**Repair Standards**

Definitions:

**The Councils** – Refers to the South Oxfordshire District Council and Vale of White Horse District Council.

**Landlord** – This will be the named Landlord on the Tenancy Agreement and will be either South Oxfordshire District Council **OR** Vale of White Horse Council

**Service Provider –** This means the appointed sub-contractor for the Councils who will implement the terms of the Policy or an internal appointed service designated within the Councils.

# Scope of Policy

* 1. The Policy applies to all properties where The Councils have an obligation to provide a Repairs and Maintenance service. It covers the Councils’ approach to responsive repairs, planned and cyclical maintenance.

This document sets out The Councils Repair Standards.

The Service Provider works on behalf of the Councils to deliver a repair service to it’s tenants. The Service Provider have put together the following standards for its responsive repairs service.

The Service Provider will:

* provide a variety of ways in which you can report a repair.
* tell you how long you may have to wait for the repair to be done. If it is an emergency repair they will attend within four hours.
* offer you a morning or afternoon appointment or a school run appointment (ie between 9.30am and 2.45pm).
* offer you weekday evening and Saturday morning appointment if a weekday appointment cannot be made.
* take into account any particular needs of those living in the house, adjusting the priority of the repair if this is needed.
* confirm to you in writing or by email that your repair has been ordered and also the details of any appointment.
* ask you to complete a customer satisfaction form when the repair is finished.
* send a Technical Officer to inspect a repair needing assessment within five working days of you reporting it. Not all repairs need a technical inspection first.
* let you know if your repair is going to be delayed and how long you may have to wait.
* aim to complete your repair on their first visit.
* make sure their contractors take care not to damage your home or belongings. If they do, they will make sure they put it right or compensate you.

**Repairs to your home**

Looking after your home is a joint responsibility. We are responsible for most, but not all, repairs within your home. But it’s down to you to take care of your home, report any repairs as soon as possible and repair anything which is your responsibility.

You are responsible for:

* taking reasonable precautions to prevent damage once you’ve identified a repair is needed.
* keeping your home clean and decorated inside.
* allowing the The Service Provider access to your home to carry out a gas safety check every year, plus any other inspections we feel are necessary.
* reporting criminal damage or vandalism to the police and getting a police crime number for the report.
* replacing keys or getting back into your house if you have been locked out.
* replacing broken or cracked glass.
* resetting trip-switches.
* replacing light bulbs.
* repairing minor cracks or holes in walls or ceilings.
* replacing washers on taps.
* bleeding radiators.
* replacing toilet seat
* replacing clothes posts or rotary driers (except communal ones).
* sweeping chimneys regularly; if you use coal, you should do this once a year.
* testing and maintaining battery-operated smoke detectors.
* taking action to prevent and control condensation decorating the walls, ceilings, woodwork and pipework inside your home.

**You should not carry out alterations or improvements to your home.**

The jobs the council is responsible for:

We are responsible for repairing and maintaining the structure and many of the components in your home. These include all external parts and internal fixtures and fittings originally provided by us, unless we have told you they are your responsibility.

We would instruct The Service Provider to repair:

• kitchen units, sinks and worktops.

• bathroom sanitaryware – bath, hand basin and WC.

• all pipes.

• electrical wiring, the consumer unit, power and lighting, including replacing fluorescent light tubes.

• the heating system.

• the main roof, porches and canopies.

• external walls – brickwork, render and cladding.

• drainage and guttering.

• smoke detectors which are connected to the mains electricity supply.

• fencing.

• steps and main paths that lead to the front or back door, but not garden paths.

• brick outhouses, but not timber sheds.

• TV aerials.

We also ask The Service Provider to:

• carry out a yearly gas safety check in every home where this is a gas supply.

• carry out an five-yearly electrical check in every home.

• are responsible for any communal areas or facilities.

• provide a pest control service.

**Do I have to pay for repairs? Rechargeable repairs**

The Service Provider will charge you for any repairs that are your responsibility or damage that is caused by you or any visitor. When reporting the repair you will be told if you have to pay for it. The Service Provider will tell you how much the repair will cost. They will also charge an administration fee of £25 plus VAT for any rechargeable repair we carry out.

You may decide to make your own arrangements for the rechargeable repair work and you may be able to claim on your contents insurance. The Service Provider may also charge you if you call the out-of-hours emergency repairs service without a good reason.

You should pay for non-urgent repairs in advance. If it is an emergency repair, The Service Provider will carry out the work then send you an invoice. It is important you pay within 14 days; if you don’t, The Service Provider could take you to court.

There is a downloadable table of rates for rechargeable repairs on The Service Provider’s website. If you don’t have access to the internet and would like a copy, please ring Customer Services on 01235 515 900 or 0800 014 15 45 (Freephone).

**How to report repairs**

You can report a repair in several ways to The Service Provider.

* By phoning them between 08.30 and 17.00
* Monday to Friday on 01235 515900 (0800 014 1545 Freephone).
* By visiting their office opposite Didcot Parkway railway station between 08.30 and 17.00 Monday to Friday.
* By writing to them at Royal Scot House, 99 Station Road, Didcot, OX11 7NN.

**What if it’s an emergency?**

If you have an emergency repair, please phone The Service Provider rather than report it online. You can call the numbers above even outside office hours The Service Provider colleagues will help you. They treat repairs as emergencies if they are necessary to avoid danger or risk to the health of the tenants, or serious damage to the property. If that’s the case, they will attend within 4 hours.

If you have a repair which isn’t an emergency, or a non-urgent repair, please report it between

08.30 and 17.00 Monday to Friday or Saturday between 09.30 and 12.30.

**The Service Provider and Council Contractors**

The Council and The Service Provider employ a number of contractors to carry out your repairs. When our contractors work in your home, they must:

• carry identification and show it to you before entering your home.

• take care of your property and possessions, protecting them from damage, dust and paint.

• keep your home secure at all times.

• clear up their rubbish at the end of each day.

• make sure essential services (for example water and gas) are connected at the end of each day.

• be polite, courteous, diligent and professional at all times.

• explain what work they are going to do before they start, offering you choices where appropriate.

Please also be aware that:

• contractors cannot be left alone in your home, or with children under 18 years old.

• you should not leave your keys hidden, or with someone else, for the contractor to pick up because you can’t be at home to meet them.

• in bad weather contractors cannot, for their own safety, work at height.

• you should make arrangements that allow contractors to get on with their work.

• if furniture or carpets need to be moved before repair work can be done, you must do this or arrange for it to be done.

• The council will inspect a proportion of repairs which are completed. This is to make sure that contractors’ work is to a high standard.

**Customer Satisfaction Form**

When you order a repair, The Service Provider will send you a customer satisfaction form.

Please do return this form after the job is done as it helps us to check we are giving you a good service.

**Right to Repair**

If The Service Provider fail to do certain qualifying jobs within the target time or fail to keep to an agreed appointment, they will tell their contractor to do your repair within 24 hours or instruct another contractor to do it. If their contractor doesn’t attend you may be entitled to compensation at a rate of £10 plus £2 for each day the repair remains undone. This applies if the work costs less than £250 and if you have provided reasonable access arrangements.