

## REPAIRS AND MAINTENANCE

MAY 2024

## 1. **INTRODUCTION AND AIMS**

1.1 Telford & Wrekin Council aim to maintain its housing stock in good condition by providing an effective repairs and maintenance service to its social housing tenants, being a Registered Provider of Social Housing.

1.2 The Council will ensure that its repairs and maintenance service reflect the following overall principles:

- To keep your home in a good state of repair.
- To comply with all legal and health & safety requirements and carry out any action arising from check within appropriate timescales.
- Value for residents from available financial resources.
- To monitor and review customer satisfaction and make use of the information to continuously improve services.
- The Council aims to meet the Government Decent Homes Standard which sets out the standard for quality of accommodation and repairs and maintenance required of a Registered Provider.

## 2. **RESPONSIBILITIES FOR REPAIRS**

As your landlord, the Council is responsible for completing most repairs to the inside and outside of your home. However, as a tenant, you also need to be aware that you have responsibility for some minor matters.

### 2.1 **Responsibilities of the Council**

The Council is responsible for the maintenance, repair and replacement of the structure and common parts of its properties.

The responsibilities will include:

- Structure and exterior of the property (including drains, gutters, and external pipes) and all fixtures and fitting installed and supplied by the Council or on its behalf.
- Communal areas of the property.
- External paintwork (if relevant).
- Water, gas, electricity supplied, including carrying out annual Gas Safety check in accordance with current legislation.
- All heating equipment's in the property.
- Smoke alarms systems.
- Co2 monitors.

- Toilets and Bathing Equipment.
- Kitchen units (not white goods).
- Fencing (except where this has been changed or replaced by the tenant).
- The management of asbestos containing materials.

The Council will not be responsible to carry out any work or repairs to the property which the tenant would be entitled to remove from the dwelling house.

## 2.2 Responsibilities of the Tenant

The Tenant is responsible for reporting repairs to the Council and must allow access to their home in order for any work including assessments such as a stock condition survey to be carried out.

The Tenant is responsible for the maintenance, repair and replacement of certain items within the home.

The responsibility includes for:

- Work needed due to deliberate damage or neglect of the property.
- Tenant own fittings and applicable including; microwave, kettle, washing machine, cooker fridge and so on.
- Easing of internal doors after installation of carpet and/or other flooring.
- Internal decoration of the property including; painting, wallpaper and decoration needed after repairs carried out by the Council.
- Damp or mould as a result of the tenant's lifestyle.
- Light bulbs.
- Broken glass as a result of wilful or deliberate damage
- Locks, latches, bolts etc. To secure the external part of the property including sheds and other buildings (if any).
- Repair of and fitting and structures which have been installed by the tenant.
- Regularly testing smoke alarms and Co2 detectors and notifying the landlord of any fault associated with these devices.
- Notifying the landlord where any damage has been caused to an asbestos containing material.
- Reducing the risk of legionella within the water system by undertaking basic precautions.
- Replacement of all floor finishes i.e. carpets, vinyl flooring etc.
- Maintenance of the gardens within the boundary of the property.

## 3. REPORTING REPAIRS

## Tenants can report repairs to the Council in any of the following ways:

- Telephone 01952 384584
- Email the following email address for non-urgent repairs  
[bit.helpdesk@telford.gov.uk](mailto:bit.helpdesk@telford.gov.uk)

### **Appointment**

When you notify the Council of your repair you will be given a response time in which your repair will be attended to

The Council has a directed response time for the following repairs:

- Emergency response with 2 hours
- Emergency Out of hours response time within 2 hours
- Urgent to be commenced with 24 hours
- Non Urgent to be commenced within 5 working days
- Routine to be commenced with 21 working days

Once the repair is reported a reference number will be provided to the tenant which the tenant will need to quote when contacting the Council in order to track your repair, request an update, or for any other action on the reported repair.

### **Completion**

The Council aims to complete repairs on the day however where additional materials are needed to complete the repair, the engineer will make the property safe and return on an agreed date and time to complete the job.

There are certain repairs the Council will ensure are completed within a specific response time as specified in legislation. If the Council is unable to do the repair work within the specified timescales; you may be entitled to compensation under the Council's Right to Repair Scheme.

### **3.1 Emergency Repairs**

The initial attendance time for an emergency repair is within 2-4 hours from reporting the repair.

An emergency repair would be where there is an immediate and serious risk to people or property, for example:

- Exposed or unsafe live electrical cables
- Water leaks which is flooding part or whole of property
- Drainage problems including toilet and external drain blockage
- Gas escape
- Loss of water supply (under the control of the landlord)

### **3.2 Out of Hours Emergencies**

The general service hours is Monday to Friday [8.30am – 5.00pm Monday to Friday excluding Bank Holidays].

For out of hours repairs which need attending to but cannot wait until the next working day please contact the emergency line [07976100276].

The repairs will include the 'emergency repairs and no heating in the property during winter months.

## **4. CYCLICAL AND PLANNED WORKS**

These are planned maintenance works that will be carried out at defined intervals in accordance with the relevant stock survey carried out by the council.

The main items included in the works are:

- Annual servicing of boilers and gas heating's as part of the Annual Gas Safety
- Replacement of structural parts of the property which have reached the end of their life for example, kitchen, bathrooms, roof coverings, and windows.
- Landscaping and grounds maintenance of communal gardens and of open ground on estates, all statutory servicing requirements where applicable, gas servicing, electrical circuit testing, portable fire equipment, fire systems

This will include details of the works to be undertaken and the areas that will benefit from the work. Such information will be published in the tenants' newsletter and on the Council's website.

### **Tenant Choice**

Where the Council undertakes planned improvement works and there are options available for the tenant to choose from; the Council will offer the tenant a choice from the options available.

This may include:

- colour of finish of internal plasterwork from an agreed range of colours
- the door and worktop finish of kitchen units
- colour of tiles in the bathroom and kitchen
- colour of floor covering
- style and colour of external doors
- colour of external wall

## **5. SUPPORTING VULNERABLE TENANTS AND OTHER ADAPTATIONS**

To support the special needs of individuals the Council carries out home adaptations subject to receiving an Occupational Therapist report.

If the tenant believes that they would benefit from having adaptation in the home the council can assist by arranging an Occupational Therapist to visit the property and determine if and what adaptations are needed.

The tenant will need to get in contact with their local housing officer for further information.

## **6. DECANTING**

We aim to maintain and improve our homes to a good standard and to develop a high standard of quality housing.

Sometimes we may need to move tenants temporarily to another property when repairs cannot be completed whilst the tenant is staying at the property.

Before a tenant is decanted the Council will ensure that:

- A. Tenants are consulted;
- B. Clear information is provided about the decant process;
- C. The tenant is placed in temporary accommodation which is appropriate for the tenants needs;

Further information about decant can be obtained by contacting the Council.

## **7. GAS SAFETY**

The Council has an absolute commitment to providing high quality gas servicing and ensuring that the tenants are safe. It will ensure that its legal and regulatory obligations are met, including an Annual Gas Safety Check.

The Council has a legal obligation to carry out a gas safety check annually and it is vital that tenants provide access to their property so this can be completed. Where there is a failure to provide entry to the property, the Council may take legal proceeding and tenants could face a fine and imprisonment.

If you believe your gas appliances has broken down, then please contact the relevant helpline.

**IMPORTANT: If you smell gas please call National Grid on 0800 111 999 immediately**

The Council will ensure that it carries out other necessary safety checks in accordance with relevant legislation, including (but not limited to) The Smoke and Carbon Monoxide Alarm Regulation 2015.

## **8. EXISTING CONTRACTORS**

The Council appoints a number of contractors to carry out the repair work. You will receive the detail of the relevant contractor when a repair is reported.

## **9. YOUR VIEWS**

We are interested in hearing your views on our service as we continuously aim to provide a better service for our tenants.

After each call out, we will ask you to complete a customer satisfaction form to be able to understand how we've performed and to use your feedback to improve services.

## **10. REVIEWS**

The Council will monitor the implementation of the tenant involvement policy by working with other providers where appropriate. It may update this document from time to time or when required by legislation.