

## Responsive Repairs and Maintenance standards

3CHA endeavour to ensure that our properties are maintained to a high standard but recognise that looking after our properties is a joint responsibility between 3CHA, our support providers and our residents. It is resident's responsibility to take care of their home and to report any repairs or issues as soon as possible and allow us access to the property to undertake any necessary repairs.

We are responsible for most, but not all repairs and maintenance. For instance, loss or damage of keys to either the main door or an individual room are not our responsibility. Similarly, replacement of light bulbs in a bedroom (or within self-contained properties) is the responsibility of the resident and not the landlord and in properties with en-suite facilities, any blockage to toilet or sink is the responsibility of the resident. Staff will be able to support residents with these issues, but the responsibility, including meeting the costs, remain with the resident.

We aim to ensure that repairs are carried out within a reasonable time but recognise that not all repairs are as urgent as others. The following table describes some common repairs and how quickly someone will come to carry out the repair.

Category of repair	Repair or maintenance issue
Emergency repairs	Damage or faults to a property where there is an immediate serious risk to persons or property, for example: <ul style="list-style-type: none"> <li>• Dangerous electrical faults</li> <li>• Gas leaks</li> <li>• Serious water leaks</li> <li>• Blocked drains (or toilet if only one in property)</li> <li>• hot water failure</li> <li>• heating (during October to March only)</li> <li>• or a lack of security for the building</li> </ul>
Timescale:	We aim to complete all emergency repairs with 24 hours of notification
Urgent	These are repairs or maintenance which is important but is not likely to cause serious harm to residents or the property. For example: Leaking pipes or waste traps Intermittent electrical fault No hot water Blocked toilet (if more than one in property)
Timescale:	Work will normally be completed within 3 days
Routine	Other repairs and maintenance work which is the responsibility of the landlord.
Timescale:	We would normally expect to complete these works within 30 days. However, in some cases (for example, misted glass in a double glazed window unit) it may be decided that the work will be left until planned maintenance is to be carried out.

In all cases where these timescales cannot be met we will discuss this with residents and ensure that they are kept informed about progress.

### Damage by resident

Where property has been damaged by a resident we may decide not to repair or replace the damaged item as this time as long as this is not going to cause difficulty to other residents. In these circumstances we would make the property safe.

In all cases where the damage has been carried out by the resident, we reserve the right to recharge them for the repair or replacement. This will be discussed with the resident and a repayment agreement reached.

### Painting and decorating your own room

Whilst we want residents to feel that their room is their own space it is important that residents talk to support staff before redecorating or making any changes to the room.

### Keeping residents safe

As a landlord we have important legal duties and obligations. Most of these responsibilities involve safeguarding residents, the property, visitors and our staff. By law, we must carry out a range of safety checks and it's an important condition of occupancy that staff are given access to carry out these vital checks.

Our safety checks include:

- Gas servicing and repairs
- Electrical installation checks and associated repairs
- Managing asbestos
- Fire doors safety check
- Fire risk assessments
- Routine health and safety checks

### Appointments

Residents will be advised when a repair is due to be completed and, if it is in personal rooms, rather than the communal area, we will arrange a time and date for this work to be carried out with our residents.

If we are unable to keep an appointment, staff will inform residents as soon as possible and arrange another time. We also ask residents to let staff know if they are not able to keep an appointment.

We will normally arrange for a member of staff to visit the property and inspect the reported damage before the work can be arranged.

We aim to complete repairs on the first visit.

### No access

In an emergency we may have to enter property without the consent of residents. We only consider this as a last resort and when all other means of access have been considered.

The following situations are emergencies:

- A risk to people.
- Water leaks.
- Gas leaks.
- Electrical problems.
- A genuine and immediate concern for a customer's wellbeing

### Insurance

We are responsible for insuring the property and our furniture and fittings, but residents will need to insure their own contents.