

Repairs Timescales

We have target response times for completing repairs according to their urgency.

emergencies:

Target time: Make safe within 2hrs repair within 24hrs

- serious flooding / leaks (where a bowl cannot be used for the drip)
- total electrical failure
- loss of mains water (if internal plumbing issue)
- Lift breakdown
- property no longer secure and/or water tight
- no heating / hot water during winter months (1 Oct – 31 March)
- or a health and safety risk.

The emergency service is a 'make safe' service, unless the contractor is able to resolve the fault there and then. Please note you may be recharged if you call out a contractor on an emergency without good cause.

urgent repairs are:

Target time: 5 working days

- Minor leaks
- Blocked waste pipes
- no heating / hot water during Summer months (1st April – 30th September)
- Faulty taps
- Attending to broken glazing
- Minor roof defects
- Repair/replacement of faulty door locks
- Replacement of cracked WC pans, cisterns, wash hand basins (where tenant is not at fault)
- Running overflow pipes and repair or renewal of ball valves
- Heating / hot water repairs
- Falling plaster

Examples of routine repairs will include:

Target time: 20 working days

- Plastering
- Carpentry jobs
- Defective sockets
- Repairs to baths, sinks etc.
- External / internal doors
- Repairs / replacement of gutters

- Blocked rainwater goods
- Replacement/repair wall, floor and roof tiles
- Pointing and brickwork repairs
- Repairs to garden paths

Other Works - Planned

Certain works may be carried out as part of a planned programme and have set replacement cycles.

Examples will include:

- fencing repairs
- renewing windows and frames
- door replacements
- cyclical works
- kitchen replacements
- bathroom replacements
- lift replacements

NB - Where a tenant has caused or misused an element of their home then repairing this will be the responsibility of the tenant. BHA reserve the right to recharge a tenant for any repairs in instances such as these.

Repairs Responsibilities.

Our repair responsibilities

As your landlord, we're responsible for carrying out repairs to keep the structure, outside, and the building in a reasonable state of repair.

Your repair responsibilities

Residents are responsible for keeping your home maintained to a reasonable standard. This includes:

- internal decorations and finishes
- unblocking sinks, baths and toilets
- replacing or repairing toilet seats and covers
- replacing or repairing plugs and chains to sinks and baths
- replacing or repairing bath panels

Repairing:

- any fixture, fitting or appliance you have put in
- wall plaster or plasterboard walls
- skirting boards, architraves to doors and windows, unless caused by fair wear and tear
- doors and drawers of kitchen units, unless caused by fair wear and tear,
- internal doors and glazing

Replacing:

- ceramic tiles on the walls or fire surrounds
- light bulbs, fluorescent tubes and electrical fuses
- lost or stolen keys, changing locks if you are locked out and getting extra keys cut
- broken glass (unless you have a police crime reference number).

You're also responsible for:

- keeping your home clean and properly decorated
- any items you, your family or visitors have damaged
- curtain rails and pelmets
- plumbing installed for washing machines and dishwashers
- taking action to prevent pipes from freezing or bursting
- maintaining your garden, including washing lines and garden sheds

This document sets out the responsibilities of both BHA and BHA tenants in repairing and maintaining BHA's homes.

1. Outside repairs

| Type of repair | Whose Responsibility? | Response time |
|--|-----------------------|---------------|
| Pathways/external steps | BHA | Routine |
| Walls | BHA | Planned |
| Dangerous wall – make safe | BHA | Emergency |
| External brickwork including re-pointing | BHA | Planned |
| External rendering | BHA | Planned |
| Window frames and sills | BHA | Planned |
| External doors | BHA | Emergency |
| External doors | BHA | Emergency |
| Door entry phone not working | BHA | Urgent |
| Communal door release mechanism not working | BHA | Urgent |
| Make safe or secure external door | BHA | Emergency |
| Reposition entry phone in flat | TENANT | N/A - Tenant |
| Glazing to external door | BHA | Emergency |
| Glazing when broken through misuse by tenant/tenants' family/friends | TENANT | Urgent |
| Repair or replace faulty locks to external doors | BHA | Emergency |
| Repair locks on external doors where tenant is at fault through misuse | TENANT | N/A - Tenant |
| Replace faulty seals to external doors | BHA | Routine |
| Gain access – keys lost | TENANT | N/A - Tenant |
| Door numbers and door furniture | TENANT | N/A - Tenant |
| Individual TV Aerial | TENANT | N/A - Tenant |
| Repairs to paths | BHA | Routine |

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| Repairs to driveways, hard standings and patio areas | BHA | Routine |
| Repairs to steps | BHA | Routine |
| Replacement of paths | BHA | Planned |
| Providing washing line paths | TENANT | N/A - Tenant |
| External Decorating | BHA | Planned |
| Rendering and brickwork repairs | BHA | Planned |
| Main drains | BHA | Urgent |
| Blocked foul drains (sewers) | BHA | Emergency |
| Blocked rainwater drains | BHA | Routine |
| Damp proof course | BHA | Routine |
| Washing line and pulley ropes | TENANT | N/A - Tenant |
| Communal clothes line | BHA | Routine |
| Draught excluders to doors and windows | BHA | Planned |
| Fencing and gates between gardens | BHA | Routine |
| Gutters and outside pipes | BHA | Routine |
| Clear blocked gutter | BHA | Routine |
| Replace broken gutter | BHA | Urgent |
| Repair leaking gutter joints | BHA | Routine |
| Replace fascia board | BHA | Routine |
| Gates | BHA | Routine |

2. Inside Repairs

| Type of repair | Whose Responsibility? | Response time |
|--|-----------------------|---------------|
| Internal plastering | BHA | Planned |
| Glass in windows | TENANT | N/A - Tenant |
| Ceiling | BHA | Routine |
| Floors | BHA | Urgent |
| Rotten floorboards | BHA | Urgent |
| Repairs to floorboards | BHA | Urgent |
| Repairs to floorboards | BHA | Urgent |
| Refix loose floorboards | BHA | Routine |
| Floor tiles | BHA | Routine |
| Re-screed concrete floor | BHA | Routine |
| Repair/replace skirting boards | BHA | Routine |
| Internal Doors and Frames | BHA | Routine |
| Ease and adjust doors | TENANT | N/A - Tenant |
| Repairs to internal doors, locks and handles | TENANT | N/A - Tenant |
| Decorating | TENANT | N/A - Tenant |
| Internal decorations | TENANT | N/A - Tenant |
| Internal decorations following repairs | BHA | Routine |
| Internal decorations following repairs | BHA | Routine |
| Curtain rail and battens | TENANT | N/A - Tenant |
| Walls - Cracks | BHA | Routine |
| Ceramic wall tiles | TENANT | N/A - Tenant |
| Condensation | BHA + TENANT | Routine |
| Extractor fans | BHA | Routine |

3. Kitchen Repairs

| Type of repair | Whose Responsibility? | Response time |
|--|-----------------------|---------------|
| Cooker - including installations | TENANT | N/A - Tenant |
| Sinks | BHA | Routine |
| Cupboards | BHA | Routine |
| Washing machine connections | TENANT | N/A - Tenant |
| Disconnection and reconnection of appliances | TENANT | N/A - Tenant |
| Kitchen units provided by BHA | BHA | Routine |
| Kitchen worktops provided by BHA | BHA | Planned |

4. Bathroom Repairs

| Type of repair | Whose Responsibility? | Response time |
|---------------------------------------|-----------------------|---------------|
| Baths | BHA | Urgent |
| Wash basin | BHA | Urgent |
| Toilet and cistern | BHA | Urgent |
| Wooden airing cupboard slats/shelving | TENANT | N/A - Tenant |
| Bath panels | TENANT | N/A - Tenant |
| Electric shower | TENANT | N/A - Tenant |
| Toilet seat | TENANT | N/A - Tenant |

5. Heating Repairs

| Type of repair | Whose Responsibility? | Response time |
|---|-----------------------|---------------|
| Flues | BHA | Emergency |
| Boilers | BHA | Emergency |
| Drain down back boiler or make safe | BHA | Emergency |
| Repair back boiler | BHA | Urgent |
| Water heater | BHA | Urgent |
| Central heating | BHA | Emergency |
| Total or partial heating failure - 1st October - 31st March | BHA | Emergency |
| Total or partial heating failure - 1st April - 30th September | BHA | Urgent |
| Gas | BHA | Urgent |
| Gas meter | TENANT | N/A - Tenant |
| Fixed gas fires | BHA | Urgent |
| Gas escapes or Smell Gas | TENANT | N/A - Tenant |
| Failure of gas fires fitted/approved by the association | BHA | Urgent |
| Gas cookers, connection pipes and other tenant appliances | TENANT | N/A - Tenant |
| Storage heaters | BHA | Urgent |
| Bleeding/venting radiators | TENANT | N/A - Tenant |
| Immersion heater | BHA | Urgent |
| Repair/replace if only form of water heating | BHA | Urgent |
| Repair/replace (if alternative water heater available) | BHA | Routine |
| NIBE unit repairs | BHA + TENANT | Urgent |

6. Electrical

| Type of repair | Whose Responsibility? | Response time |
|--|-----------------------|---------------|
| Additional electric sockets | TENANT | N/A - Tenant |
| Unsafe power or lighting socket or electrical fittings | BHA | Emergency |
| Lamp holder skirts | TENANT | N/A - Tenant |
| Providing light bulbs | TENANT | N/A - Tenant |
| Batteries in non-wired smoke alarms | TENANT | N/A - Tenant |
| Electricity meter | TENANT | N/A - Tenant |

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| TV Aerial systems - communal | BHA | Emergency |
| Resetting electrical trip switches | TENANT | N/A - Tenant |
| Consumer unit | BHA | Planned |
| Electrical wiring | BHA | Emergency |
| No electricity | BHA | Emergency |
| No lights | BHA | Emergency |
| Light/power to only part of the property | BHA | Urgent |
| Check electrics after water penetration | BHA | Emergency |
| Dangerous or exposed wires | BHA | Emergency |
| Repair or renew fuse box | BHA | Urgent |
| Fuses to plugs or appliances | TENANT | N/A - Tenant |
| Communal lighting/landing lights | BHA | Urgent |
| Lamps/bulbs/fluorescent tubes | TENANT | N/A - Tenant |
| Smoke detectors | BHA | Emergency |
| Rewiring fuses or resetting tripped switches | TENANT | N/A - Tenant |
| Any other internal electrical work | BHA | Routine |

7. Pipes, Tanks and Cylinders Repairs

| Type of repair | Whose Responsibility? | Response time |
|---------------------------------------|-----------------------|---------------|
| Burst pipes - internal | BHA | Emergency |
| Blocked or leaking soil pipe | BHA | Emergency |
| Replace section of soil vent pipe | BHA | Routine |
| Pipe vibration | BHA | Routine |
| Re-fix rainwater pipes | BHA | Routine |
| Air lock | BHA | Urgent |
| Burst tank | BHA | Emergency |
| No water at all | BHA | Emergency |
| Leaking water or heating pipe or tank | BHA | Emergency |
| Faulty stop-cock/valve | BHA | Urgent |
| Insulation to hot water cylinder | BHA | Routine |
| Insulation to pipes | TENANT | N/A - Tenant |
| Drainage inspection cover | BHA | Routine |

8. Plumbing Repairs

| Type of repair | Whose Responsibility? | Response time |
|--|-----------------------|---------------|
| Radiator valves | TENANT | Routine |
| Blocked WC pan | BHA | Emergency |
| Re-fix/replace WC pan | BHA | Routine |
| Loose or broken WC seat | TENANT | N/A - Tenant |
| Toilet not flushing (if only one toilet in dwelling) | BHA | Emergency |
| Blocked sink, bath or wash hand basin | TENANT | N/A - Tenant |
| Unusable sink/bath or wash hand basin. | TENANT | N/A - Tenant |
| Re-fix loose wash hand basin | BHA | Urgent |
| Re-fix bath panel and framework | BHA | Planned |
| Re-fix loose bathroom tiles | BHA | Planned |
| Plugs and chains to basins, sinks or bath | TENANT | N/A - Tenant |
| Taps will not turn off (full flow) | BHA | Emergency |
| Taps will not turn off (trickle/drip) | BHA | Routine |
| Taps washers | TENANT | N/A - Tenant |
| Replacement tap to bath/sink | BHA | Routine |
| Replace faulty over bath shower | BHA | Routine |
| Replace faulty shower unit (if no bath) | BHA | Urgent |
| Leaking waste pipes | BHA | Urgent |
| Blocked waste pipes | BHA | Urgent |

9. Roof Repairs (subject to weather conditions)

| Type of repair | Whose Responsibility? | Response time |
|--|-----------------------|---------------|
| Slipped tiles - dangerous | BHA | Emergency |
| Make safe after storm damage | BHA | Emergency |
| Major roof repairs | BHA | Planned |
| Rain penetration | BHA | Urgent |
| Re-fix or replace loose or cracked tiles or slates | BHA | Urgent |
| Repairs to lead flashings | BHA | Routine |
| Re-bed and re-point joints to roof ridge tiles | BHA | Routine |

10. Stairs and Lifts

| Type of repair | Whose Responsibility? | Response time |
|--|-----------------------|---------------|
| Damaged stairs or lifts not working | BHA | Emergency |
| Repair bannister or handrail | BHA | Routine |
| Re-fix loose bannister or handrail | BHA | Urgent |
| Rotten stair tread or damaged stair nosing | BHA | Urgent |
| Re-fix loose stair tread | BHA | Routine |
| Missing balustrade | BHA | Urgent |

11. Windows/Glazing Repairs

| Type of repair | Whose Responsibility? | Response time |
|---|-----------------------|---------------|
| Broken glass | TENANT | N/A - Tenant |
| Glazing where break is the fault of tenant/family/friends | TENANT | N/A - Tenant |
| Glass in communal area | BHA | Emergency |
| Secure loose window frame | BHA | Urgent |
| Re-putty window glazing | BHA | Routine |
| Broken frame to window | BHA | Planned |
| Window not able to be opened or closed properly | BHA | Urgent |
| Window cannot be secured | BHA | Emergency |
| Ease sticking window | BHA | Routine |
| Repair/replace window catches | BHA | Routine |
| New window sill | BHA | Routine |

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| Rain penetration | BHA | Routine |
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12. Other/Miscellaneous Repairs

| Type of repair | Whose Responsibility? | Response time |
|---|-----------------------|---------------|
| Communal water tanks in flats | BHA | Urgent |
| Garages - | BHA | Routine |
| Sheds - | BHA | Routine |
| Clearance of Dumped rubbish | BHA | Routine |
| Improvements or changes made by tenants | TENANT | N/A - Tenant |
| Fences for communal gardens | BHA | Routine |
| Fences for private gardens | TENANT | N/A - Tenant |
| Water leaks which cannot be contained | BHA | Emergency |
| Water leak which can be contained | BHA | Urgent |
| Blown double glazed units | BHA | Planned |