



## Winchester Housing Trust

### Repairs & Maintenance Policy

#### Introduction

Winchester Housing Trust is committed to ensuring that its Repairs and Maintenance Policy meets all relevant legal and good practice requirements. We are also committed to ongoing improvement of our repairs service.

The purpose of this policy is to:

- Effectively manage the repairs and maintenance obligations of the Trust
- Comply with all relevant government legislative requirements
- Ensure that all residents live in a safe and habitable home at all times

#### Planned and programmed maintenance

Planned maintenance is work carried out on a planned basis to maintain the general condition of property and fittings provided by WHT. This includes cyclical maintenance of the exterior of the building, communal areas and the periodic servicing of certain equipment and installation. All planned maintenance work will be carried out in accordance with regulatory standards, relevant legislation, manufacturer's instructions or good trade practice.

Winchester Housing Trust have a responsibility to repair and maintain and therefore are not obliged to carry out any improvements to their properties outside of those which are part of planned programmes of work. Any improvements that WHT make to individual properties outside of planned works will be done so on an individual case basis and at the discretion of the Trust.

Residents are not permitted to make improvements to their home, or carry out repairs themselves, without prior permission from the Trust itself.

#### Responsive day to day repairs

All other items of non-urgent work shall be categorised as routine. Contractors shall be instructed to complete the required repair within the timeframe dictated within the Trust's maintenance timeframe schedule (appendix 1).

#### Urgent repairs

Repairs which are deemed urgent and cannot wait for 28 days but do not constitute as an emergency, will be dealt with within 2 – 6 days.

### Emergency Repairs (including out of hours)

Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable shall be categorised as an Emergency. This will include, but not be restricted to, incidences of fire and flood.

Contractors will be instructed to attend within 6 hours of the repair being reported and shall carry out any repairs to make safe immediately on attendance. Any follow up work required will be allocated a completion category timescale that reflects the extent and nature of the work required.

WHT shall have in place arrangements to ensure requests for emergency repairs can be received and responded to 24 hours a day, 7 days a week.

### VOIDS

Any repair to empty/void properties will be considered urgent to routine, depending on the size and severity of the repair. The Trust strives to ensure empty accommodation is restored to a habitable condition as a matter of urgency; thus, to avoid the loss of rent, as well as to avoid denying the use of accommodation for the community.

**Emergency Repairs: 24HRS**

Any defect that puts the health and safety or security of the tenant, or third party, at immediate risk, or that affects the structure of the building adversely.

- Total loss of water
- Total loss of electricity
- Breaches of security to outside doors and windows
- Total loss of gas supply or gas leaks (to be directed to main gas board)
- Blocked main drains, soil pipe or sole toilet
- Loss of heating

**Urgent repairs 2 - 6 Days** – Suggested activity list:

- Minor plumbing leaks or defects
- Blocked drains, sink, basins, bath, toilet (if not tenant responsibility)
- Defective cistern or overflow
- Leaking taps
- Heating faults or breakdown
- Minor electricity faults
- Roof leaks
- Breaches of security to internal doors and windows

**Routine repairs 28 Days**

Defects that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or third party, or long-term deterioration of the building, and can await the next convenient maintenance visit. Suggested activity list:

- General joinery repairs
- Repairs to doors, windows and floors
- Repairs to external walls, fences and paths
- Repairs to walls, brickwork and slates or tiles
- Repairs or clearing of gutters or down pipes
- Repairs to kitchen fittings
- Repairs to plaster work
- Dipping or leaking taps or Shower units
- Other minor plumbing repairs
- Repairs to tiling
- Easing doors and windows
- Other minor day to day repairs or replacements
- Damp issues