REPAIRS PROCEDURE

The team at Heyford Regeneration hope life in your home is as smooth as possible but we understand that from time to time repairs will need to be carried out. This document will help you identify whether the repair you need taking care of is your responsibility or ours as your landlord.

You will also find information on how to report your repair to our team and the timescales for those repairs.

If after reading this document you are still unsure about whose responsibility the repair is please do contact our customer care team and we will confirm responsibility. We can also provide you with a list of registered contractors who we believe will carry out your repair to the highest of standards.

**FAQS**

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

Unless your tenancy agreement says otherwise, you are responsible for:

• Repairing any damage caused by you, someone living with you or a visitor

• Putting right misuse of any fixture or fitting within your home

• Fitting new locks, if you lose your keys

• Accidental damage to sinks and toilets

• Dealing with blocked sinks/basins drains

• Replacing door bells and smoke alarm batteries

• TV aerials (not shared ones)

• Shower hoses and toilet seats

• Fluorescent light tubes and starter switches and light bulbs, unless they are in shared areas

• Anything that you have fitted to your home, inside or out

• Any non-standard items which were gifted to you at the start of your tenancy

• Plumbing to washing machines

• Boundary fences, walls and hedges unless your tenancy agreement says that we are responsible

• Front and back gardens and garden paths, within your boundary

• Keeping the property in good decorative order

• Intentionally broken windows/doors/glass

• Radiator bleeding

• Certain types of pest control

Some repairs may also be categorised as a home improvement, please refer to our home improvement procedure for more information. If your repair is a home improvement we require that you seek permission from Heyford Regeneration to carry it out. If you do not you may end up being charged at the end of your tenancy.

**2 What repairs are Heyford Regeneration responsible for?**

• The roof, outside walls, gutters, external pipes and drains

• External doors, windows and sills, including necessary decoration

• Communal television aerials

• Washing lines in communal areas that we have provided

• Garages, external stores and dustbins that we have provided

• Principal pathways and steps

• Communal areas, lighting and lifts

• Internal plasterwork, except for remedial work following DIY or redecorations

• Internal structural elements such as stairs, floors, windows, doors and skirting but excluding painting

• Internal plumbing, wiring, electrical sockets and switches

• Central heating installations and water heaters

• Fireplaces and fitted fires, if provided by us, chimney’s and stacks but not sweeping

• Taps and washers

• Sinks, basins, baths, toilets and shower units that we have provided including replacing sealant around baths and showers

• Boundary walls and fences

It is your responsibility to report/notify Heyford Regeneration of these sorts of repairs promptly and allow access to your home to rectify the issue when given reasonable notice.

We are not responsible where damage is caused, whether accidentally or intentionally, by you, someone living with you or a visitor. When repairing accidental or intentional damage you still have an obligation to notify Heyford Regeneration of the problem. We would encourage you to use our approved contractors, which you can access via the customer care number. From here we can arrange for you to be invoiced for the job.

If you are reporting criminal damage you will need to provide the crime reference number that the Police will issue you with.

***2.1 Home warranty***

There are a number of items in your home covered under warranty. The responsibility for repairing these (if covered by the warranty) will lie with the customer care team of the company who built your home. Please still report these repairs to the managing agent and we will contact the respective customer care team. We will endeavour to do this within 1 working day of you reporting the repair. The repair will then be in the hands of the respective customer care team.

**3 How do I report a repair?**

Please read the sections ‘what repairs am I responsible for?’ and ‘what repairs are Heyford Regeneration responsible for?’ to ensure the repair is our responsibility before you report your repair.

All repairs are to be reported via phone to the Heyford Regeneration customer care team.

**REPORTING VIA PHONE**

**Please call: 0345 030 3219**

A member of our team will log your repair and explain the next steps.

**4 How quickly will my repair be carried out?**

***4.1 Prioritising repairs***

Some repairs are more urgent than others so these are given priority even if they are reported after other repairs.

We will prioritise repairs depending on how serious they are. Your repair will either be allocated as an emergency or routine repair.

***4.2 Emergency repairs***

Our contractor aims to attend and make safe emergency repairs within 24 hours of report to our managing agent.

An emergency repair is one that represents an immediate danger to the resident or the public, or would jeopardise the health, safety or security of the resident or where further damage will be caused if the repair is delayed.

Examples of emergency repairs are flooding, fire or storm damage, electrical failure or a major electrical fault, lift breakdowns and, for elderly residents, loss of heating in winter.

**If you believe you have an emergency repair please contact our customer care team via phone, on 0345 030 3219.**

**4.3 Routine repairs**

Our contractor will aim to deal with routine repairs within 20 days of report to us.

Routine repairs include all repairs listed in section 3 of this document that are not considered an emergency (as defined in section 4.2)

**5 Repair appointments**

You may be offered an appointment so that our surveyors, repairs staff or contractors can visit and assess the work that needs to be carried out. This is not a guarantee that the repair work will be carried out at this time, a secondary appointment may need to be arranged.

Repairs appointments will usually be arranged at the point of report.

***5.1 What if I cannot keep a repairs appointment?***

If you are unable to keep the appointment slot you have arranged with us please contact our customer care team so that it can be rearranged. If you do not make us aware that you will no longer be able to keep your appointment time you may incur a cost for wasted time.

If you do not feel a repair has been carried out in the timeline set out in section 4 of this procedure you have the right to make a complaint using our complaints procedure (please see separate document).

**By signing below you agree that you have read, understand and will adhere to Heyford Regeneration’s Repairs Procedure**

Signed: Date

Date