

HOMESDALE (WOODFORD BAPTIST HOMES) LTD

REPAIRS & MAINTENANCE PROCEDURE

Responsive Repairs

The Tenant or Resident should report repairs as soon as they are needed; this includes repairs within their flat/room, but may also include repairs needed to common parts of the building, or the grounds. Homesdale requires reasonable access to the flat or room in order to carry out an inspection or work both prior to, for the duration of, and after the repair.

All repair requests are to be reported to the Warden, Housing Officer, or Senior staff member on duty. The repair details will be noted in the maintenance log, and the date it was reported recorded. Homesdale will keep the Tenant or Resident informed of the progress of the repair, and who will carry out the repair (i.e. Handyman or specific external contractor)

Repairs are completed in order of urgency, which does not necessarily bear relation to the order in which they were reported.

Repairs are classified into categories, ranging from emergency to non urgent routine repairs. Each category has an allocated time in which it must be completed.

EMERGENCY	respond immediately Examples include, uncontrollable plumbing leaks, gas leaks.
EMERGENCY	complete within 1 day. Either repair or overcome worst effects Examples include, electrical faults, damage to windows/doors which result in breach of security.
URGENT	complete within 7 days .Effects comfort or convenience of Tenant/Resident Examples include, blocked gutters, defective toilet cistern, defective radiator
ROUTINE	complete within 1 month. Causes no serious discomfort to Tenant/Resident Examples include, tile off wall, defective window above ground floor
NON URGENT ROUTINE	complete within 3 months. Causes no discomfort and needs to be placed in a programme of jobs for specific trades/contractors. Examples include kitchen cupboard door fallen off

The timescales above are the longest time each category of repair should take, however Homesdale will make every effort to ensure repairs are carried out as promptly as possible.

In the case of Sheltered Housing, Homesdale as a landlord is only responsible for the structure and exterior of the buildings, the common parts and the fixtures and fittings within the flats/rooms as supplied by Homesdale. Any other repair or maintenance job, such as fitting light bulbs, putting up curtain rails will be carried out as agreed with the Housing Officer, and an appropriate timescale agreed with the Tenant when the job is logged.

Planned and Cyclical Maintenance

Tenants and Residents will be informed with sufficient notice of any planned or cyclical maintenance, and given information as to what will be involved and the possible effects during the work. Tenants and Residents views and needs will be taken into consideration when planning the programme of work.

For further details with regards to the cyclical maintenance programme and timescales involved, refer to the Housing Officer.

Void Maintenance

Essential maintenance, including major works to void property/rooms needs to be commenced within 2 weeks of the property/room becoming void. Timescales need to be agreed at the outset to ensure the property/room is available for occupancy at the appropriate time. It may be necessary that routine repairs and maintenance could be completed after the Tenant/Resident moves in.

Approved Contractors

Homesdale keeps a list of approved contractors covering all areas of maintenance. The list is kept by the Care Manager and the Housing Officer.

Signed

Date

Review

January 2008
Version 2