

## Maintaining your home

To make sure your home is safe and well maintained we need you to work with us to report repairs that we are responsible for. You need to look after your home and do the repairs that you are responsible for.

### **You will (repairs that are your responsibility)**

- Keep the inside of the property clean and in good condition.
- Tell us promptly about any faults or damage that we are responsible for repairing.
- Repair any damage to your home or fixtures and fittings caused by you, anyone who lives with you or visits you, or anyone you have asked to do repairs for you. (This also covers damage to shared areas of West Kent's land)
- Pay costs we incur putting right any damage you do not repair.

### **We will (repairs that are our responsibility and how quickly we will do the work)**

- Keep the property in good repair and complete any maintenance repairs.

Our timescales are:

- Emergency (by the end of the next day)

This priority is used when there is an immediate risk to your health or security or serious damage to your home. We will make it safe but may finish the repair at a later date.

- Urgent repair (up to three full days)

This priority is used where there is a risk to the resident's health or security.

- Routine (up to 21 full days)

All other repairs will be completed by appointment made with you.

- Planned (up to 12 months)

### **The list below shows the repairs you are responsible for:**

- Accidental or malicious damage, by you, your family or visitors in your home or shared areas - If we repair any damage caused by you, your family or visitors we will recharge you (including when you move out of your home).

- Adaptations – If we installed your adaptation then we will repair it. If your adaptation was installed by someone else then it is your responsibility.
- Adjustment of doors for carpets or other flooring.
- Bleeding radiators – If you need to bleed your radiator you can use our short video which will guide you through how to do this <https://www.westkent.org/selfhelpvideos/>
- Boiler controls (maintaining water pressure in your system) – We will ask you to check the boiler controls to help diagnose what the problem is. If the water pressure is low you can top this up yourself. You can use our short video to guide you through how to do this: <https://www.westkent.org/selfhelpvideos/>
- Batteries in smoke/heat/carbon monoxide detectors and door bells – You are responsible for changing the battery. For a guide on how to test your smoke and carbon monoxide detector we have a short video: <https://www.westkent.org/selfhelpvideos/>
- Bath panels – You need to replace these.
- Blockages to sinks, washbasins, baths, toilets (except customers living in flats where shared drainage is blocked) – You are responsible for clearing blockages caused by the wrong items being put down drains such as nappies, wipes, food and cooking fats. For a guide on how to do this we have short video: <https://www.westkent.org/selfhelpvideos/> If the problem remains after you have tried we will arrange to attend and repair the problem. We still may recharge you if we find that the blockage was caused by you, your family or visitors.
- Clothes lines and posts (except communal areas) – You are responsible for buying and repairing your own
- Condensation/mould prevention – Our website has some useful tips on preventing condensation and mould growth: <https://www.westkent.org/condensation> If after you have followed all the advice and there is no improvement after four weeks, we will visit to investigate the cause.
- Cupboard catches.
- Damage due to forced entry, including by the emergency services.
- Decorating – You are responsible for all internal decorations unless your tenancy agreement says otherwise. Where West Kent have caused damage we will decorate or provide a decorating pack.
- Door numbers, nameplates, doorbells, chains, door stops, letterplates and letterboxes.
- Door locks and cutting extra keys – If keys are lost, stolen or there is damage through force then you are responsible. If the lock is faulty then West Kent will repair it.
- Draught proofing – You are responsible for ensuring there are draught excluders.
- Fencing – Please refer to our website where we answer the most common questions regarding fencing: <https://www.westkent.org/fencing/>
- Floor coverings – You are responsible for replacing floor coverings such as carpets and laminate/wood flooring unless they were fitted by West Kent.
- Glazing – You are responsible for glazing which includes glass in windows and doors even if you have a crime reference number.
- Home improvements including extensions.
- Individual appliances that you own for example cookers or washing machines. You are also responsible for the fitting and plumbing of these.
- Internal doors, handles and hinges – You are responsible for repairing the internal doors however West Kent will repair the frame. We will repair fire doors.
- Light bulbs, fluorescent tubes and starters, fuses and batteries. We will repair and replace communal lighting.

- Pest control including treatment of wasps and ant nests, vermin, pigeons, squirrels and insect infestations inside your home. We will treat communal areas.
- Plaster repairs – You are responsible for filling minor cracks and minor patching to walls and ceilings.
- Plugs and chains to sinks, baths and washbasins.
- Resetting the trip switch at the fuse board and carrying out appliance tests if the fuse board keeps tripping.
- Sheds.
- Shower heads and hoses, shower rails and shower curtains.
- Tap washers – It is your responsibility to change tap washers. We will repair mixer taps.
- Toilet seats and covers including replacement.
- Trees and hedges – You are responsible for pruning trees in your garden.
- TV aerials and satellites dishes, except communal areas.

**If you live in one of our Emerald schemes some of the responsibilities may be different. Please contact Customer Services to find out who is responsible for what.**

**You must make sure you have home contents insurance.**

## **When we will carry out repairs and example of types of repairs.**

### Emergency (by the end of the net day)

- Total loss of water supply – we will recharge if a supplier issue.
- Major water leaks from pipes, tank or cistern and it is not containable.
- Total loss of electrical supply – we will recharge if a supplier issue.
- Unsafe power, lighting or electrical fitting.
- Board up for security.
- Blocked toilet (where there is only one in the property) – we will recharge if you cause the damage.
- Blocked drain causing waste water to surge into basin, bath, sink or WC.
- Make safe after flooding, storm or fire.
- Make safe major damage to roof.
- Make safe major structural damage.
- Failure of warden alarms.
- Faults to door entry systems that leave block closed.
- Blocked flues.
- Offensive and racist graffiti.
- Broken down lifts.

### Urgent (up to three full days)

- Loss of heating or hot water.
- Partial loss of water supply – we will recharge if a supplier issue.
- Loss of gas supply – we will recharge if a supplier issue.
- Faults to door entry systems that leave block open.
- Door or window security issues.

### Routine (up to 21 full days)

- Faulty electrical fittings and minor electrical faults.
- A faulty extractor fan.
- Fly tipping and rubbish clearance.
- Faulty communal TV aerial.

- Severe dampness.
- Graffiti.
- Damage to stair tread or hand rail/bannister.
- Defective kitchen or bathroom flooring which is not an immediate health and safety problem.
- Partial loss of heating.
- Partial loss of hot water.
- Repairing and cleaning of gutters and downpipes.
- Plumbing repairs and day to day replacements.
- Repairs to doors, floors and windows (not internal doors).
- Repairs to a kitchen.
- Repair to flooring which is not a health and safety issue.
- Leaking roof, missing roof tiles and faulty or blocked guttering causing serious water penetration.
- Blocked sink, basin, baths, or second WC.

#### Planned (up to 12 months)

- Repair all damage arising from major water leaks, fire, flood, storm or structural collapse. This means we will repair any structural damage and leave your home ready to decorate. You will be responsible for decorating.
- Repairs to external walls and paths.
- Plaster repairs – not minor cracks to plaster.
- Replacement of skirting boards.
- Replacement of misted double-glazed units.
- Replacement of wall tiles – kitchen/bathroom.
- Repair to damaged lifts.
- Fencing/boundary wall works.
- Any other major component replacements such as windows, kitchens and bathrooms.

#### **Annual gas safety and asbestos survey**

We are legally responsible for the maintenance of your gas heating and we are committed to ensuring the safety of you and your family in your home.

You will:

- Provide access before the expiration date of the gas safety certificate.
- Test your smoke alarm every week.
- Contact us immediately if the CO alarm goes off. If this happens please turn off the all gas appliances and ventilate the room.

We will:

- Arrange an appointment and complete an annual gas safety inspection and at the same time we will do an asbestos check.
- Check and replace your CO alarm and smoke alarm if required.
- Give you a copy of your survey results and confirm any further work is required.

### **Electrical safety inspection**

We are legally responsible for the safety of your home electrics and will complete a survey at least once every ten years.

You will:

- Be at home for the appointment. If it is inconvenient contact us to make a new appointment.

We will:

- Arrange an appointment or complete a survey while we are completing other repairs.
- Give you a copy of your survey results and confirm any further work is required.

### **Other health and safety checks**

Depending on your home we will have to carry out other checks to ensure your home is safe, these include testing your water system for legionella.

You will:

- Be at home for the appointment. If it is inconvenient contact us to make a new appointment

We will:

- Arrange an appointment to complete the tests.
- Tell you if there are any concerns.

### **Property check**

We are committed to maintain the quality of our homes. We will carry out an inspection of your home every two years and complete minor repairs at the same time.

You will:

- Be at home for the appointment. If it is inconvenient contact us to make a new appointment.

We will:

- Arrange an appointment.
- Complete any minor repairs that are our responsibility.
- Give you a copy of the survey results and confirm any further work is required.

### **When you report an emergency repair**

You will:

- Ring us to report the emergency
- Minimise any potential damage to your home (if there is a leak) by turning the water off at the stopcock.

We will:

- Attend by the end of the next day
- Try to fix it first time. If this is not possible we will make it safe and arrange a convenient date to complete the repair.
- If the repair is reported out of working hours (between 5 pm and 8 am) we offer a make safe service only. A follow on repair will be arranged.
- Make sure essential services are restored by the end of the next day wherever possible.
- Provide substitutes where appropriate, such as fan heaters or bottled water/standpipe/bowser (where there is a pumped water system we are responsible for) if we cannot restore services.

### **When you report a routine repair**

You will:

- Provide as much detail as you can about the repair to help us diagnose the issue.
- Provide up to date contact information so we can contact you about the progress of your repair

We will:

- Provide a range of ways you can report your repair:
  - o Website
  - o Email
  - o Portal
- Respond to your repair request within two days.
- Confirm if the work is our responsibility and when we will complete it for you.

### **For routine repairs we will make an appointment to do the work**

You will:

- Keep to the appointment or let us know by 10am on the day of the appointment if you are unable to make it.
- Let us know as soon as possible of any unavoidable issue with being in for the appointment.

We will:

- Agree an appointment with you.
- Keep you informed of any delays and the progress of your repair.

### **For planned improvement and replacements, we will make an appointment to do the work**

You will:

- Keep to the appointment or let us know by 10am on the day of the appointment if you are unable to make it.
- Let us know as soon as possible of any unavoidable issue with being in for the appointment.

We will:

- Tell you when something will be reviewed for replacement or is due for improvement.
- Agree a date with you to arrange the work to be completed.
- Keep you informed of any delays and the progress of your repair.

### **When we are in your home**

You will:

- Clear any obstacles.
- Confirm to the engineer the problem you are having with your home
- Treat the engineer with respect and allow them to complete the work

We will:

- Carry out the work safely.
- Keep you informed if for any reason our engineer is delayed.
- Tell you if we will recharge you for the repair.

### **After the repair**

You will:

- Tell us what you think of the service by responding to our repairs survey.

We will:

- Investigate all cases where you have told us the service was not acceptable and take action to resolve the matter.
- Monitor and report how our staff and contractors are performing.

### **Tailoring our service**

You will:

- Tell us if we need to tailor our service to your needs.

We will:

- Take your needs into account and tailor our service.

