



**VENTURE HOUSING
ASSOCIATION LIMITED**

**REPAIRS AND
MAINTENANCE POLICY**

Document History

<u>Date</u>	<u>Author</u>	<u>Comments</u>
25/11/2003	P Rogers	Policy drawn up

General

The Association aims to provide an efficient repairs and maintenance service to all its tenants, in line with the obligations contained within the Tenancy Agreement and Statute.

Items for which Venture Housing Association Limited is Responsible

Venture Housing Association Limited accept responsibility for the proper repair, maintenance or replacement as appropriate, of certain items as listed below. In all cases, the list applies to items provided by Venture Housing Association Limited

Structure

To Include: Roofs, chimneys, flues, walls, porches, floors, bonded floor coverings, doors, windows (including locks, catches, handles, etc.)

Exterior

To include: Gutters, rain water pipes, drains, steps, pathways, drives, car parking areas, boundary walls, fences, gates, bin stores and other buildings

Plumbing and Sanitary Appliances

To include: Piping, storage tanks, cisterns, baths, W C's, sinks, basins, and in respect of sanitary ware, the proper sealing of ceramic tiling

Electrical

To include: Wiring and outlets, switches, lamp holders, consumer units, etc., room and wall heaters, central heating installations and lighting in communal areas

Gas

To include: Piping, fires, room and water heaters, central heating installations, including boilers, radiators and ancillary controls (but excluding tenants own gas appliances)

Fixtures and Fittings

To include: Fitted kitchen storage units, shelving, worktops, drawers, handles, plinths

The items listed below are to be considered prior to any repairs or a complete kitchen replacement.

- 1: Kitchens in tenanted properties will not be re-placed unless they are at least fifteen years old
- 2: Minor repairs will be carried out free of charge.
- 3: Minor repairs shall be classed as a defective draw front, door or door hinge. Repairs over and above these items will be carried out on a re-chargeable basis.
- 4: Please note that in extenuating circumstances repairs/replacement of kitchen units may be considered. I.e., as a result of damage beyond the control of the tenant. terms under this section would be damage caused by damp, a leak, or caused during a burglary. This list is not exhaustive and any work carried out under this section would be at the discretion of the Building Services Manager.

Common Parts in Flat Developments, i.e. Halls and Stairways

To include: Entrances and door entry systems, cleaning cellars, gardens, grounds, car parking areas (including decoration, the provision of lighting, emergency lighting, fire detection systems, floor coverings, door mats, etc. where appropriate)

Damage to the items as described above caused by burglary or vandalism, **provided that the incident has been reported to the Police and a Crime Reference Number is available**

Tenants Responsibilities

General

Tenants will be responsible, under the terms of their Tenancy Agreement, for the interior painting and decoration of their individual self contained accommodation, and will be expected to use Venture Housing Association's property, fixtures and fittings, in a proper and reasonable manner

Reporting of Repairs

It is the tenants responsibility to report any repairs/defects which they observe in respect of the items for which Venture Housing Association Limited is responsible (see Notification of Repairs/Defects by Tenants)

Tenants Own Fixtures and Fittings

As stated under the Terms of the Tenancy Agreement, tenants must obtain Venture Housing Association's written approval if they wish to replace any of the existing fixture or fittings with items of their own choice. The existing fixtures and fittings should be retained by the tenant in safe, dry conditions, and it will be the tenants responsibility to re-fit any fixtures/fittings, should they vacate the property

Access by Venture Housing Association Limited and Its Representatives

Tenants must provide access at all reasonable times for the purposes of inspecting, repairing and maintaining its property, fixtures and fittings

Inspection of Property

A regular inspection will be carried out of all Venture Housing Association's properties

Regular Maintenance

Maintenance contracts will be arranged in respect of central heating systems, emergency lighting, fire alarm systems, fire detection equipment, lifts, Warden call systems

Cyclical Painting

Definition

Cyclical maintenance is the painting of the exterior of Venture Housing Association Limited properties, and the painting and decoration of the internal common parts of its flat accommodation, together with any pre-painting repairs

Frequency

Painting and decorating will be carried out in respect of each property, at intervals of not more than five (5) years

Tenants Choice

Tenants living in single dwellings, will be given a choice from a standard list of colour schemes

Tenants living in multi-occupied accommodation, will be given a choice from a standard list of colour schemes for the internal communal hallway only, where applicable

Notification of Repairs / Defects by Tenants

Repairs/defects may be reported to Venture Housing Association Limited during normal office hours by telephone, personal visit or letter. In cases of emergencies which arise out of office hours, an emergency call system is provided by Venture Housing Association Limited. All emergency calls are dealt with by Orbis Monitoring Systems, tenants may telephone the office of Venture Housing Association Limited, where the call will automatically be diverted to Orbis.

Priority Codes and Target Response Times

Emergency Repairs, Priority Code 0 - Within 24 hours

Examples of Priority 0 defects include:

Blocked drains, gas leaks no heating, blocked W C, leaking sink, bath and W C, smell of drains, burst pipe, leaking tank, leaking radiator, defective W C flush, blocked sinks, defective intercoms, defective door entry 'phone, no electrics, defective communal lights, defective socket, defective light switch, checking of electrics after water damage, replacement of lamps to communal areas, roof leaks, defective door locks, defective/loose roof slates

Urgent Repairs, Priority Code 1 - Within 3 days

Examples of Priority 1 defects include:

Defective immersion heaters, no hot water, running overflow, defective outside lights, defective door bells, defective aerials

Non-Urgent Repairs, Priority Code 2 - Within 3 weeks

With the exception of the defects listed above, all other defects are classed as Priority 2

Tenants Right to Repair and Improve their Home

Policies are available, on request, from the offices of Venture Housing Association Limited, on both the Right to Repair and the Right to Compensation for Improvements, and can be readily obtained. Anybody wishing to obtain a copy of the above policies should either telephone or write to the offices of Venture Housing Association Limited, Venture House, 212h Boaler Street, Liverpool 6, L6 6AE, Tel : 0151 261 2100