



North Warwickshire
Borough Council



MAINTENANCE TO PROPERTIES

Landlord and Tenant Responsibilities
& A Guide to Timescales

TO REPORT A REPAIR TELEPHONE
01827 715341

GENERAL PRINCIPLES

The council is responsible for the structure fabric and fixtures and fittings of the property.

The Council will prioritise works according to their urgency. A guide to timescales for addressing different repairs work is set out in this leaflet. Some works will be carried out as part of planned programmes.



We need tenants to report faults so that the Council can act to deal with the disrepair at an early stage. We encourage tenants to report mould conditions and damp so that we can remove the underlying issues that are causing them.

TENANTS ARE RESPONSIBLE FOR:

- Any additions/alterations undertaken by them to the existing property unless the council has chosen to maintain these items. This includes additions and alterations made by the previous tenant when there is a mutual exchange.
- Rectifying any damage caused by them or anyone that they have allowed access onto the premises or for paying a charge if the Council decides to do the work
- Undertaking minor repairs. These are listed below and include items such as addressing minor plasterwork cracks, clearing blockages in sinks, renewing sealant around baths and cleaning grout around tiles.

We also require tenants to co-operate with the Council's legal requirements. This includes allowing access for an annual gas service of installations, asbestos surveys and electrical installation works.

Tenants are responsible for their own contents and for damage to fixtures and fittings that are not due to fair wear and tear. We encourage all tenants to seek home contents insurance in case of damage due to accident. The

Council's insurance will cover damage to the fabric of the building and fair wear and tear to fixtures and fittings.

Outlined below are lists of repairs for which the council is responsible for and for which the tenant is responsible. If there are special circumstances and the tenant has a particular vulnerability assistance will be given as appropriate. We can tailor our service to meet tenants' needs.

Please do not hesitate to contact us if you need advice or assistance. You can speak to the Team during office hours from 9am to 5pm Monday to Friday on 01827 715341 or e-mail customerservices@northwarks.gov.uk. A service which can deal with emergencies is available out of office hours by calling the same telephone number.

A GUIDE TO TIMESCALES FOR MAINTENANCE WORK

We organise work to undertake repairs so that we can attend to them as in accordance with their urgency. An appointment is made for the tradesman to visit. We provide morning or afternoon appointment slots.

Please ensure you keep the appointment or let us know if you need to re-arrange it. If we attend and you are not at home it is a waste of our tradesman's time and they could be attending to other work.

The Housing Division has to organise its repairs service to ensure we can get to emergency and urgent works quickly. The following provides a brief guide to how we





prioritise repairs. Sometimes there may be delays due to unexpected volumes of work.

Emergency repairs will be attended to within 24 hours. If it is an emergency we will ask you to stay in the property until we are able to attend. An emergency is defined as something which could not have been foreseen and which could cause danger to health, residents' safety or serious damage or destruction to property. We

undertake essential work to make safe or provide, where possible, a

basic service. Examples of these are emergency fire damage, dangerous electrical

faults, serious bursts to water pipes, gas leaks,

blockage to the only toilet, loss of heating in cold weather and there is no other form of heating available, severe roof leaks and loss of only source of hot water.

Most other repairs will be undertaken within 28 days dependent on access provided by the tenant. Urgent repairs will be attended within an appropriate time scale depending on the problem and the circumstances of the tenant and when access can be given. These are repairs that materially affect the comfort or convenience of the tenant. In certain circumstances urgent repairs could be treated as emergencies. We aim to complete urgent work as soon as possible and certainly between 1 and 5 days. Examples would include partial loss of electrical power or light, partial loss of water or space heating, blocked or leaking foul drain or a water pipe or cistern leak, leaking roof, insecure external window, door or lock, loose or detached stair handrail, leak from water or heating pipe, tank or cistern, blocked sink, bath or basin, toilet blocked or not flushing.

Normal, non-urgent, repairs such as minor heating faults, radiator replacements, bathroom and kitchen units and fittings, small plastering works and fence repairs will be attended to as soon as possible and certainly within 28 days.

If you report a problem with damp and/ or mould conditions we will organise an inspection to find out the cause within 10 working days. When we have discovered the cause we work closely with tenants to resolve the problem. There may be just one or a range of interventions however our policy requires us to act promptly to remove mould conditions, deal with disrepair and provide additional interventions to act on causes.

The Council also has programmed repairs such as fascia replacement, pointing of brickwork, replacing fencing and gutter replacements. These can be programmed over a 12 month period.

Improvement works are undertaken in planned programmes which ensure that the Council's properties meet the Government's Decent Homes Standard. Our improvement programmes include heating upgrades, providing new roofs, new windows, replacing kitchen and bathroom fixtures and fittings and tackling energy efficiency by providing insulation – both external on walls and in lofts.

Servicing contracts are undertaken for gas boilers, solid fuel appliances, Air Source Heat Pumps, mains operated smoke detectors and Carbon Monoxide Monitors. We will make an appointment for this work. Electrical installations are checked every five years.



COUNCIL AND TENANT RESPONSIBILITIES

EXTERNAL

Council Responsibility

The Council is responsible for:

- The roof (including the replacement of tiles, felt, roof structure, loft insulation) and the chimney. The chimney will be swept once a year on the annual solid fuel service
- Gutters and down pipes, fascia boards and soffit boards
- External brickwork, render and cladding
- Window frames, catches and sills
- External doors, frames, sills, existing locks, letter box and door number
- External decorating (which will be undertaken on a cyclical programme)
- Canopy and porch
- Outhouses, coal bunkers brick built or other permanent structures
- Paths (for access to the entrances of the dwelling), ramps, handrails, line posts installed by the Council or maintained by the Council
- Driveways where they are an original feature of the dwelling
- Gates, hinges and catches
- Fencing and boundary walls maintained to the standard used by the Council
- Large trees where they were deemed large at the time of starting the tenancy
- Garages where works required are due to fair wear and tear
- Communal drying areas

EXTERNAL

Tenant Responsibility

The Tenant is responsible for:

- Chimney sweeping between the annual sweep undertaken by the landlord
- TV aerials cables and outlets, satellite dishes and cables
- Glass in windows where the glass is broken deliberately or accidentally by the tenant or visitors to the property. A crime number may be requested as evidence if the glass is broken through criminal damage
- Oiling or greasing of hinges and stays to windows and doors
- Replacement of keys and locks if lost or where the tenant gets locked out
- Gaining entry and replacement of locks when accidentally locked out unless it is agreed that the Council will assist and a charge is paid in advance of the work being undertaken
- Non standard door fittings and door bells
- Additional locks and bolts and any non-Council installed fittings
- Internal decorating
- Garden paths patios and other garden features
- Timber sheds
- Washing lines and rotary dryers (not communal)
- Fencing over and above the original or Council's standard
- Hedges, gardens, small trees
- To ensure ground floor gullies kept clear

INTERNAL

Council Responsibility

The Council, where the work is deemed fair wear and tear, will maintain:

- Ceilings, walls and Council fitted floor coverings
- Plaster repairs where it is caused by disrepair & the defective area has not been caused by the use of decorating steamers
- Diagnosing the causes of damp/ mould conditions
- Internal joinery, skirting, floorboards, architraves, windowsills, etc
- Internal doors and frames
- Kitchen units and worktops
- Cupboard doors
- Airing cupboard shelves
- Cylinder jacket, roof insulation
- Fireplace
- Fire appliance – Council fitted (any type if taken over)
- Central heating appliance (If installed or taken over by Council)
- Radiators and pipe work (If installed or taken over by Council)
- Gas pipe work, gas and electric meter boxes
- Electric fuse board / Consumer unit and circuit breakers
- Electric power and lighting, storage heaters, extractor fans
- Smoke detectors (battery and mains operated)
- Carbon Monoxide detectors
- Sanitary fittings baths, wash basins, sinks, taps, WC and cistern
- For a shower adaptation installed by the Council - hoses, heads, riser rails, curtains and rails
- Blocked drains and WC water services and stop tap
- Communal areas generally e.g. decorating, lighting, entrance ways, staircases
- Internal door handles and latches
- Door entry systems
- Adjusting kitchen unit doors and refixing handles and draw runners
- Re-fixing loose switches and socket outlets
- Re-pressurising combination boilers on request

INTERNAL

Tenant Responsibility

The Tenant is responsible for:

- Decorating
- Own floor coverings - including laminate flooring
- Minor plaster cracks in ceilings, which can be filled with suitable filler
- Reporting damp and mould conditions promptly and taking precautions to prevent condensation
- Reporting blocked drains and refraining from flushing any wipes down the toilet
- Easing and adjusting internal doors where removal is not necessary
- Re-hanging and reducing doors where new floor coverings are fitted
- Cookers hobs and ovens and additional or specialist units kitchen units
- Shelving
- Modified or specialist gas / electric fires including decorative surrounds
- Maintenance and servicing of gas fires / central heating systems fitted by the tenant a copy of the annual servicing will be required to be supplied to the landlord
- Replacement of light bulbs – including strip lights in kitchens and external lights
- Replacement of light bulbs within electric fires if tenants own appliance
- Decoration of radiators, removal and refitting of radiators to enable internal decoration
- Gas meter and the supply of gas to the property. At the time of the annual service the tenant is responsible for ensuring the meter is in credit
- Electric meter/supplier, re-setting of trip switches
- Additional electrical fittings, appliance plugs, fuses, bulbs, fluorescent light tubes, and starters
- Reporting smoke alarms and Carbon Monoxide detectors that are not working

INTERNAL cont.

- Shower hoses, heads, riser rails, curtains and rails. (Unless the shower has been installed as an adaptation.)
- Plugs, chains
- Re-fixing and replacing small quantities of tiles
- Replacement and refixing of WC seat and chains
- Blocked traps (U- Bend) to sinks, basins, and leaks to waste traps. (Unless the property is a flat)
- To check operation of stop taps recommended to be checked on an annual basis & report to the Council any fault
- To take prompt action in order to deal with infestations of ants, woodlice, mice, wasps or bees. Where the infestation is in a common area to report the problem to the Housing Division

ASBESTOS

Some of the Council's properties have asbestos materials in them. Asbestos is a building material that was used widely in homes built between the 1950s and the 1980s. Left undamaged, asbestos is not generally dangerous but when it is disturbed, for example by drilling or sanding, it can be harmful. If inhaled in higher concentrations over a long period of time it can cause serious illness. Where we have information about asbestos in our properties we will inform tenants, usually as part of their sign up pack. If you are not sure if you have asbestos in your home, or how to act if we have informed you where it is, please do not hesitate to contact us.



Asbestos can be difficult to identify but if you are concerned and need advice before you undertake any D.I.Y. jobs please contact us on 01827 715341.



CONTACT US

Email: housingservices@northwarks.gov.uk

Telephone: 01827 715341 (between 8.30am and 5pm, Monday to Friday)

Out of Hours Emergency Repairs Telephone: 01827 715341 (calls will be directed to the lifeline centre which is manned 24 hours a day)

Write to: Housing Division North Warwickshire Borough Council,
South Street, Atherstone, Warwickshire, CV9 1DE

Website: www.northwarks.gov.uk