

Calico Homes – Responsive repairs priorities

For customers living in a Calico Home (general needs and sheltered housing only)

<p>Emergency</p> <p>Within 24 hours</p>	<ul style="list-style-type: none"> • Major leaks which cannot be contained or affecting electrics (temporary fix likely in the first instance) • Making safe of immediately dangerous building works (may include cordoning off areas to prevent access) • No power to the property (if not cut off by the utility company) • No water supply • Blocked toilet facilities and only 1 toilet within the property (if this is due to miss-use a recharge will apply) • Damage to any ground floor windows, or external doors making them insecure and easily accessible • Damaged sockets/switches and exposed wires (rechargeable) • Fire alarm and smoke detector failure (in communal areas these are managed and maintained via an external contract) • Out of service lifts (these are managed and maintained via an external contract) • The door entry system is not working (these are managed and maintained via an external contract) • No heating AND no hot water (in winter months only)
<p>Urgent</p> <p>Within 3 working days</p>	<ul style="list-style-type: none"> • Partial loss of electrical power • Partial loss of water supply • Loss of heating or hot water (in summer months) • No shower
<p>Routine</p> <p>Within 20 working days</p>	<ul style="list-style-type: none"> • Other repair jobs which Calico is responsible for doing, that don't pose a health hazard and are of limited inconvenience e.g. internal joinery repairs, tap replacements • Internal leaks that can be contained where electrics not affected • Taps that cannot be turned on • Mould treatment • Health and Safety building works temp make safe
<p>Planned works</p> <p>Within 6 months</p>	<p>These are external or sub contracted specialist work such as guttering, building work roofing, footpaths where they do not pose a risk to health, safety or security of the occupants or third party or where and/or specialist materials may be required. E.g. doors windows or works that require multiple trades.</p> <p>Work will be prioritised as appropriate and the aim is to complete these within 6 Months. This can be dependent on materials availability, contractor's availability and the weather. If we are unable to carry the repair within 6 months, we will contact you in advance and agree another deadline with you.</p>

Calico Homes – Customers responsibility

Area of home	Customer responsibilities
Adaptations for disabled people	<ul style="list-style-type: none"> • Additional doors or window locks • Replacement shower curtains • Security door chains and spy holes • stair lifts, ramps, if the customer had them installed themselves
Bathrooms	<ul style="list-style-type: none"> • Bath panel • Bathroom fixtures such as toilet seats, bathroom cabinets, mirrors, towel rails, shower curtains and toilet roll holders
Ceilings and Walls	<ul style="list-style-type: none"> • Filling plaster cracks e.g. cracks and small holes • All decoration – unless the problem is caused by structural damage • Extensive or major plastering works for cosmetic or painted finish purposes
Electrical	<ul style="list-style-type: none"> • House Alarms • Security Lighting (Unless installed by Calico) • Street lighting is the responsibility of Burnley Borough Council/ LCC - it is the responsibility of the tenant to report it to them
Electrical items	<ul style="list-style-type: none"> • Cookers and other appliances • Disconnection and reconnection of cookers • Domestic appliances installation and repair of washing machines, cookers, fridges etc. • Electric meter and supply of electricity (through your energy provider) • Plugs • Repair/replacement of light bulbs/fluorescent tubes/starter and security bulbs • Replacement bulb in electric fire • Re-setting trip switches • Security Alarm • TV aerials and satellite dishes
Fencing & gates	<ul style="list-style-type: none"> • Fencing and gate repairs • Replacement gate latches • Replacement fencing – dividing
Floors	<ul style="list-style-type: none"> • Loose floor coverings and fitted carpets
Garages, sheds and outbuildings	<ul style="list-style-type: none"> • Repairs on outbuildings and roofs not connected to the home • Gaining Entry/ providing a new lock and keys – when customer has lost keys
Gardens, and boundaries	<ul style="list-style-type: none"> • Garden maintenance such as lawns, dustbins and refuse • Gardens • Television aerials and satellite dishes (we maintain those in communal areas) • Washing posts and lines
Heating and Ventilation	<ul style="list-style-type: none"> • Customers to ensure that their home is adequately heated and has ventilation so to minimise condensation
Joinery	<ul style="list-style-type: none"> • Easing to internal doors, or replacement of ironmongery and threshold strips, to fit carpets • Lubrication of swollen doors and replacement of damaged door catches • Meter cupboard doors
Kitchen	<ul style="list-style-type: none"> • Cupboard drawers • Cupboard door catches, handles and hinges

Plumbing	<ul style="list-style-type: none">• Clearing blocked sinks, bath/hand basin waste pipes and shower wastes• Blocked toilets• Replacement or repairs of toilet seats• Replacing plugs and chains• Replacement shower heads and hoses• Plumbing in washing machines, dishwashers and other such appliances
Windows and doors	<ul style="list-style-type: none">• Gaining entry• Glazing where caused accidentally, or otherwise, by the customer• New lock / keys

When carrying out a repair, the Calico Homes Operative will:

- Be wearing a Calico Homes uniform and will show their photographic ID card
- Introduce them and explain the reason for their visit.
- Aim to complete your repair in one visit, if we are unable to complete your repair in one visit, we will explain what will happen next .The responsive schedulers will be notified and a new letter will be sent to the customer with a new date for the works to be completed within 20 days.
- Give full attention to the customer and be professional at all times
- Call ahead to advise of any changes/delays
- Carry out the work to a high standard, respecting the customer's property and contents at all times
- Leave the work area clean and tidy
- Complete a short satisfaction survey on the operative PDAs
- Leave a calling card if you were not home, so you can contact us to rearrange your appointment
- A calling card will also be left to advise you of when an external repair has been completed.

1. Appendix 1 - Calico and Customers Responsibilities	Responsibilities			
<i>Repair Type</i>	Calico Responsive Repair	Calico Planned works	Customer's Responsibility	Additional Information
<i>Garages and outbuildings</i>				
Basic repairs to garages and outbuildings if owned by Calico.			Yes	Customers responsibility unless it is a health and safety matter causing damage to an attached property.
Lock change if lock faulty	Yes			
Major repairs to garages and outbuildings if owned by Calico		Yes		Garage may be made safe. Significant repairs may result in the termination of the garage rental or an alternative may be offered.
Gaining Entry/ providing a new lock and keys – when customer has lost keys to the garage			Yes	
Outhouses, Sheds and bin stores not attached to the property			Yes	If the structure presents a health and safety risk it may be removed. Any electricians will be checked for safety.
Garden Sheds			Yes	Garden sheds are gifted to customers
Out houses attached to the structure		Yes		Will be repaired if causing water ingress and damage to the main building.
<i>External land within the property boundary</i>				
Gardens – landscaping and maintenance such as lawns, dustbins and refuse.			Yes	
Repairs to paths, steps and other means of access owned by Calico	Yes (may be a temporary make	Yes (completion of larger scale		Calico will maintain paths leading to the property and 1 meter perimeter. They will be repaired if they pose a trip hazard in excess of 25mm.

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	safe)	works)		
Garden drainage and pooling water.			Yes	Drainage will only be installed if there is a prolonged issue with drainage and the water is preventing access to the main entrance of the property or at risk of causing water ingress. It is normal to have standing water following prolonged heavy rain. Will only be completed if the standing water is compromising safe access and egress to paths and walkways. An inspection will require completing to survey the water if it is pooling on pathways.
Patios and paved areas that do not surround the perimeter of the property.		Yes	Yes	Customers are responsible for maintaining patios they have installed. Calico may complete small repairs where there is a trip hazard. Large repairs where there is an H&S risk may result in the patio being removed and seeded over. An inspection will be required from initial enquiry from customer.
Washing posts and lines			Yes	These will be removed if a Health and Safety issue. Permanent washing posts in communal areas only will be maintained.
Garden Walls	Yes (may be a temporary make safe)	Yes	Yes	Where there is a Health and Safety risk, retaining walls will be repaired or may be removed and replaced with a suitable alternative. Non-retaining walls will be removed. An inspection will be required
Repairs to driveways and hard standings	Yes (may be	Yes (comple		Only where they pose a Health and Safety risk e.g. Trip hazard in excess of 25mm. Alternative surfacing

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	a temporary make safe)	tion of larger scale works)		may be considered. Customers own installations will not be repaired. Calico will remove previous customer's driveways if deemed beyond repair. These will not be replaced and will be left in a decent condition.
Fencing and gate repairs			Yes	Fencing and gate repairs are customer's responsibility. These may be removed if a Health & Safety issue. Fencing will only be completed if it meets privacy and protection guidelines (refer to fencing policy for full details)
<i>Pipes and Drains</i>				
Soil and vent pipes and clips		Yes		
Drains and gully surrounds		Yes		
Gully grids		Yes		
Drain blockage – single drain owned by Calico	Yes			Note – customers will be recharged if pipe work is not faulty and caused by customer misuse.
Water service pipes	Yes			Only to property boundary, United Utilities beyond the boundary
Gully clears			Yes	Part of customers responsibility
Inspection chamber owned by Calico	Yes			
Inspection chamber – owned by United Utilities	Yes			Customer to highlight for Calico to contact United Utilities
Drain blockage – shared drain owned by United Utilities	Yes			Customer to highlight for Calico to contact United Utilities
Water Service pipes beyond the property boundary	Yes			Customer to highlight for Calico to contact United Utilities

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<i>Roofing, Rain Water Goods</i>				
Repairs to chimney stacks and roof structures/covering	Yes	Yes		The Contractor will attend within 3 days and complete small repairs during the first visit. This may include temporary repairs to make the area water tight. Subsequent larger repairs will be completed within 1 month, weather permitting.
Replacement roof structure or covering		Yes		If there are no Health & Safety concerns or water ingress the work may be completed on a future investment programme.
Guttering, rainwater pipes and clips		Yes		Issues causing damp/water ingress will be prioritised accordingly
Fascia's, soffit and barge boards		Yes		These will be replaced if they are a Health & Safety concern or causing water ingress. Painting to wood soffits etc., will not be carried out solely for cosmetic reasons.
<p>Outhouse Roof - Attached to the property.</p> <p>Outhouse Roof – Independent to the property.</p>	Yes		Yes	<p>Outhouse roofs will be repaired if there is a Health and Safety issue or if there is water ingress and the outhouse is part of the main property.</p> <p>Outhouses that are separate to the main property will only be made safe if required. Major works may result in the outhouse being removed. It will be the discretion of Calico to remove the building or leave in its current state if HnS is not compromised.</p> <p>If the roof is leaking and not causing a Health and Safety issue it will be left for the customer to fix. An inspection will be required.</p>

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Television aerials and satellite dishes			Yes	Calico will refit should the aerial which required removing to allow works to take place or repairs to communal aerials.
Structural Repairs - Property Walls, Porch Canopies, Sub Floor				
External walls and rendering		Yes		Repairs will be carried out if there is a health & safety concern or damp or water penetration defects. Minor cracks, missing render etc. will be monitored. Work not causing any issues will be deferred to future Investment programmes. Patch repairs will not be painted solely for cosmetic purposes.
Garden Walls			Yes	Will only be made safe if deemed health and safety. Any rebuilding will not be carried out. Defective render will not be replaced.
Foundations		Yes		An independent building surveyor will inspect and a schedule of works will be produced as necessary.
Water under sub-floors	Yes			It is common to find water under sub-floors due to the natural water table. Water may occur due to pipes becoming disconnected, leaking. Repairs will be completed and excess water pumped out. The repair will need to be monitored.
Penetrating damp		Yes		An initial survey will be carried out by a Technical Officer. Damp works will be completed by contractors via the Investment team.
Repairs to existing canopies over doors and windows		Yes		Canopies will be removed and not be reinstated.
External Windows and Doors				
Single glazed windows and doors		Yes		These will be assessed and replaced if faulty.

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Repairs to window frames and sills	Yes			
Broken windows/glass	Yes*		Yes	If it was caused by the customer, the customer will have a recharge *If it was a crime – a crime reference number is required before Calico will replace
Window Restrictors	Yes			Window restrictors are fitted to windows above ground level excluding the main bedroom which is a fire escape route.
Failed Double Glazed Units			Yes	Failed units will not be replaced as a responsive repair but will be assessed on future improvement programmes. Main lounge windows will be considered based on customer circumstances. None will be replaced unless filling with water.
Draughty Windows	Yes	Yes		Windows are cold spots and will only be replaced where the draught is due to a defect with the window. Repairs will be carried out to reduce draughts if possible to do so.
Window Vents	Yes			Alternative ventilation may be considered where the vents are no longer available. Old window vents will be repaired.
Window ironmongery	Yes			E.G. Handles, hinges
Door entry systems	Yes			Communal schemes and sheltered accommodation will be repaired as a priority by external contractors
Faulty doors and frames	Yes			Doors will be repaired where possible and will only be replaced if a repair will not be effective.
External door locks and ironmongery	Yes			Additional locks are customers responsibility to provide

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Lost keys and Gaining Entry			Yes	Gain entries for lost keys will be recharged	
External Meter cupboard doors	Yes				
Electrical					
Security Lighting			Yes	Security Lights will not be repaired or bulbs replaced, additional or new security lights are customer's responsibility.	
House Alarms			Yes	Calico is responsible only where a service charge applies. Work will be completed by external contractors	
Communal security systems	Yes			Completed by external contractors	
Street lighting			Yes	These should be reported to LCC in the first instance. Calico is responsible for maintaining a small amount of street lighting. LCCC will contact Calico if it's ours.	
Adaptations for disabled customers					
Bathroom adaptations fitted by Calico		Yes		Repairs outside the policy e.g. replace WC seats, lever taps, shower hoses will be considered on a needs basis following Occupational Therapist assessment.	
New Adaptations e.g. handrails etc.		Yes		Jobs are prioritised based on customer needs following	
Additional door or window locks			Yes	Not supplied or fitted	
Security door chains and spy holes			Yes	Not carried out	
Shower curtains			Yes	Not carried out	

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Repairs to handrails	Yes	Yes		Handrails will be prioritised based on individual needs and will be completed as soon as possible to do so.
<i>Bathroom Fixtures and Fittings</i>				
Bathroom fixtures			Yes	E.G. toilet seats, bathroom cabinets, mirrors, towel rails, shower hoses, plugs and chains, shower curtains and toilet roll holders
Baths, sinks, toilets, showers and associated pipework	Yes			Repairs will be completed within 20 working days, leaks are prioritised. Temporary fixes may be carried out and replacements completed as planned works and prioritised accordingly
Bath panels	Yes		Yes	May be rechargeable if damaged. Asbestos can be found in old bath panels and a survey should be requested if any doubt.
Wooden airing cupboard panel, frames, door and shelving			Yes	Some old boiler cupboard may contain asbestos panels, an asbestos survey should be carried out if any concerns. Shelving is not replaced.
Internal pipe work boxing			Yes	
<i>Ceilings and walls</i>				
Patch plastering to ceilings and walls		Yes		Health and safety issues will be prioritised. E.g. due to a leak from the room above. The finish may not necessarily match existing.
Plastering to ceilings and walls for pre-decorative purposes			Yes	Artex may contain asbestos and would need checking before being disturbed
Replacing ceilings/partition walls e.g.		Yes		Temporary repairs may be carried out e.g. leaks prior

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over boarding or as a result of leaks				to large scale works being programmed.
Skimming walls for pre-decorative purposes			Yes	Customer's responsibility.
Filling plaster cracks e.g. cracks and small holes			Yes	Pre-decoration, less than a coins width is customers responsibility
Decoration			Yes	
Refixing/replacing loose wall tiles and missing grouting		Yes	Yes	Temporary repairs may be completed initially to stop damp/leaks. Secure tiles and grout will not be replaced solely for cosmetic reasons. The tile finish will be matched as close as possible; an exact match cannot always be achieved. Plastic Hygienic cladding will be used in large areas
General Joinery				
Repairs to internal doors including ease, adjust, ironmongery and replacement doors.			Yes	
Easing to internal doors and threshold strips to fit carpets			Yes	
Picture Rails			Yes	
Skirting boards and door architrave			Yes	
Staircase, banister and handrails	Yes	Yes	Yes	Handrails will be prioritised based on individual needs and will be completed as soon as possible to do so. Customer will need a referral by Social services or an Occupational Therapist will be required if a customer

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				mentions these for mobility reasons.
Internal meter cupboard doors			Yes	
Internal and External Painting				
Internal painting to walls, ceilings and woodwork			Yes	
External painting/staining e.g. wooden doors, handrails, fencing			Yes	An inspection will be required if handrails are rusty or wooden handrails at risk of causing splinters
Electrical Items NB: Electrical work must only ever be carried out by a qualified/competent electrician				
Electrical wiring, sockets and light fittings	Yes			Recharges will apply if customers have changed electrics in anyway.
Additional electric sockets	Yes*			*Additional sockets will only be installed if required for health & safety reasons or if there is a specific need.
Communal lighting	Yes			
Repair/replacement of light bulbs/fluorescent tubes/starter & security bulbs			Yes	Keys can be supplied for lights with specific fittings.
Repair of extractor fans	Yes			
Installation of extractor fans		Yes		Will be installed only if required to improve ventilation. And if ordered by an inspector due to a lack of heating leading to condensation issues.
Domestic appliances installation and repair of washing machines, cookers, fridges etc.			Yes	Calico may install some appliances for customers if they have been donated by special arrangement. These appliances must be new and have the manufacturer's instructions with them and future

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				maintenance is the customer's responsibility.
Smoke alarms	Yes		Yes	Calico will ensure there is a smoke alarm in the property. Customer to replace batteries in battery only operated alarms.
Plugs on electrical items			Yes	Unless electrical items are the property of Calico e.g. student accommodation, communal kitchens, laundry rooms
Electrical consumer units	Yes			
Electrical storage heaters, but only if owned by Calico	Yes			
Electric fires			Yes	These are gifted to customers and we will not repair. Faulty electric fires will be removed if required. (Please see the secondary heating policy)
Electric meter and supply of electricity			Yes	Customer would need to contact their supplier
Immersion heaters	Yes			
Disconnection and reconnection of cookers, unless owned by Calico			Yes	This will only be completed by Calico if access is required to the cooker space, e.g. flooring repair, kitchen unit replacements
Re-setting trip switches			Yes	It is generally appliances that trip electrics, all electrical items should be unplugged to find the cause. Repairs will be recharged if this is found to be the cause.
Floors				
Concrete/asphalt floors Floorboards and joists	Yes	Yes		Large repairs may result in a temporary repair being completed. Floors that need large areas replacing will be completed as planned works. Floorboards are not

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				replaced solely for cosmetic purposes. It is advisable not to leave floorboard bare and cover them with a suitable floor covering.
Floor tiles where fitted by Calico	Yes			These are mainly found in kitchens and bathrooms. Old floor tiles may contain asbestos and should not be removed without checking first. Customer to replace any floor covering following removals works.
Loose floor coverings, fitted carpets and laminate flooring			Yes	Permission is required where fitting laminate flooring. It is customer's responsibility to remove any floor coverings to allow work to be carried out either to the floor or sub floor area.
Home Energy Efficiency				
Draught proofing to windows and external doors	Yes			Where draught proofing has failed
Photovoltaics (solar panels)	Yes			Only where installed by Calico.
Replacement or top up of loft insulation if inadequate		Yes		Personal items should not be stored in loft spaces. If items are found to be stored then it is customer's responsibility to move these.
Minor Condensation and black mould			Yes	Black mould is a result of condensation; please refer to the advice leaflet on ventilation which can help in reducing condensation drastically. Black mould can be treated with household cleaners available at supermarkets.
Significant condensation and black mould that is not resolved by following advice.		Yes		An Inspection will take place and the Repairs Inspector will advise on any work that is required to alleviate condensation e.g. vents, renewal of loft insulation.

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<i>Kitchen</i>				
Kitchen cupboards and/or worktops replacements	Yes			Cupboards beyond repair will be replaced, but may not match existing units. Re-charges may apply if the customer has damaged the kitchen units or worktops. Permission is required if a customer wants to change the kitchen in any way.
Replacement Kitchen		Yes		Only if this doesn't meet decent homes standards or if it was previously refused. Kitchens will be referred to be included in a future investment programme.
Cupboard drawers, door catches, handles and hinges			Yes	
<i>Plumbing</i>				
Installation of dishwashers and washing machines. Leaks from these appliances and pipework			Yes	
Leaks from pipework, sinks, baths, toilets	Yes			Leaks can often be difficult to detect and may take a couple of visits to fully resolve. Concerns regarding bowing ceilings etc. as a result of a leak should be checked immediately.
Overflow pipes and water tanks	Yes			
Clearing blocked sinks, bath/hand basin waste pipes and shower wastes, washing machines and dishwashers			Yes	In the first instance this should be cleared by the customer. A recharge may occur if the blockage is due to neglect

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Blocked toilets			Yes	In the first instance this should be cleared by the customer. A recharge may occur if the blockage is due to neglect
Dripping or leaking taps, stop taps and wheel valves	Yes			Replacement taps may not necessarily match existing taps
Repairs to Sink unit and wash hand basins	Yes			
Repairs to toilet and cisterns	Yes			
Replacement/repair of toilet seats, plugs and chains, shower heads and hoses			Yes	
Repairs to Bath or shower tray	Yes			
Showers if fit by Calico	Yes			
Seal to bath and sink units and tile joint	Yes			
Boxing in of new or existing pipe work			Yes	Calico not responsible for damaging customer own pipe boxing if we need to gain access to pipes. Customer to remove and make good post works. Boxing in of pipes is not carried out.
External taps			Yes	If an external tap has burst we will make safe and cap off. This will be re-charged to the customer. It will then be customer's responsibility to repair or reconnect.
Environmental				

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Pests e.g. ants, slugs, flies, bees wasps and rodents etc.			Yes	The Environmental Health Service can offer advice and support on dealing with pest control. The exterior of the building will be checked and obvious holes sealed.
Nesting birds, squirrels, bats etc. commonly found in lofts.			Yes	The Environmental Health Service can offer advice and support on dealing with pest control. The exterior of the building will be checked and obvious holes sealed when the animals have gone. The exterior of the building will be checked and obvious holes sealed.