

Green Park Housing

1. Repairs and Maintenance Policy

Introduction

Green Park Housing is committed to ensuring that its Repairs and Maintenance Policy meets all relevant legal and good practice requirements. We are providing ongoing improvement to our repairs service.

The purpose of this policy is to:

- Effectively manage the repairs and maintenance obligations of Green Park Housing
- Comply with all relevant government legislative requirements
- Ensure that all residents live in safe and habitable homes 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 Green Park Housing. 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.

Green Park Housing 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 Green Park Housing make to individual properties outside of planned works will be done so on an individual case basis.

Residents are not permitted to make improvements to their home, or carry out repairs themselves.

Responsive Day to Day Repairs

All items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 30 days (commencing the day the repair was reported).

Out of Hours Emergency Repairs

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 six 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.

Green Park Housing shall have in place arrangements to ensure requests for out of hours emergency repairs can be received and responded to 7 days a week:

- Monday – Thursday 5.00pm – 10pm
- Friday 1.00pm – 10pm
- Saturday and Sunday 8am – 10pm.

Repair Response Times

Emergency Repairs

Respond within 24 hours:

- Where premises are unsafe following vandalism, racial attack, or domestic violence
- Where the door-entry system is faulty and residents or visitors cannot enter or leave the building (we will do a temporary repair so people can get in and out)
- Blocked drains forcing water back up into the washbasin, bath, sink or toilet (unless matter responsibility of Thames Water)
- No cold water supply
- No heating or hot water between 30 September and 31 March
- No electricity
- Unsafe power supply, lighting sockets or electrical fittings
- Storm, accident or flood damage to the building
- Replacing broken glass where there is a security or injury risk.

Urgent Repairs

Respond within seven days:

- No electricity supply to part of home
- No water supply to part of home
- No heating or hot water between 1 April and 30 September
- Door-entry system not working (full repair)
- Tap cannot turn off
- Toilet not flushing if only working toilet in home
- Banister or handrail that is loose or has come away from its fittings
- Rotten timber flooring or stairs
- All non-emergency electrical repairs
- Leaking roof, gutters or downpipes, if they are causing dampness in home
- Outside windows and doors that are not safe (where this is not an emergency)

Green Park Housing

Green Park Property Management Ltd

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- Loose or broken floorboards (where they are dangerous)
- Falling plaster (where it is likely to be dangerous).

Routine Repairs

Respond within 30 days:

- Renewing or replacing storage tanks and hot-water cylinders
- Any immersion heater or sanitary ware (toilet bowls, cisterns and so on) which do not work
- Repairing or renewing waste-water pipes, faulty ball valves or faulty taps
- Repairs to faulty central heating appliances not covered by other priorities
- Replacing outside windows and doors (where they are our responsibility)
- Repairing blocked and leaking gutters and rainwater pipes
- Minor repairs to steps and staircases.
- All repairs other than those listed above which affect personal comfort or safety, and which are our responsibility.

Non-Urgent

- Fencing
- Outside walls.

Vulnerable Tenants

For vulnerable tenants, for example, people who are frail or disabled and those who live in sheltered housing, we may treat **routine repairs** as **urgent**, and treat **urgent repairs** as **emergencies**.