

# Policy

**Title:** **Responsive Repairs Policy**

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This document relates to:

The **calico** Group

The Calico Group



Calico Homes



Calico Enterprise



SafeNet



Acorn Recovery Projects



Whitworth Care Trust



Ring Stones

providing  
quality services that  
make a difference  
to people's lives

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## **1.0 Introduction**

This document sets out in detail Calico's policy for the Responsive Repairs Service delivered to tenants of Calico Homes properties. It covers all areas of company policy with regards to the maintenance and upkeep of these properties, excluding gas appliances and voids maintenance. It also clarifies respective Landlords and Tenant obligations under the Tenancy Agreement and the service standards customers can expect from Calico. The intention is to deliver the service effectively and efficiently and within operational financial resources.

## **2.0 Aims and Objectives**

The aims and objectives of the Repairs Policy are as follows:

- To ensure that all Calico properties are maintained to a high standard (minimum Decent Homes) and that customers live in safety, security, comfort and warmth.
- To achieve high standards of customer care and consistently high levels of customer satisfaction.
- To ensure vulnerable customers receive a service which is appropriately tailored to their needs.
- To meet Calico's own commitments to its customers as detailed within the Tenancy Agreement.
- To provide a prompt, efficient responsive repairs service including 24 hour provision for emergencies.
- To complete repairs within a single visit, where possible.
- To help maximise the life of Calico properties.
- To ensure Calico's compliance with the Right to Repair Scheme, Decent Homes Standards and other regulatory and legal requirements.
- To ensure Calico's compliance with the Housing Health & Safety Rating System
- To ensure that decisions do not detract from the Asset Management Strategy
- To provide Value for Money in the repairs service.

## **3.0 Scope**

The policy covers all responsive repairs for Calico Homes properties, with the exception of gas-related works which are covered within the Gas Policy. The team are responsible for making sure all Calico properties are in a good structural state of repair with gas, electric and water installations in good working order. The aim is to repair rather than replace where possible. Repairs will not be carried out for cosmetic purposes.

Details of repairs and the responsibility for completing these are listed in Section 12. Calico will make a judgement in each case whether a repair is required or a full replacement to ensure we have met our responsibilities.

This Policy applies only to tenanted properties. Details of repairs completed to empty properties can be found within our Void Repairs Policy and Void Standard.

#### 4.0 Policy Description

Responsive Repairs are split into three main categories as below. This is to ensure that the service is quick and efficient through optimum use of resources, enabling repairs to be prioritised effectively and provide high levels of customer service, allowing performance to be monitored for each category (examples of each can be found on the following page).

**Emergency:** Where the repair causes a potential health and safety risk to the occupants or potential serious damage to the building. An Operative will attend within 24 hours of the repair being reported, but will aim to attend the same day depending on the severity of the emergency. Emergency repairs are prioritised appropriately.

An out of hours repairs service operates solely for emergency repairs that occur outside office hours e.g Monday to Friday between 6pm and 8am, weekends, bank holidays and during the Christmas period when Calico is closed.

In some instances it may only be possible to carry out a temporary repair to make the situation safe and secure. Once this has been done, arrangements will be made to complete the repair within the relevant timescales, as detailed below.

In circumstances where a customer has been found to have falsely reported an out of hours emergency repair, a recharge may apply for the call out.

**Urgent:** Problems that don't pose a health hazard but cause a major inconvenience, discomfort or nuisance to the occupants or third parties and are likely to lead to further deterioration of the building if the problem persists. These will be completed within 3 working days.

**Routine:** Problems that cause limited inconvenience without causing serious discomfort or nuisance to the occupants or third parties and without long term deterioration of the building. These will be completed within 20 working days. Customers will be advised if the repair is major or planned works to be repaired at a later date as part of a 'programmed' repairs approach.

Examples of the categorisation of repairs are detailed in the table below;

<b>Emergency</b>  Within 24 hours	<ul style="list-style-type: none"><li>• No power to the property</li><li>• Blocked toilet facilities and only 1 toilet within the property (if this is due to mis-use a recharge will apply)</li><li>• Damage to any ground floor windows, making them easily accessible</li><li>• Insecure external door</li><li>• Internal leaks which cannot be contained or affecting electrics (temporary fix likely in the first instance)</li><li>• No water supply.</li><li>• Fire alarm and smoke detector failure (in communal areas these are managed and maintained via an external contract)</li><li>• The door entry system is not working (these are managed and maintained via an external contract)</li><li>• Out of service lifts (these are managed and maintained via an external contract)</li></ul>
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<b>Urgent</b>  Within 3 working days	<ul style="list-style-type: none"> <li>• Partial loss of electrical power</li> <li>• Partial loss of water supply</li> <li>• Taps that cannot be turned on</li> <li>• Internal leaks that can be contained where electrics not affected (temporary fix likely in the first instance)</li> <li>• Broken Glazing</li> </ul>
<b>Routine</b>  Within 20 working days	<ul style="list-style-type: none"> <li>• 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</li> </ul>

**The completion of external works e.g. gutters, paving, roofing is subject to safe working conditions and can be affected by weather.**

### **Planned Works**

Such repairs as guttering, footpaths, external doors, large plastering jobs, window replacements and mould treatment, are prioritised accordingly where situations do not pose a risk to health, safety or security of the occupants or third party and specific and/or specialist materials may be required.

Work will be prioritised as appropriate and the aim is to complete these within 3 months. This can be dependent on material availability and weather.

### **Reporting Repairs**

Customers can ring our Call Centre on 0800 169 2407 or 01282 686300 (24 hours a day) to speak to one of our agents. Alternatively the self serve website can be used to both log a repair and check appointments.

### **Repairs Inspections**

It may be necessary to carry out an inspection first to ensure that the correct repair work is ordered. This may include reports of damp, damage to external walls, draughty windows, external doors, floor issues or leaks where the source is unknown.

All plastering work is inspected first to ensure that the correct time is allocated to each repair so the work can be completed during the first repair visit.

The Inspector will advise what work is required at the end of the inspection and an appointment letter will be sent to confirm when the work will be completed. It may take up to 14 days for the subsequent appointments to be confirmed.

### **Flexibility of the Repairs Policy**

Policy decisions are amended as appropriate based on the individual circumstances of a customer or in relation to the specific property.

Repairs that are normally outside the policy may be completed depending on whether the customer is in a vulnerable situation. This may also include re-prioritising the work depending on the situation, and the health, safety and well-being of the customer.

There are certain repairs that are the customer's responsibility, decisions to complete certain repairs may be taken at the discretion of the Repairs team (see section12).

**Appointments:**

An appointment will be provided for all work that takes place inside the property.

Appointments will be allocated to the following time slots, Monday to Friday:

Mornings	08:45 to 12:30	early morning slot 08:15 to 08:45
Afternoons	13:00 to 16:30	

Specific requests will be considered to avoid certain times of the day e.g. school runs. Where an appointment is for a half or full day access is required as soon as possible to ensure that the repairs can be completed within the allocated time.

Evening appointments are available if required between 16:30 and 18:00

***Work inside the home***

Emergency Repairs – attendance within 24 hours (including non-working days).

Confirmation will be given at the point of contact as to whether an Operative will attend that day, evening or the following day. It is important that someone is available to allow access to complete the repair.

Urgent Repairs – an Operative will attend within 3 working days. The appointment date and timeslot will be advised at the time the repair is reported.

Routine Repairs – these are allocated by the Repairs Scheduler to ensure that Operatives are allocated work in an efficient way. Appointments are allocated within 24 hours of a repair being received and a confirmation text and letter are sent the same day.

Planned Repairs – as the work may take up to 6 months to complete, appointments may not be allocated for some time. An appointment letter will be sent as soon as the work is allocated. Repairs within this category will be prioritised appropriately based on the work identified and potential impact on the property or customer e.g health and safety.

***Work outside the home***

Notification of the appointment will be sent although there is no need for anyone to be home during the repair. If there are access restrictions e.g. locked gates then notification should be given at the point of a repair being reported so arrangements can be made. A calling card will be left to advise that the repair has been completed.

***Missed Appointments***

It is important that arrangements are made for Operatives to gain access to the property at the given appointment time. Inconvenient appointments must be re-arranged as soon as possible. Missed appointments may result in the repair being cancelled and it is the responsibility of the customer to contact Calico to re-arrange. A calling card will be left to advise that an Operative has attended to complete the repair. A charge may also apply.

**Right First Time:** Customer feedback confirmed that completing repairs during the first visit is important. Where this is not possible, Operatives will explain what work is outstanding and what will happen next. Often repairs aren't completed during the first visit as additional and often substantial work is identified, this is known as follow on work. This work will be prioritised depending on whether there are any health and safety issues or where there is a risk of deterioration within the property.

**Follow on Work:** This is where the repair is not completed during the appointment given, this may be due to non stock materials being required, more time needed etc. The

Operative will ensure that the repair is left safe and tidy. The Operative will notify the office of the additional work and a new appointment will be made to advise customers when the work will be completed, this may take up to 14 days.

**Customer Satisfaction:** All customers should be satisfied with the repairs service and this is monitored via the annual STAR survey and post inspections completed by the repairs team. Customer satisfaction is also captured on Operatives PDA's and followed up as appropriate. Where customers are not happy, customers are encouraged to follow the complaints process.

**DIY and Customer Repairs:** In general, repairs are only allowed to Calico properties using qualified trades people. However, there are some DIY jobs and minor repairs that are the responsibility of the customer, such as putting up shelves or repairing a door catch. Please check section 12 below for full details of responsibilities.

Customers should not carry out any electrical work, other than simple tasks like changing light bulbs. The main cause of electricians tripping is appliances, these should be unplugged and tested. A recharge may apply if a Calico electrician attends and a faulty appliance is found to be the problem. If circuit breakers trip more than once, it is recommended that a Calico electrician is called to investigate.

Any work relating to gas appliances or pipework MUST be left to a suitable qualified tradesperson.

When carrying out any repairs, the customer must check that they know how to do the job and have the correct tools and protective equipment. Videos and practical advice are available through an online search, or leaflets provided at a DIY store. If there is any uncertainty the advice should be sought from a reputable tradesperson.

No work at height should be carried out unless that person knows how to work safely.

**Personal Items:** All personal items should be removed from the work area prior to the repair taking place. If it is likely that items need removing and the customer is unable to do this then alternative arrangements will need to be made in advance as necessary. It may not be possible to complete repair work as planned if personal belongings cause a hazard to Operatives. Personal items left in an area of work will be covered if feasible to do so, no responsibility for damage caused will be accepted.

**Decant:** In some circumstances it will be necessary to move customers to alternative accommodation whilst repair work is completed. The move will be facilitated by the Neighbourhood Management team and the appropriate repairs or investment team will arrange for the work to be completed. All personal belongings will be removed from the work area and if necessary moved in to storage. Photographs will be taken of all belongings prior to being moved and an inventory taken. Full details can be found in the decant procedure.

## 5.0 Responsibility

The responsibility for delivering this policy lies with the Repairs Operations Manager. The delivery of the repairs service will be undertaken by the in-house repairs team of Operatives. However, in the following circumstances external contractors will be used:

- Asbestos surveys and some asbestos removal
- When there are specialist repairs required that fall outside of the skills within the team e.g. roofing, damp and drainage issues.
- Where there is not the in-house human resource capacity on a short term basis to meet the targets that are set within this policy.

Whilst Calico Homes has responsibility for the majority of repairs we do in our homes, customers also have responsibility for the maintenance and upkeep of the properties. Customers are responsible for:

- Any damage caused to the property by the tenants, visitors, guests, animals etc.
- The repair or replacement of anything they have installed or fitted
- The internal decoration of their home
- Making good any internal decoration affected by improvement or repair works, unless agreed with a member of Calico staff, where discretion to give compensation or disturbance allowance may apply.

**Right to Repair:** This scheme covers small, urgent repairs costing up to £250 which, if not carried out within the agreed timescales, are likely to jeopardise the health or safety of the tenant. In certain circumstances the customer will be eligible for compensation up to a maximum value of £50.00. Full details of qualifying repairs can be found within the Calico Contacts and Compensation Procedure.

The Right to Repair Scheme does not apply where:

- The tenant has advised that they no longer want the qualifying repair to be carried out
- The tenant has failed to provide reasonable access details for the contractor
- The tenant has failed to provide access for an inspection or for the repair to be carried out.

**Right to Improve:** Calico aims to allow customers to improve their home, but requires that all requests for any improvements are put in writing and authorised by Calico in writing prior to the works being carried out, in accordance with the Tenancy Agreement. Examples include; the installation of a new kitchen/bathroom or structural changes to the property or within the property boundary.

An inspection will be undertaken to ensure works will be carried out to the required standard, the outcome of the permission visit will be provided in writing. Once the improvements have been made, Calico is not responsible for replacing, renewing or maintaining any fitting or improvement that a customer has made to their home and will only complete repairs in line with our policy. A charge may be levied for any corrections Calico has to make for substandard work.

**Right to Compensation:** Customers may be entitled to compensation for some improvements they make to their home. They do not become eligible for consideration until they leave the property and provided they obtained written permission before carrying out the works. Further information can be found in the Customer Contacts and Compensation Policy.

**Right to Acquire:** If a customer has applied to buy their home, Calico will only carry out emergency or urgent repairs that the law requires us to undertake until the purchase of the property is complete.

The respective responsibilities of both Calico and customers are detailed within the appendices of this policy.

**Mutual Exchange Properties:** A home visit will take place with the Neighbourhood Officer prior to completion of the exchange. A gas and electrical check will be arranged for when the exchange takes place. The properties are accepted as seen and large scale works e.g. kitchen and bathroom replacements will not be completed. Responsive repairs e.g. emergency, urgent and routine will be carried out as normal.

### **Rechargeable Repairs**

Customers are liable to be charged for certain repairs even when they are classed as Calico responsibility. For example; damage caused to the property by the customer, their family, guests or animals, through neglect, misuse or failure to report damage or a repair. This includes gain entries due to lost keys etc. These repairs are specified in greater detail in the Rechargeable Repairs Policy.

Where damage or neglect has occurred, for which the customer is responsible, Calico expects the customer to undertake the repairs or to repay the cost of the works. Repayment Terms will be discussed with the customer at the time of logging the repair. Details will also be passed to the Neighbourhoods Team who may visit to ensure the terms of the tenancy are not being breached.

Each case will be judged on its merits by Calico with the aim to take a sympathetic approach to charging for repairs, as appropriate, where a customer is considered vulnerable. In some circumstances agreement may be reached not to charge for the work. Conversely, if a customer continually reports repairs of a similar nature the payment for a rechargeable repair may be asked for up front.

Where damage has been caused by vandals it should be reported to the police and a crime reference number obtained. Calico will generally accept responsibility for repairs where a police crime incident number is provided.

Further information can be found in the Rechargeable Repairs Policy, which also includes costs.

## **6.0 Service Standards**

### **6.1 Customer Care**

When carrying out a repair, Calico will:

- Aim to ensure repairs are prioritised and completed within the relevant and appropriate timescales.
- Keep to the appointment time, otherwise, contact the customer to arrange a suitable alternative time. The Repairs Team will give as much notice as possible should they need to change an appointment
- Operatives will call ahead to advise of any changes/delays
- Notify customers which contractor will be completing the work
- Always produce a name badge/ID card
- Be smart, clean and presentable, with the correct uniform
- Always let the customer know who they are there, introduce themselves and explain the reason for their visit. Leave a calling card should the customer be out
- Carry out the work to a high standard, respecting the customer's property and contents at all times
- Give full attention to the customer and be professional at all times
- If unable to complete the work, a simple explanation will be given to the customer to advise what will happen next and if any further works are required
- Leave the work area clean and tidy
- Ask the customer if they need any further help and if they are happy with the work
- Following an inspection notify the customer what work will/won't be completed

These standards are measured via repairs surveys and performance measures.

### **6.2 Quality of Repairs**

Through this policy the aim is to ensure that repairs are not only completed within timescales in the most efficient and cost effective ways, but are completed to a high standard and to the satisfaction of the customer.

Ensuring that all repairs and work completed in our homes are of an excellent quality and that there are mechanisms in place to support this. These include pre and post inspections of repairs completed in-house and those of contractors. Calico will ensure that Operatives are appropriately skilled and trained to deliver work of an excellent quality.

Customers have the opportunity to provide feedback on the quality of repairs completed and service provided through the STAR satisfaction surveys and through the complaints process if necessary.

## **7.0 Regulatory and Legal Compliance**

All Calico properties will meet the minimum Decent Homes Standard. In addition to this there are regulatory and legal requirements that directly impact this policy.

The Landlord and Tenant Act (1985) - places a responsibility on landlords to carry out basic repairs, including;

- The structure and exterior of the property, the installations for the supply of water, gas and electricity and for sanitation, space heating and heating water

The Defective Premises Act 1972 – section four of this Act places a duty on the landlord to take reasonable care to ensure that anyone who might be expected to be affected by defects in the property is reasonably safe from injury or damage to their property

The Environmental Protection Act (1990) – makes provision for the control of premises whose conditions are considered to be prejudicial to health or a nuisance. This means that landlords are liable for damages and compensation to tenants and their families who suffer as a result of failure to maintain their properties.

The Housing Act (2004) – Housing Health and Safety Rating System – to protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings

The consumer standards which impact on this policy are:

- Home
- Tenant Empowerment and Involvement
- Value for Money

## **8.0 Monitoring**

The success of the policy will be visible through the impact it has on customer satisfaction and company performance, specifically the performance of the Responsive Repairs service. The effects of the policy will be monitored via the performance system and performance reporting mechanisms.

Customer contacts are monitored and feedback used to improve service delivery. This information is fed back through the board report on a quarterly basis.

Performance against forecasted annual budgets will be measured monthly. On a long term basis through annual budgets the Repairs team will also measure and demonstrate improved efficiency and Value for Money of the service. The Repairs team will ensure that properties are repaired to a high standard, whilst working within budgetary constraints and ensuring costs are competitive.

Repairs information is shared with the Investment team to assist in prioritising future programmes in line with the Asset Management Strategy.

All performance targets are reviewed annually with a view to continually improving the service and standards of customer care. Key performance indicators are discussed with customers at the appropriate forums.

## **9.0 Consultation**

Customers have been consulted on the content and 'Responsibilities' section of this policy via the RIGHT Group and from analysing feedback through complaints analysis.

The outcomes detailed in the December 2013 Neighbourhood Feasts report in relation to repairs have been considered. A fencing survey was carried out in 2014 and the results resulted in the fencing policy which links closely with the Responsive Repairs Policy being revised.

The RAISE panel carried out a review of the repairs service in 2012/13 and the action plan has been implemented as appropriate.

## **10.0 Benchmarking**

This policy has been benchmarked via a number of different sources and organisations;

- Calico are members of the Direct Works Forum and we obtained a wide range of policies and procedures from other member organisations including; Willow Park Housing Trust, Yorkshire Housing, Bolsover District Council, Bracknell Forest Homes, CHP, NS Housing and Housing Pendle
- Other local housing providers have been contacted including; Hyndburn Homes and Community Gateway
- HouseMark data has also been used to inform the review of the repairs policy
- The Department for Communities and Local Government website which provides information on the Decent Homes Standard and Right to Repair Schemes.

## **11.0 Related Strategies, Policies and Procedures**

- Customer Involvement Strategy
- Value For Money Strategy
- Asset Management Strategy
- Procurement Strategy
- Customer Service Strategy
- Equality Diversity and Inclusion Strategy
- Customer Contacts and Compensation Policy and Procedure
- Equality Diversity and Inclusion Policy
- Aids and Adaptations Policy and procedure
- Asbestos Policy
- Fencing Policy
- Investment Programme Delivery Procedure
- Gas Policy and procedure
- Void Standard
- Rechargeable Repairs Policy
- Permissions for Improvements and Compensation Procedure
- Secondary Heating Procedure
- Mutual Exchange Procedure
- Damage to Building Procedure
- Customer Care Policy

## 12.0 REPAIRS POLICY APPENDIX

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
<b>Garages and outbuildings</b>				
Basic repairs to garages and outbuildings if owned by Calico. 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			Yes	The structure/doors may be repaired if a health and safety issue. Major works may result in removal of the outhouse etc.
Garden Sheds			Yes	Garden sheds are gifted to customers
<b>External land within the property boundary</b>				
Gardens – 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 safe)	Yes (completion of larger scale works)		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 2 ½ cms
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 for standing water following prolonged heavy rain.
Patios and paved areas that do not surround the perimeter of the property.			Yes	Customers are responsible for maintaining patios that they have put in. Calico may complete small repairs where there is a trip hazard. Large repairs where there is a H&S risk may result in the patio being removed and seeded over.
Washing posts and lines			Yes	These will be removed if a Health and Safety issue. Permanent washing posts in communal areas will be maintained.
Garden Walls	temporary make safe if required	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 may be removed.
Repairs to driveways and hard standings	Yes (may be a temporary make safe)	Yes (completion of larger scale works)		Only where they pose a Health and Safety risk eg Trip hazard in excess of 2 ½ cms. Alternative surfacing may be considered.

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
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)
<b>Pipes and Drains</b>				
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
Inspection chamber owned by Calico	Yes			
Inspection chamber – owned by United Utilities			Yes	Can be referred through Calico
Drain blockage – shared drain owned by United Utilities			Yes	Can be referred through Calico
Water Service pipes beyond the property boundary			Yes	These need to be reported to United Utilities by the customer
<b>Roofing, Rain Water Goods</b>				
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
Fascias, 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.
Outhouse Roof - Attached to the property	Yes		Yes	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.

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
Outhouse Roof – Independent to the property				Outhouses that are separate to the main property will only be made safe if required. Major works may result in the outhouse being removed.
Television aerials and satellite dishes (we maintain shared areas e.g. communal)			Yes	Calico will refit should the aerial which required removing to allow works to take place or repairs to communal aerials.
<b>Structural Repairs - Property Walls, Porch Canopies, Sub Floor</b>				
External walls and rendering		Yes		Repairs will be carried out if there is a health & safety concern or damp issues. 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.
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 if required
<b>External Windows and Doors</b>				
Single glazed windows and doors		Yes		These will be assessed and replaced if faulty.
Repairs to window frames and cills	Yes			
Broken windows/glass	Yes			A crime reference number must be received otherwise the job may be re-charged to the customer
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.

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
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.
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
New keys and Gaining Entry			Yes	Gain entries are likely to result in a recharge.
External Meter cupboard doors	Yes			
<b>Electrical</b>				
Security Lighting			Yes	Security Lights will not be repaired and additional or new security lights are customers responsibility.
House Alarms			Yes	Calico are 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	Calico are responsible for maintaining a small amount of street lighting. These should be reported to LCC in the first instance.
<b>Adaptations for disabled customers</b>				
Bathroom adaptations fitted by Calico		Yes		Repairs outside the policy eg 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 Occupational Therapist assessment
Additional door or window locks		Yes		Jobs will be prioritised based on customer needs and health and safety requirements

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
Security door chains and spy holes			Yes	
Shower curtains			Yes	
Repairs to handrails	Yes	Yes		Handrails will be prioritised based on individual needs and will be completed as soon as possible to do so.
<b>Bathroom Fixtures and Fittings</b>				
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 28 days, leaks are prioritised. Temporary fixes may be carried out and replacements completed as planned works and prioritised accordingly
Bath panels	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	
<b>Ceilings and walls</b>				
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. overboarding or as a result of leaks		Yes		Temporary repairs may be carried out e.g. leaks prior to large scale works being programmed.
Skimming walls for pre-decorative purposes			Yes	Calico will only complete patch repairs as required.
Filling plaster cracks e.g. cracks and small holes			Yes	Pre-decoration, less than a coins width is customers responsibility
Decoration			Yes	

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
Refixing/replacing loose wall tiles and missing grouting		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.
<b>General Joinery</b>				
Repairs to internal doors including ease, adjust, ironmongery and replacement doors.	Yes			This may be re-chargeable if due to customer neglect/damage. New doors may not match existing internal doors.
Easing to internal doors and threshold strips to fit carpets			Yes	
Picture Rails			Yes	
Skirting boards and door architrave	Yes			This may be re-charged to the customer if they have been removed
Staircase, banister and handrails	Yes	Yes		Handrails will be prioritised based on individual needs and will be completed as soon as possible to do so.
Internal meter cupboard doors			Yes	
<b>Internal and External Painting</b>				
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
<b>Electrical Items</b>				
<b>NB: Electrical work must only ever be carried out by a qualified/competent electrician</b>				
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 Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
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
Domestic appliances installation and repair of washing machines, cookers, fridges etc.			Yes	Calico may install some appliances for customers if they have been donated through the Acorn Trust fund. These appliances must be new and have the manufacturer's instructions with them and future maintenance is the customers responsibility.
Smoke alarms	Yes			
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, eg 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.
<b>Floors</b>				
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 replaced solely for cosmetic purposes. It is advisable not to leave floorboard bare and cover them with a suitable floor covering.

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
Floor tiles where fitted by Calico	Yes			These are mainly found in kitchens and bathrooms. Old floor tiles may cause asbestos and should not be removed without checking first.
Loose floor coverings, fitted carpets and laminate flooring			Yes	Permission is required where fitting laminate flooring. It is customers 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, work will be completed by Contractors
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 customers 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.
Kitchen				
Kitchen cupboards and/or worktops	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.
Cupboard drawers, door catches, handles and hinges			Yes	

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
<b>Plumbing</b>				
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
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 fitted by Calico	Yes			

Repair Type	Responsibility			Additional Information
	Responsive Repair (upto 28 days)	Planned (upto 6 months)	Customer	
Seal to bath and sink units and tile joint	Yes			
Boxing in of new or existing pipe work			Yes	We may consider plastic trunking in some circumstances
External taps			Yes	If an external tap has burst we will make safe and cap off. This may be re-charged to the customer. It will then be customer's responsibility to repair or reconnect.
Environmental				
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.