixture would be upgraded as part of an improvement programme in the next 12 months.

19. Planned improvements and major repairs

- 19.1 The Council recognises the economic benefits to its customers of carrying out some (particularly larger scale) repairs on a planned maintenance basis rather than carrying out responsive repairs. This benefit has to be balanced with the inconvenience that delays in organising planned maintenance work may cause individual tenants and the more general view of tenants' that improvements should be carried out to all properties within a street at the same time.
- 19.2 A responsive repair may therefore be included in a larger planned or major repair programme where:
- Multiple properties require the same type of repair;
 - The value or volume of the work suggests a planned approach should achieve better value for money than a series of responsive repairs;
 - The repair involves work chargeable to leasehold properties and consultation within the meaning of Section 20 of the Landlord and Tenant Act 1985 is required;

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- The work is planned to take place within the next 12 months and the necessary funding is available.

20. Pre-work inspections

20.1 Pre-work inspections will be carried out where:

- The tenant is unable to explain the problem;
- The repair might be the tenant's responsibility;
- Surveying measurements, schedules, specifications etc. are required prior to ordering the work;
- Investigations to identify the problem are required;
- Previous repair has not solved the problem;
- The tenant has a history of wrongly reporting repairs or abusing the property;
- The tenant wishes to consider upgrade or improvement.

20.2 Pre-work inspections except for emergencies will be carried out within 14 working days. In an emergency an inspection will be undertaken within 24 hours.

21. Post work inspections

21.1 Quality control checks of repairs will be carried out at random on 20% of all repairs carried out. These quality control checks will be for different repair types, property types and in all areas of the district.

21.2 Post work inspections will also be carried out when a customer is dissatisfied, because:

- The repair carried out has not rectified the problem; or
- The quality of workmanship was not acceptable.

21.3 Random post inspections will be carried out to a minimum of 10% of works completed.

22 Timescales for carrying our repairs

22.1 This procedure sets out timescales for the most common repairs carried out by the Council for tenants; it is not a comprehensive list. Repairs are classified into 5 groups and the response time for each is different.

22.2 The Council has many tenants who are vulnerable and we are committed to providing services that meet their needs. In deciding the timescales for carrying out repairs we will take into account the circumstances and needs of

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the individual household. In special circumstances we will undertake some repairs more quickly, where:

- The customer's sense of security is affected;
- The home would be left without heating in the winter;
- The customer's mobility is affected;
- The health and safety of young children is affected.

22.3 Immediate and Emergency repairs

For all customers reporting immediate repairs we will try and be there the same day but will definitely be there within 24 hours. This emergency service will be offered 24 hours a day every day of the year. Immediate repairs are made safe and if possible completed within the 24 hours target. Repairs after making safe maybe carried out under a longer timescale.

Immediate repairs are those which are needed to avoid serious health or safety risks or serious structural damage. They are also repairs that are needed to ensure a home is secure.

Emergency repairs are less urgent and will be carried out within 72 hours.

22.4 Urgent

Urgent repairs will be completed within 7 working days of the repair being ordered.

Urgent repairs are those which, if not repaired, will cause substantial discomfort to the customer and potential damage to the property.

22.5 Priority Repairs

Priority repairs will be completed within 3 weeks of the repair being ordered.

Priority repairs are those which may cause an inconvenience, but are unlikely to cause damage to the property.

22.6 Non Urgent Repairs

Non urgent repairs will be completed within 3-6 weeks of the repair being ordered.

Non urgent repairs are those which cause only minor inconvenience and have little effect on the property if a repair is not undertaken in the short term.

22.7 The responsive repair timescale set out may vary following exceptional weather. In these circumstances the Council will inform customers when the report repairs that exceptional weather delays are occurring and give an indication when a repair will be completed.

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23. Liaison with contractors

- 23.1 We have produced a process map and flowchart showing the stages in the repair process.
- 23.2 Repair requests are entered onto the Host Access system by the Repairs Assistant and these are checked for accuracy by the Duty Technical Officer and authorised.
- 23.3 The tenants contact details are taken and any access issues noted. Tenants are helped to accurately describe the repair being requested by trained and knowledgeable staff.
- 23.4 Every 30 minutes requests for Immediate & Emergency jobs are faxed or if necessary telephoned through to the contractors for action. Other jobs are faxed through to the relevant contractor at intervals throughout the working day.
- 23.5 The contractor will make the appointment with the tenant having regard to the timescale given to the allotted job.
- 23.6 We operate a Partnering Agreement with our responsive repairs contractors and a system where the district is divided into four areas and a Technical Assistant is responsible for a patch (see map). Similarly repair contractors and electricians operate in specific parts of the district – Connaughts & Pratt west and Skinners & Harvey east (see map).
- 23.7 We hold monthly performance monitoring meetings with the repairs contractors

This procedure was updated in May 2007.

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Repairs are categorised by their urgency.

We use five categories of repair -
Immediate – undertaken within 24 hours
Emergency – undertaken within 72 hours
Urgent – undertaken within 7 days
Priority – undertaken within 3 weeks
Non-priority – undertaken within 3 – 6 weeks

The repairs listed are our most typical repairs. Generally repairs that are not listed are treated as non-priority.

Type of repair	Responsibility	Completion	Comments
BOILERS – SOLID FUEL Drain down back boiler or make safe	Council	24 hours	
Repair back boiler	Council	7 working days	24 hours if only means of hot water
CENTRAL HEATING INLCUDING STORAGE HEATING) Total or partial heating failure 31 st Oct -1 st May	Council	24 hours	Treated as an emergency
Total or partial heating failure 2 nd may – 30 th Oct	Council	72 hours	
CHIMNEYS Make safe dangerous chimneys	Council	24 hours	Unless on an imminent planned maintenance contract
Repair to a chimney pot, cowl or chimney stack	Council	3-6 weeks	
Blocked flue	Council	24 hours	
Chimney sweeping	Tenant	Yearly	
Birds nesting on chimneys	Council	7 working days	Rechargeable if due to the chimney not being swept Twice yearly for central heating systems (Council will do one sweep)
CLOTHES LINE/POST Line, post and rotary drier	Tenant	3 – 6 weeks	
Communal clothes line	Council		
COAL BUNKERS Coal bunkers supplied by the Council	Council	3 – 6 weeks	We supply bunkers only when there is no outhouse
CONDENSATION Mould Growth	Tenant (unless a defect is causing the condensation)	3 – 6 weeks	The Council will advise on prevention. Dependent upon reports from specialist company.
COOKERS Cookers	Tenant		
DECORATION Internal decorations	Tenant	3 – 6 weeks	Undertaken by Council or reimbursed for materials.
Internal decorations disrupted by repairs	Council		
DOOR ENTRY SYSTEMS Door entry phone not working	Council	7 working days	Where installed by Home Safeguard Where installed by Home Safeguard
Door release solenoid not working	Council	7 working days	
Moving/additional door entry phone	Tenant		

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Type of repair	Responsibility	Completion	Comments
DOORS			
Make safe or secure external door	Council	24 hours	Tenants are responsible for lost keys
Gain access – keys lost etc	Council / Tenant	24 hours	Rechargeable except for OAP tenants
Glazing to external doors	Council	7 working days	Glass replaced for OAP tenants and where a police crime number issues. Alternatively the Council will board up and secure the property.
Repair or replace unusable locks to external doors	Council	24 hours	Useable but sticking lock 21 working days
Replace faulty seals to external doors	Council	3 – 6 weeks	
Repairs to internal door locks and handles	Council	3 weeks	Rechargeable if due to tenant damage
Kitchen cupboard doors	Council	3 weeks	Rechargeable if due to tenant damage
Repairs to catches for cupboards and internal doors	Tenant		
Door numbers, door knockers and bells	Tenant		
Letterboxes and letter plates to doors	Council	3 weeks	
Ease and adjust doors	Council	3 weeks	Rechargeable where due to tenants alterations to floor coverings
DRAINS			
Blocked foul drains (sewers)	Council	24 hours	Council owned drains only
Blocked rainwater drains	Council	7 working days	Council owned drains only
ELECTRICITY			
No electricity at all	Council	24 hours	Except during power cut/failures
No lights at all	Council	24 hours	
Lights and/or power to only part of property	Council	72 hours	
Check electrics after water penetration	Council	24 hours	
Dangerous or exposed wires	Council	24 hours	
Unsafe power or lighting socket, or electrical fitting	Council	24 hours	
Repair or renew fuse box	Council	72 hours	Unless no power – 24 hours
Fuses to plugs on appliances	Tenant		
Communal hallway lighting and landing lights	Council	7 working days	Complete lighting failure 24 hours
All lamps/bulbs/tubes	Tenant		Tubes for OAP's replaced
Smoke detectors	Council	24 hours	If due to battery failure we recharge the tenant the cost of the visit
Smoke detector batteries	Tenant		
Rewiring fuses or resetting trips	Tenant		Council – only in special circumstances
Any other internal electrical work	Council	3 weeks	
EXTRACTOR FAN			
Mechanical extractor fan in kitchen or bathroom not working	Council	7 working days	
FENCES/GATES			
Repairs to fences and gates	Council	3 – 6 weeks	Only where there are children under 5 years old in the household and the lack of a gate or fencing constitutes a danger. Otherwise only repaired on planned maintenance contractors.
Gate catches and locks	Council	3 – 6 weeks	Unless on an imminent planned maintenance contract

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Type of repair	Responsibility	Completion	Comments
FIREPLACES			
Fire grates and other parts	Council	7 working days	Depends on the type or part required
Refix loose tiles to the fire surround or hearth	Council	3 - 6 weeks	
PIPES/TANKS/CYLINDERS			
Burst pipe – internal	Council	24 hours	Provided it is not leaking
Burst pipe – external	Council	24 hours	
Blocked or leaking soil pipe	Council	24 hours	
Replace section of soil vent pipe	Council	3 weeks	
Water/hammer/pipe vibration	Council	7 days	
Refix rainwater pipes	Council	3 weeks	
Air lock	Council	72 hours	
Burst tank	Council	24 hours	No water at all – 24 hours Given immediate attention
No water at all	Council	24 hours	
Continuous overflow	Council	72 hours	
Leaking water or heating pipe, tank or cistern	Council	24 hours 7 working days	24 hours if water meter installed
Faulty stop cock/valve	Council	7 days	
Insulation to hot water cylinder	Council		
Insulation to pipes	Tenant		
Drainage inspection cover	Council	3 – 6 weeks	
PLUMBING FITTINGS			
Blocked WC pan	Council	24 hours	Rechargeable if due to tenant abuse (e.g. disposal of nappies) Unless unusable, then 24 hours
Refix WC pan	Council	7 working days	
Replace WC pan	Council	3 – 6 weeks	
Replace loose or broken WC seat	Council	7 working days	24 hours for disabled tenants Otherwise 7 working days
Toilet not flushing (where no other in the dwelling)	Council	24 hours	
Block sink, bath or wash hand basin	Council	72 hours	Rechargeable if due to tenants damage
Unusable sink/bath/ wash hand basin	Council	72 hours	
Refix loose wash hand basin brackets	Council	7 working days	
Refix loose bathroom tiles	Council	3 – 6 weeks	
Refix bath panel and framework	Council	3 – 6 weeks	
Plugs, chains and cleaning	Tenant		24 hours
Taps will not turn off (full running bore)	Council		
Taps will not fully turn off (e.g. dripping)	Council	7 days	72 hours if water meter fitted Unless unusable, then 72 hours
Replacement tap to bath/sink etc	Council	3 weeks	
Other repairs to taps	Council	7 working days	Tenant if not fitted by the Council Tenant if not fitted by the Council
Replace faulty shower over the bath	Council	7 working days	
Replace faulty shower unit (where no bath available)	Council	7 working days	
ROOFS			
Slipped tiles – dangerous	Council	24 hours	As far as possible due to safety
Make safe after storm damage	Council	24 hours	
Major roof repairs	Council		Future planned maintenance programme We will make safe within 24 hours if possible
Rain penetration	Council	7 working days	
Re-fix or replace loose or cracked tiles or slate	Council	7 working days	24 hours if dangerous
Defects to roof outhouses or garages	Council	3 - 6 weeks	
Repairs to lead flashings	Council	3 - 6 weeks	
Re-bed and re-point joints to roof ridge tiles	Council	3 - 6 weeks	

RESPONSIVE REPAIRS PROCEDURES

Type of repair	Responsibility	Completion	Comments
STAIRS AND LIFTS			
Stairlifts and lifts not working	Council	24 hours	Unless considered dangerous then 24 hours Unless considered dangerous then 24 hours Unless considered dangerous then 24 hours
Repair banister or hand rail	Council	3 weeks	
Refix loose banister or hand rail	Council	7 working days	
Rotten stair tread or damaged stair nosing	Council	7 working days	
Refix loose stair tread	Council	3 weeks	
Missing balustrade	Council	24 hours	
Other repairs to staircases	Council	3 weeks	
WALLS			
Dangerous walls, make safe	Council	24 hours	Major repairs on future planned maintenance contracts only
External brickwork including repointing	Council	3 – 6 weeks	
External rendering	Council	3 – 6 weeks	
Internal plastering	Council	3 - 6 weeks	
WINDOW GLAZING			
Broken glass	Council / Tenant	24 hours	Glass replaced for OAP Tenants and where police crime number issued. Alternatively Council will board up and secure the property Where the tenant has agreed to pay when they are responsible
Glass (where previously boarded up)	Council / Tenant	3 weeks	
Secure loose window frame	Council	24 hours	
Reputty window glazing	Council	3 – 6 weeks	
WINDOW REPAIRS			
Repairs where a window cannot be opened or fully closed	Council	7 working days	Providing window can be secured can be secured – if not then 24 hours
Repairs where a window cannot be secured	Council	24 hours	
Ease and/or adjust sticking window	Council	3 - 6 weeks	
Repair or replace window catches	Council	3 - 6 weeks	
Fix new window sill boards	Council	3 - 6 weeks	
Rain penetration	Council	3 weeks	
Replace faulty seals to windows	Council	3-6 weeks	
WORKTOPS			
Kitchen worktops provided by East Devon District Council	Council	3 – 6 weeks	Where due to wear and tear – otherwise rechargeable if damaged