



## Repairs and Maintenance Policy

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Encircle Housing a charitable Community Benefit Society registered under the Co-operative and  
Community Benefit Societies Act 2014 with registered number 8071



## Introduction

Encircle Housing (EH) will make sure that all properties are repaired and maintained promoting a safe home environment for all its residents and tenants. Repairs and maintenance continue to be a major factor within our homes and for our customers. To ensure value for money, the policy establishes a balance of cost and service delivery excellence.

## Classification of repairs

There are 3 main classifications of maintenance:

- 1) Responsive Maintenance
- 2) Cyclical Maintenance
- 3) Planned Maintenance.

### 1) Responsive maintenance

Responsive maintenance are defined as those repairs or defects which are carried out on a responsive basis as the need arises e.g. the loss or partial loss of heating, power or lighting, blocked toilets, sinks or doors and windows not closing properly.

Responsive maintenance are split into 3 main categories:

- Emergencies
- Urgent
- Routine.

Below is our average response times to our customers.

- Emergency – Attended to within 4hrs where possible and made safe within 24hrs.
- Urgent repair – Attended to within 5 working days.
- Routine repair - Attended to within 20 working days

**Emergency Repairs** are repairs which are defined as defects or faults which put the health, safety or security of a tenant or third party at immediate risk or cause harm to the structure of the property. A 24-hour repairs service is provided for emergency repairs.



**Urgent repairs** are those which are not considered to cause an immediate risk to health, safety or security; but where the fault is causing serious inconvenience to the residents, or where the resident is in a vulnerable situation.

**Non-Urgent** are those repairs that residents can reasonably live with for a period of time without risk to their health, safety or security; or where requirement for repair does not cause any harm to the structure of the property.

All emergencies should be reported to our dedicated repairs support line on 0330 0940142

Any urgent or non-urgent works should be emailed or phoned through to our repair phone line or email address at [repairs@encircleha.co.uk](mailto:repairs@encircleha.co.uk)

## 2) Cyclical maintenance

Cyclical maintenance comprises work which is considered protective or preventative. This includes gas servicing/safety checks, electrical safety checks, decoration of communal areas and other similar works.

We carry these out within an agreed plan and programme and use suitable contractors to undertake this work. These are normally undertaken annually to meet our legal obligations.

## 3) Planned Maintenance

Planned maintenance works will be carried out on a regular basis to ensure the health and safety of customers and their visitors, to meet statutory and legal obligations, prevent deterioration of the building components and/or improve the appearance of homes and estates.

This type of work is dependant upon each property and will have differing replacement life depending on the building element.



### **Customer obligations**

- Tap washers
- Light or fridge bulbs and fluorescent light bulbs
- Toilet seats, plug and chains
- Showerheads and hoses,
- General cleaning duties to patios, decking and ramps as part of the day to day cleaning of your home;
- Gritting paths and entrances
- Blocked toilet/sinks etc. where the cause is an isolated blockage or due to poor hygiene measures.
- Additional keys to be cut
- Gaining entry when keys have been lost
- Items that have either been installed by the tenant or care provider.
- Carpets in individual rooms unless covered by a service charge.
- Keep your home clean and decorated to a reasonable standard (with Landlords permission)
- Easing of doors after the fitting of new carpets.
- Doorbells, and toilet roll holders.
- Batteries to smoke alarm, or CO alarms
- Resetting the trip if your appliance causes the tripping of the electricity.
- Pest control

The chart below helps to support our commitment to our customers and to understand further our repair obligations to our customers.

Repair description	Emergency (within 24hrs)	Urgent (5 working days)	Routine (20 Working days)	Exceptions
<b>Plumbing</b>				
Dripping taps			✓	Excludes tap washers
Leaking tap when used			✓	
Blocked sink or basin	✓			Excludes lack of hygiene maintenance by the tenant
Loose taps			✓	
Replacement taps			✓	
Blocked toilet	✓			Where this is the only toilet
Blocked toilet tenants negligence	✓			Rechargeable
Leaking WC	✓			
Replacement flush handle		✓		
Toilet difficult to flush		✓		
Ball valve to tank		✓		
Leaking overflow		✓		
Broken toilet seat communal		✓		Excludes individual flat
<b>Joinery</b>				
Gain access to property due to faulty lock	✓			
Gain access due to lost keys	✓			Rechargeable
Insecure door	✓			

Renew internal door			✓	
Replace door handles			✓	
<b>Repair description</b>	<b>Emergency (within 24hrs)</b>	<b>Urgent (5 working days)</b>	<b>Routine (20 Working days)</b>	<b>Exceptions</b>
Skirting boards			✓	
Architrave and frames			✓	
Loose floorboards			✓	
<b>Electrical</b>				
Faulty light fittings		✓		
Faulty sockets		✓		
Immersion heater fault		✓		
No heating and hot water (Oct-Feb)	✓			
No heating and hot water (March-Sep)		✓		
Aerial sockets (communal)			✓	Tenants rooms - recharge
No lighting single room			✓	Excludes bulbs
No power	✓			
Partial loss of power		✓		
Dangerous live wires	✓			
Corridor lights out		✓		
Security lights faulty			✓	
Faulty shower with bath		✓		
Faulty shower no bath	✓			
Refixing/renewing trucking			✓	

Smoke alarm fault		✓		Emergency if communal area.
<b>Communal areas</b>				
Small number of Light not working		✓		If only light emergency
All lights out	✓			
<b>Repair description</b>	<b>Emergency (within 24hrs)</b>	<b>Urgent (5 working days)</b>	<b>Routine (20 working days)</b>	<b>Exceptions</b>
Emergency lighting		✓		
Security lights			✓	
Door entry system fault		✓		
Loose handrail		✓		
No TV reception		✓		
Rotary dryer			✓	Where existing
Uneven paths where main route and dangerous		✓		
Uneven paths where not dangerous			✓	
<b>Heating</b>				
Total loss winter	✓			
Total failure summer		✓		
Partial failure summer			✓	
Partial failure winter		✓		
Radiator leaking		✓		
1 storage heater failure			✓	
<b>Windows</b>				
Broken glass	✓			Rechargeable where damage is not fair wear and tear.
Cracked glass or outer leaf broken		✓		
Loose window			✓	

Window won't close		✓		Emergency if ground or basement level
Faulty handle			✓	
Leaking window		✓		
Loose window cill			✓	
Broken vent			✓	
Repair description	Emergency (within 24hrs)	Urgent (5 working days)	Routine (20 working days)	Exceptions
<b>Roofs</b>				
Moss removal over front or rear doors			✓	Excludes complete roof as this will be considered on planned
Roof felt replacement			✓	
Loose or broken tile		✓		Emergency if considered dangerous
Make safe after storm	✓			
Rain penetration	✓			
Major roof repair			✓	Complete replacement considered on planned
Faulty flashing		✓		
<b>Water</b>				
No cold water at all	✓			
No water to single tap		✓		
Faulty stop tap		✓		
<b>External</b>				
Damaged fencing			✓	
Renew fencing			✓	
Damaged gate			✓	
Loose paving slab			✓	



<b>Trip hazard</b>		✓		
<b>Pointing</b>			✓	
<b>Guttering repairs</b>			✓	

### Repairs – Who is responsible

Repair description	Encircle	Tenant	Care provider	Exceptions
<b>Communal area</b>				
Lifts and stairs	✓			
Redecoration	✓			
Tenants own decoration		✓		
Communal facilities	✓			
<b>Roof</b>				
Chimney stacks	✓			
Roof and coverings	✓			
Guttering and rainwater goods	✓			
Fascia and barge boards	✓			
<b>Walls and canopies</b>				
External walls and render	✓			
Foundations	✓			
Canopies	✓			
Tenants own garden features		✓		
Sweeping and clearing paths		✓	✓	
<b>Windows and doors</b>				
Window frames and cills	✓			

Glazing	✓			Excluding damage
Glazing when covered by a crime reference number	✓			
Glazing when caused by visitors or tenants		✓		
Window ironmongery	✓			
Door entry systems	✓			
Repair description	Encircle	Tenant	Care provider	Exceptions
Door frames	✓			
External doors	✓			
Internal threshold strips for carpet		✓		
Locks damaged by tenant/visitor		✓		
Additional keys		✓	✓	
Gaining entry lost keys		✓	✓	
Letter plates	✓			
Pipes and drains				
Soil and vent pipe	✓			
Drains and gullies	✓			
Manhole covers	✓			
Blocked drains	✓			Recharge because of poor hygiene or negligence
Underground burst	✓			
Garden and boundaries				
Individual garden maintenance unless covered under service charge		✓		Excludes service charge provisions

Communal garden maintenance	✓			
Dividing wall or fence if owned by Encircle	✓			
Fencing installed by tenant		✓		
Rotary line		✓		
Gates	✓			
Repair description	Encircle	Tenant	Care provider	Exceptions
Windows	✓			
Skirting	✓			
<b>Internal doors</b>				
Door handles and latches	✓			
Easing of doors	✓			
Easing of doors where new tenants carpet has been fitted		✓		
<b>Walls</b>				
Internal walls	✓			
Major plaster repairs	✓			
Wall ties	✓			
Re-grouting	✓			
<b>Floors</b>				
Concrete floors	✓			
Vinyl floors	✓			
Loose floor covering communal	✓			
Carpets individual flat		✓		

Carpets communal	✓			
Door strips		✓		
<b>Bathroom</b>				
Bathroom suite	✓			
Bath panels	✓			
Toilet roll holder		✓		
Shower curtains in rooms		✓		
Kitchens				
Handles, doors and cupboards	✓			
Worktops	✓			
Repair description	Encircle	Tenant	Care provider	Exceptions
Electrical items				
Electrical wiring and trunking	✓			
Hard wired alarms	✓			
Battery smoke alarms		✓		
Plug in appliance		✓		Excluding Encircle items or service charge provision
Electrical meter supply		✓		Tenant responsibility for supplier
Immersion heater	✓			
Fixed appliances	✓			
Free standing appliance gifted or owned by tenant		✓		
Extractor fans	✓			
Door bells		✓		
Resetting trip		✓	✓	

Plumbing				
Water service pipes and overflows	✓			
Blocked sinks and drains		✓	✓	
Taps and stop taps	✓			
Blocked toilets	✓	✓		Recharge if identified as an issue with negligence
Sink units	✓			
Personal toilet seats		✓		
Communal toilet seats	✓			
Shower trays	✓			
Repair description	Encircle	Tenant	Care provider	Exceptions
Blocked waste	✓	✓		Recharge if identified as an issue with negligence
Plugs and chains		✓		
Bleeding radiators	✓			
Cleaning of shower heads and hoses		✓		
<b>Home energy</b>				
Energy efficient bulbs tenants' room		✓		
Energy efficient bulbs communal areas	✓			
Lighting				
Light bulbs own flat		✓		
Fluorescent tubes own flat		✓		

Light bulbs communal area	✓			
Fluorescent tubes communal area	✓			
Tenants own fittings		✓		
<b>Redecoration</b>				
Internal decoration communal	✓			
Internal decoration flat		✓		
External decoration	✓			
<b>General</b>				
Pest control		✓		
Carpets in tenants' rooms		✓		
Electrical testing of fixed wiring		✓		
Appliance testing			✓	