

## Repair Responsibility

August 2017

### Introduction

This resident summary explains what repairs you are responsible for and those which are our responsibility.

This summary applies to all residents with:

- Southern Housing Group Ltd,
- Southern Home Ownership Ltd.

For further details on your repair responsibilities, please refer to your lease or tenancy agreement, or call our Service Centre.

When you need a repair that's our responsibility, contact our Service Centre and we'll make sure that it's carried out. When the repair is your responsibility we'll usually advise you to organise and complete it yourself.

### Tenants

#### Tenants

You must maintain your home by keeping it clean and in good decorative order.

You are also responsible for, but not limited to the following minor repairs and maintenance (you should always check your tenancy agreement in the first instance).

- Unblocking sinks, baths and hand-basins
- Trimming and/or re-hanging doors when you've put in new carpets;
- Dealing with pests like that are not a health risk - like ants and pet fleas (unless they are in shared areas);

- Telephone points or individual TV aerials – (repairs to communal aerial connection points should be reported to us);
- Minor fixtures such as coat hooks, curtains, curtain rails, shower heads and hoses;
- Repairs to your own cooker, fridge and other items;
- Replacing light bulbs, fuses, disposable batteries (in door bells and mains powered smoke detectors) and battery powered smoke detectors within your own home;
- Resetting or adjusting lighting and heating controls, thermostats and programmers within your own home;
- Window and door locks if your keys are lost or stolen, you are locked out, or you have broken the key in your lock or forced the lock to gain entry;
- Any front door / back door / window locks or ironmongery that you have added;
- Indoor and outdoor washing lines (except in communal drying areas);
- Broken glass, except for shared entrance doors and windows, or damage as a result of deliberate vandalism
- Replacing broken toilet seats or lids;
- Repairing damage caused to garden sheds or similar structures;
- Anything else that belongs to you or was brought onto the property by you.

All our Market Rent properties have an energy efficiency rating of 'E' and above, therefore we

will not accept requests for energy efficiency works on our Market Rent properties.

### **What repairs will you do for me?**

We are responsible for many repairs to your home – see below. Where we own the larger building and communal areas, then if you share any areas with your neighbours we are responsible for carrying out repairs to those too.

Our responsibility includes repairs to:

- Gas, electrical, water and waste disposal services, including basins, sinks, baths, toilets, flushing cisterns, overflows;
- Structure of your home and exterior walls
- Chimneys and roofs;
- Windows (but not the glass if it is damaged by you / your household) and external entrance doors to your home;
- Drains (but not waste pipes that are blocked through use by you);
- Guttering, paths and steps;
- Kitchen worktops, cabinets, cupboards, fitted wardrobes and white goods supplied by us;
- The areas you share with your neighbours
- Infestations of rats, mice and cockroaches or other pests which cause a serious risk to health and safety (flats only). If you live in a house you will normally have to deal with pests yourself.

If we need to replace materials or a part we will always try to use standard materials wherever possible. This means our contractors can carry some standard stock with them and reduce the number of visits they may need to complete a repair.

Requests for enhancements or requests for work where a repair or replacement is not required will (or may) be considered as an improvement and therefore does not form part of our repairing obligations. Decisions will be made on a case by case basis and taking into

account any programmed works that may be planned for the future.

### **Damage caused by you or your household**

We will not repair damage or neglect caused by you or someone in your household.

You must either:

- Do the repair yourself, or
- We will have the repair completed by our contractor and charge you for doing it

This also applies if you have caused an infestation.

If we find that you have caused a blockage to drains or toilets for example with disposable nappies, rubbish, clothing or anything else, then we may charge you for the cost of the unblocking or repair.

If you have paid a deposit and have an inventory report at the start of your tenancy, you are responsible for handing the property back to us in the condition it was let in, excluding fair wear and tear. If you do not make good any damage or changes to the internal decorations we will recharge you the cost of making good through your deposit.

## **Homeowners and Shared owners**

### **What repairs am I responsible for?**

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

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

### **What repairs will you do for me?**

If you live in a flat, we are responsible for arranging repairs and redecoration to the areas you share with your neighbours, as well as repairs and maintenance to:

- lifts;
- door entry systems;

- fire safety equipment;
- roof repairs;
- window frames and balconies.

If you live in an estate, we are responsible for a range of general items. For example, repairing and maintaining boundary fences (when we own them) and estate lighting (when this is not dealt with by the Council).

Where we carry out any repair or maintenance work to these communal areas then you will be recharged a proportion of the costs in accordance with the terms of your lease or the covenants in your title.

## All Residents – New or Refurbished homes

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In the first year after your home was built or refurbished the contractor who did the work may deal with problems caused by defective workmanship under a building defects warranty.

Therefore it's important that during these 12 months you don't do any repairs (or decorate over defects) without checking with us first.

If you are a homeowner or shared owner then you may also have the benefit of a longer building warranty direct with the builder's own warranty provider (eg. NHBC).

## How long will my repair take?

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If you report a repair to us that is our responsibility we will attend to it as quickly as possible and in one visit where we can. Some repairs are more urgent than others. We treat emergency repairs as a priority.

### Emergency Repairs

Your repair will be treated as an emergency if there is a serious risk to safety, security or health. In an emergency, we send a contractor as soon as possible and always within 24 hours.

They will try to do a repair on the spot. But if that isn't possible, they will 'make safe' and come back as soon as they can to complete the job.

Emergency repairs include:

- Dangerous structures
- Blocked main drains
- Burst pipes or other major plumbing repairs
- Toilet out of use, where you don't have another
- No hot water to your block
- No heating (between 1 October and 1 May), if you are elderly or disabled
- No lighting to a communal staircase
- Total electrical failure to your block
- The block is not secure, including broken door-entry systems
- Broken glass that we are responsible for, and that is dangerous or a security risk.

### Non-emergency repairs

We aim to complete all other repairs as quickly as possible and at time that suits you.

We also want our contractors to finish the work the first time they call, whenever possible. While our contractors are in your home, we may encourage them to work on any similar repairs that need doing, if it's convenient for you

## Make sure that you are in

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When you make an appointment with a contractor, please make sure you're in when they call. Wasted journeys add to the cost of providing the repairs service (and may be recharged to you) and they make it harder for us to complete repairs on time. If you really can't be in for an appointment, call the Service Centre as soon as possible to change it.

## Our contractors' code of conduct

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We run the repairs service in partnership with our main contractors who each service the

properties in one area. We picked them for their high standards and the value for money which they can provide the service we are committed to provide. We constantly monitor our contractors' performance and quality to make sure you are getting a good service.

When working in your home, our contractors have agreed to:

- carry an ID card
- take care with your possessions
- be polite & treat you with respect
- protect all surfaces near the work
- clean up afterwards
- leave your home secure and weather-tight, with the gas, electricity and plumbing all working at the end of each day
- keep your home secure when you aren't there

## Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website [www.shgroup.org.uk](http://www.shgroup.org.uk). Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

## Feedback and Complaints

If you have something to say about the Group's policies and procedures or the information we provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to [servicecentre@shgroup.org.uk](mailto:servicecentre@shgroup.org.uk) marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

<b>Arabic</b>	لنلقى المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة <b>.Service Centre</b>
<b>Bengali</b>	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকর্ডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
<b>French</b>	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
<b>Somali</b>	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xiriir Xarunta Adeegga.
<b>Spanish</b>	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
<b>Turkish</b>	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.