

INNISFREE HOUSING ASSOCIATION

CLASSIFICATION OF REPAIRS

February 2006

Classification of repairs

Innisfree divides repairs into the following categories for the purposes of both financial and operational control. As part of our Asset Management Strategy we aim to reduce the amount of responsive repairs we carry out by better forward planning and channel monies into more cost effective planned repairs.

1.0 Planned repairs

These repairs are identified in the stock condition survey which the Association aims to carry out every 5 years. They form the basis of our 10 year maintenance plan and are provided for in the annual budget. Our annual maintenance plan sets out the planned repairs to be carried out for that financial year. Planned repairs include:

Cyclical Maintenance	The planned redecoration of internal and external common parts, usually carried out in a five year cycle
Planned Maintenance	Repairs or replacements which have been identified as necessary during regular inspections of properties which do not need to be carried out immediately
Annual Maintenance Contracts	Servicing and or testing of installations and appliances e.g. central heating boilers, gas fires, fire alarms, smoke detectors, washing machines

2. Major repairs

Works which have become necessary since original development to ensure the continued habitability of the property. This could be either because of subsequent legislation, or because components of the property have come to the end of their useful life. Major Repairs are usually carried out with either Social Housing Grant or other pre-identified funding.

3. Responsive or day-to-day repairs

These repairs are carried out at the request of the tenant or when a staff member notices a problem. Responsive repairs are classified as *Emergency, Urgent or Routine* and contractors are instructed accordingly when the order is placed. Timescales for these repairs are as follows:

Emergency	within 24 hours	An emergency is defined as something which could not have been foreseen and which could cause danger to health, residents safety, or serious damage and destruction to property
Urgent	Within 5 working days	These are repairs which are not urgent but which could materially affect the comfort or convenience of the tenant
Routine	Within 28 working days	These are less urgent repairs which can wait a short while before being dealt with

4. **Repairs and redecoration of voids**

Works to facilitate the re-letting of an empty property. These works can be divided into jobs which must be done immediately and those which could be done, if necessary, after a tenant has moved in. Redecoration of void properties is normally the responsibility of the new tenant. The tenant may be eligible for a redecorating allowance. In special circumstances the redecoration may be carried out by the association.

5. **Works under insurance claims**

Works carried out to property damaged as a result of accident, fire, flood, burglary or vandalism where the cost is recoverable from insurance.

6. **Recoverable cost repairs**

Repair of latent defects or works during defects liability period where another organisation has agreed to fund the works.

7. **Rechargeable repairs**

Works to be re-charged to the tenant(s) as a result of neglect, damage or nuisance caused by the tenant, their family, friends or visitors. This includes loss of front door key, resulting in forced entry. Tenants are also responsible for certain minor repairs, for ensuring they know and understand how to operate mechanical and electrical installations such as boilers and for keeping their home in a reasonable condition. Should a contractor have to attend a property to carry out a repair which is considered the tenants responsibility then we will recharge the tenant. Our Rechargeable Repairs Policy gives more detailed information. The attached table gives some guidelines as to the repairs we would consider a tenant's own responsibility. The Association will also charge tenants any costs associated with missed appointments where the tenant is at fault.

8. **Tenant's Responsibilities**

This list is not exclusive and may change from time to time based on changes in legislation.

- Decorating the inside of your home including making good any minor cracks in plaster
- Changing domestic fuses, light bulbs including fluorescent tubes and starters
- Replacing plugs and chains in sinks and wash hand basins, shower heads and other bathroom fittings such as cabinets, toilet roll holders and toilet seats
- Replacing floor coverings
- Replace washing lines
- Bleeding radiators
- Replacing washers on taps
- Maintaining the gardens including dustbin and refuse areas
- Taking reasonable precautions to prevent damage to the property by fire, frost, the bursting of water pipes or the blocking of drains
- Clearing any sink blockages
- Plumbing in washing machines and dishwashers and resolving any problems with leaks from them
- Installing and maintaining additional fittings such as TV aerials, carpets, etc
- Ensuring the property is clean, tidy reasonably decorated and that all furniture and rubbish has been removed prior to ending a tenancy
- Replacement locks and damage to doors caused by loss of keys
- Insuring the contents of your home
- Pest control treatments including infestation by ants, wasps, bees, cockroaches, mice, rats or bedbugs

Repair Priorities

Emergency Repair Examples

- Severe roof leaks
- Burst pipes where the flow of water cannot be contained
- Blocked drains
- Blockage of your only toilet
- Loss of electrical power or light
- Loss of gas
- Loss of heating in cold weather (i.e. between October – March), where there is no other form of heating available
- Loss of immersion heater if this is the only form of hot water available

In the case of a loss of utility such as gas, electricity or water, we would ask you to contact the local statutory authority in the first instance

Urgent Repair Examples

Partial loss of electrical power or light
Unsafe power, lighting socket or electrical fitting
Partial loss of water or gas supply
Loss or partial loss of space or water heating
Blocked or leaking drains or soil stack
Toilet blocked or not flushing
Blocked sink, bath or basin
Tap which cannot be turned off
Leak from water or heating pipe, tank or cistern
Leaking roof
Insecure external window, door or lock
Loose or detached banister or hand rail
Rotten timber floor, or stair tread
Door entry phone not working
Extractor fan not working in a kitchen or bathroom with no other venting

Routine Repair Examples

Minor problems with toilets, baths or sinks
doors or windows sticking
plaster repairs
fencing/boundary wall repairs