

F. Getting Repairs Done

1 | Who Does What?

It is important for both you and the Association that houses are maintained to a high standard. The Association will repair most items in your home, however, you will be responsible for doing some repairs. This division of responsibility for repairs is shown in the tables below:-

| | |
|---------------|--|
| E = Emergency | Complete within 24 hours |
| U = Urgent | Complete within 3 working days |
| R = Routine | Complete within 10 working days |
| P = Planned | Carry out as part of larger contract (Tenant to be advised of likely timescale when reporting the repair) |

If a repair is a qualifying repair (Q) under the "Right to Repair", the Association has to carry out the repair within a certain timescale. You will be advised of the timescale and an appointment will be made at the time you report a qualifying repair. The Association reserves the right to pre-inspect the repair to determine whether it is a qualifying repair, you will be advised of this when reporting the repair.

PLUMBING

| Item: | RESPONSIBILITY | | | Q | Comments |
|-----------------------------|----------------|--------|----------|---|--|
| | WSHA | Tenant | Priority | | |
| Pipes, taps, stopcocks, etc | √ | | R | | Leaks are emergencies, other are routine |
| Tap washers | √ | | R | | |
| Plugs and chains | | √ | | | |
| Hot Water Cylinder | √ | | E | √ | No hot water RTR leaks are emergencies, others routine |
| Storage tanks | √ | | R | | Leaks are emergencies, other are routine |
| Choked sinks or toilets | √ | | E | √ | Recharged if due to neglect |
| WC Cisterns | √ | | E/R | √ | Leaks are emergencies, other are routine |
| WC Bowl | √ | | E/R | | Leaks are emergencies, other are routine |
| Toilet seats | √ | | R | | |
| Wash hand basins | √ | | R | | |
| Baths | √ | | R | | |
| Kitchen Sinks | √ | | U | | |
| Showers | | √ | | | Unless fitted by WSHA |
| Waste pipes | √ | | U | | |
| Drains | √ | | E/U | | |
| Gutters and downpipes | √ | | R | | |
| Washing machine connections | | √ | | | Unless fitted by WSHA |

ELECTRICAL

| Item: | RESPONSIBILITY | | Priority | Q | Comments |
|--------------------------|----------------|--------|----------|---|---|
| | WSHA | Tenant | | | |
| Switches and sockets | √ | | R | | Emergency if dangerous |
| Light fittings | √ | | R | | |
| Stair Lighting | √ | | U | | Emergency in common stairs Check trip switch first |
| Wiring and consumer unit | √ | | E | √ | |
| Plugs and fuses | | √ | | | Routine if other means to heat water Unless fitted by WSHA |
| Immersion heater | √ | | U | √ | |
| Electric fires | | √ | | | Emergency if no heat in the house |
| Storage heaters | √ | | R | √ | |
| Communal TV aerials | √ | | E | | Unless fitted by WSHA |
| Warden call systems | √ | | E | | |
| Controlled entry systems | √ | | U | | |
| Extractor fans | √ | | U | √ | |
| Door bells | | √ | R | | |
| Smoke detectors | √ | | E | | |
| Smoke detector batteries | | √ | | | |
| Electrical appliances | | √ | | | |
| Outside lighting | √ | | | | |
| | | | | | |

HEATING

| Item: | RESPONSIBILITY | | Priority | Q | Comments |
|-------------------------------|----------------|--------|----------|---|---|
| | WSHA | Tenant | | | |
| Boiler | √ | | E | √ | If supplied by WSHA Emergency only if no heating |
| Fireplaces | √ | | R | | |
| Radiators, pumps, thermostats | √ | | E/R | √ | |
| Chimneys or flues | √ | | R | √ | |
| Chimney sweeping | | √ | | | Emergency if only form of heating |
| Gas fires | √ | | R | | |

JOINERY

| Item: | RESPONSIBILITY | | Priority | Q | Comments |
|---------------------------|----------------|--------|----------|---|--|
| | WSHA | Tenant | | | |
| External Doors and Frames | √ | | R | √ | Emergency if door not secure (Including handles and locks) Will recharge if due to neglect, etc |
| Internal doors and frames | √ | | R | | |

JOINERY cont'd

| Item: | RESPONSIBILITY | | Priority | Q | Comments |
|---------------------------------|----------------|--------|----------|---|--------------------------------------|
| | WSHA | Tenant | | | |
| Internal handles and locks | √ | | R | | Will recharge if due to neglect, etc |
| Replacing lost or broken keys | | √ | | | |
| Skirting | | √ | | | |
| Stairs, banisters and handrails | √ | | R | √ | Emergency if unsafe |
| Floors | √ | | P | √ | Inspection needed first |
| Kitchen units | √ | | R | √ | Will recharge if due to neglect |
| Broken glass | | √ | | √ | Unless vandalism is proven |
| Window frames, latches, cords | √ | | R | √ | |
| Double glazing | √ | | P | | |

STRUCTURE

| Item: | RESPONSIBILITY | | Priority | Q | Comments |
|---|----------------|--------|----------|---|--|
| | WSHA | Tenant | | | |
| Internal walls and ceilings | √ | | R | | We will recharge if due to neglect, etc (including plasterwork) |
| External walls, roughcast | √ | | R | | Will be inspected first |
| Roof tiles, ridges, etc | √ | | R | | Emergency if unsafe |
| Chimney heads and cans | √ | | R | | Emergency if unsafe |
| Carports | | √ | | | Unless built by WSHA |
| External woodwork (including painting) | √ | | R/P | | |

OUTSIDE THE HOUSE

| Item: | RESPONSIBILITY | | Priority | Q | Comments |
|------------------------------|----------------|--------|----------|---|---|
| | WSHA | Tenant | | | |
| Paths and steps | √ | | R | √ | Only if provided by WSHA. Urgent if unsafe |
| Handrails | √ | | E/R | √ | Emergency if unsafe |
| Fences and gates | √ | | P | | Only if provided by WSHA |
| Clothes poles | √ | | R | | |
| Rotary driers | √ | | R | | Only if provided by WSHA |
| Clothes ropes or drier cords | | √ | | | |
| Retaining / Boundary walls | √ | | R/P | | |

If a repair needs to be done because you have been careless or negligent, e.g. flooding from your washing machine or shower, then you may have to do it yourself or pay for it to be done. We may carry out repairs that are your responsibility and then send you a bill for the cost of the work.