

Our Repairs Standard



Westmoreland Supported Housing Limited

7th November 2022

Location or type of repair	Responsibility	Priority time	Information for tenants
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Shared outside areas

Communal aerials	Westmoreland Supported Housing	7 Days	
Communal washing lines	Westmoreland Supported Housing	28 Days	
Door entry systems & main, external doors	Westmoreland Supported Housing	28 Days	Repair will be dealt with within 24 hours if entry to the block is restricted. Other repairs may take longer.
External decoration	Westmoreland Supported Housing	Programme	We have a cyclical programme for external decorations in communal and single properties - this includes timber windows, soffits, fascias, doors and external painted walls.
Graffiti	Westmoreland Supported Housing	28 Days	If graffiti is offensive it will be removed or painted over as a priority.
Shared gardens and estates	Westmoreland Supported Housing	Programme	Between March and October, Grass Cutting and Weeding will be monthly. Hedges will be cut back twice a year
Window catches and frames	Westmoreland Supported Housing	28 Days	If there is a health and safety risk, attendance will be within 24 hours.

Shared indoor areas

Bannister rails	Westmoreland Supported Housing	Days	If there is a health and safety risk, attendance will be within 24 hours.
Broken timber flooring or stair tread, Carpets, to be made safe	Westmoreland Supported Housing	Within 24 hours	
Communal plumbing & pipework	Westmoreland Supported Housing	7 Days	If there is a health and safety risk, attendance will be within 24 hours.
Fire equipment	Westmoreland Supported Housing	7 Days	
Fire Alarm - Commercial	Westmoreland Supported Housing	Within 24 hours	
Fire Alarm - Domestic	Tenant / Westmoreland Supported Housing	7 Days	Batteries are tenant responsibilities. Failed detectors will be Westmoreland.

Flooring	Westmoreland Supported Housing	28 Days / Programme	If there is a health and safety risk, attendance will be within 24 hours. For flooring replacements, this is done under our planned programme
Mailboxes	Westmoreland Supported Housing	28 Days	
Making safe glass in windows / doors	Westmoreland Supported Housing	Within 24 hours	
Passenger lifts	Westmoreland Supported Housing	28 Days	We recognise the urgency of these repairs and will attend as an emergency.

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General plumbing

Burst or leaking pipes up to and including the main stopcock	Westmoreland Supported Housing	28 Days	We will attend as an emergency if leak cannot be contained and is a risk to yourself or the property. You may be able to claim on your contents insurance for any damage to your belongings or furnishings.
Repairs to a water storage tank	Westmoreland Supported Housing	28 Days	We will attend as an emergency where you are unable to contain a leak and it is a risk to yourself or the property. You may be able to claim on your contents insurance for any damage to belongings or furnishings.
Clearing blockages to rainwater pipes and gutters & repairs to gutters	Westmoreland Supported Housing	28 Days	
Blocked mains drains	Tenant	24 Hours	For blocked mains drainage outside of the home, please contact your water company in the first instance. If the water company says the blockage is our responsibility or cannot attend, we will attend but we may recharge if the blockage is a result of actions by you, your household or visitors. For example, excess toilet paper or fat poured down the sink.
	Westmoreland Supported Housing		
Heating	Westmoreland Supported Housing	7 Days	Between 1 October - 31 March: 24hr emergency for total loss of heating. If we are unable to fix the heating within 24hrs, we will provide temporary heaters during these months.
Hot water	Westmoreland Supported Housing	7 Days	Between 1 October and 31 March: 24hr emergency for total loss of hot water. If longer than 7 days to restore hot water, we will find a temporary solution

Bathroom

Bath tub	Westmoreland Supported Housing	28 Days	We will repair or replace baths which are unsafe due to age (ie rusty or handles broken) or fair wear and tear. We will not attend to cosmetic repairs such as discolouration.
Bath/ sink plugs & chains	Tenant	n/a	Plugs and chains for baths or sinks are your responsibility.
	Tenant		We will repair and replace because of fair wear and tear

Bath panels	Westmoreland Supported Housing	28 Days	- if damage is negligent/deliberate or accidental this will be the tenant's responsibility.
Blocked toilet, basin, sink, baths, shower or gulley	Westmoreland Supported Housing	7 Days	If you cannot clear the blockage yourself and are left without a toilet we will attend as an emergency. You may be charged if the blockage has been caused by foods or substances such as fat and oil being poured down the drain or excess toilet paper or wipes being flushed down the toilet.
	Tenant		
Showers	Westmoreland Supported Housing	7 Days	
Shower cubicle	Tenant	7 Days	We will maintain or repair cubicles where the repair is needed because of fair wear and tear if we fitted the cubicle, or where the property was let with it already there. Shower Curtains are tenants responsibility.
	Westmoreland Supported Housing		
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Shower heads and hoses	Westmoreland Supported Housing	7 Days	
Shower curtains and poles	Tenant	28 Days	For all communal area WSHL will maintain Private bathrooms WSHL supply these when the property is let but it is the tenant's responsibility to maintain and replace these.
Wall tiles	Westmoreland Supported Housing	28 Days	We will repair/ replace with the closest match, we may not be able to match the colour of current tiles and will only repair or replace those which are damaged or missing.
Taps including washers	Westmoreland Supported Housing	28 Days	If a tap needs replacing it will be with our standard taps.
Toilet pan and cistern	Westmoreland Supported Housing	7 Days	If the cistern is not flushing the toilet, you will need to flush the toilet with a bucket of water until we can attend.
Toilet seats and bathroom accessories (including soap dishes & towel rails)	Tenant	n/a	For all communal area WSHL will maintain Private bathrooms WSHL supply these when the property is let but it is the tenant's responsibility to maintain and replace these.

Kitchen

Kitchen sink/bowl or drainer	Westmoreland Supported Housing	28 Days	You are responsible for replacing sink plugs and chains.
Kitchen tiles / splash back	Westmoreland Supported Housing	28 Days	WSHL will repair/replace tiles/splash backs that we have fitted with the closest match. We may not be able to match the colour of your current tiles and will only repair or replace those which are damaged or missing.
Washing machine's / Ovens / Fridges / Freezers	Westmoreland Supported Housing	7 Days	WSHL are responsible for all shared white goods and items supplied by WSHL. Tenants are responsible for all own items
Kitchen cupboards and worktops	Westmoreland Supported Housing	28 Days	WSHL will repair/replace kitchen cupboards and worktops that we have fitted with the closest match where there is fair wear and tear.

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Doors and windows

Door keys	Tenant	n/a	If you have lost your key it is your responsibility to call a locksmith or your contents insurance provider. WSHL we can attend but this may be recharged.
Door bell	Tenant	n/a	WSHL does not maintain doorbells. Some chimes can be restored by changing the battery.
Doors inside your home - handles, hinges, jamb and frame	Westmoreland Supported Housing	28 Days	
Fire Doors	Westmoreland Supported Housing	28 days	If your fire doors require maintenance due to normal wear and tear we will attend to these as a routine repair.
		7 days	Where fire doors are unable to be manually closed or where the main body of the door has been broken repairs will be attended to within 7 days.

Front and back doors (external) including locks	Westmoreland Supported Housing	28 Days	<p>If your property is left insecure we will attend as an emergency 24hrs, but if the door has been damaged by you or a visitor you will be responsible for the cost of the work.</p> <p>If the key/lock is not working it may be our responsibility and we can attend but this may be recharged.</p> <p>If the door has been damaged as a result of a crime, we will need a valid crime reference number from the police before attending.</p>
Water between panes of glass in double glazed windows or doors	Westmoreland Supported Housing	28 Days	If there is standing water between panes of glass in double glazed windows or doors we will replace.
Condensation between panes of glass in double glazed windows or doors	Westmoreland Supported Housing	Programme	If there is condensation between panes of glass in double glazed windows or doors these will be referred to our blown windows programme and we will notify you if we are able to replace the window/s.
Broken glass in windows & doors	Westmoreland Supported Housing	28 Days	<p>If glass is broken on external windows and doors and poses a health and safety or a security risk we will make safe within 24 hours.</p> <p>If the glass has been broken by accident you will be responsible for replacing it. If it has been broken as a result of crime, we will need a valid crime reference number from the police.</p>
Keeping windows and frames clean	Tenant	n/a	

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Window keys	Tenant	n/a	WSHL do not provide additional or new keys for windows. However, if the key provided is not working we will attend and replace the key handle with a push-button handle.
Window frames, fittings and catches	Westmoreland Supported Housing	28 Days	If your property is insecure and on the ground floor we will attend within 24 hrs. If damage has been caused by you or a guest you will be recharged. If damage has occurred as a result of a crime, we will attend to repair the damage when provided with a valid crime reference number which you can get from the police.
Window restrictors	Westmoreland Supported Housing	28 Days	We will maintain existing fittings and provide these upon request for properties above the ground floor or a risk assessment recommends them.

Other - inside

Skirting boards	Westmoreland Supported Housing	28 Days	If WSHL needs to replace a portion of skirting board, we will do so with the closest possible match and will patch paint/decorate.
Stairs	Westmoreland Supported Housing	28 Days	a health and safety risk, we will attend as an emergency.

Hold open devices (fire doors)	Westmoreland Supported Housing	28 days	Where present fire door hold open devices such as dorgards are the responsibility of WSHL to maintain and repair Tenants are responsible for replacing batteries in hold open devices. These should be checked before any repairs are reported.
Stair lifts	Westmoreland Supported Housing	7 Days	
Fitted cupboards / wardrobes	Westmoreland Supported Housing	28 Days	WSHL is responsible for repairing fitted cupboards and wardrobes we have provided unless due to your misuse.
Coat hooks	Tenant	n/a	
Curtain rails	Tenant	n/a	
Curtain battens	Westmoreland Supported Housing	28 Days	
Chimney flue	Westmoreland Supported Housing	28 Days	
Electrics, including switches, power points, main switches, fuse boxes and circuit breakers	Westmoreland Supported Housing	28 Days	We will attend as an emergency where there is a total loss of electricity and this is not caused by an appliance or a power outage from the utility provider. It is your responsibility to check with the utility provider and to ensure that the fault is not caused by an appliance. If we attend and the fault is caused by an appliance you will be recharged for the visit.
Extractor fans	Westmoreland Supported Housing	28 Days	

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Fluorescent tubes & light bulbs	Tenant	n/a	
Cooker wall socket	Westmoreland Supported Housing	28 Days	
Carbon Monoxide alarm and mains fitted smoke alarms	Westmoreland Supported Housing	28 Days	We will maintain Carbon Monoxide (CO) alarms and mains fitted smoke alarms we have fitted and test these annually. If a CO alarm is sounding please contact National Grid immediately.
Smoke alarms and CO alarms	Tenant	28 Days	We will maintain battery operated smoke alarms we have fitted and test these annually.
	Westmoreland Supported Housing		It is your responsibility to test weekly and replace the battery.

Ceilings	Westmoreland Supported Housing	28 Days	WSHL carries out repairs to ceilings where damage is no fault of the tenant.
Damp proof course	Westmoreland Supported Housing	28 Days	
Damp, mould and condensation	Tenant	28 Days	Tenants need to manage condensation in the home through your heating and ventilation.
	Westmoreland Supported Housing		
Flooring	Westmoreland Supported Housing	28 Days	We will make floors safe by repairing or replacing cracked tiles. Any tiles we replace will be the closest match.
Plastering inside your home	Tenant	28 Days	It is your responsibility to fill small cracks or holes, or where larger damage has been caused by you or a guest.
	Westmoreland Supported Housing		
Internal decoration	Tenant	n/a	It is your responsibility to decorate inside your home.
Rodents and pests	Tenant	7 Days	<p>Pest control is the responsibility of the WSHL. WSHL will attend to pests reported in Internal areas. We will not attend to any pests in gardens of homes.</p> <p>WSHL will attend where rodents may have got in through a hole or gap to the exterior of the property.</p> <p>We will not attend to insects, other pests unless the infestation is reported in the first month of the tenancy.</p>
	Westmoreland Supported Housing		
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Other - outside

Aerials / satellite dishes	Tenant/ Westmoreland Supported Housing	n/a	WSHL only maintain communal aerials.
Solar panels	Westmoreland Supported Housing	28 Days	If a solar panel poses a health and safety risk we will make safe.
Inspection chamber covers	Westmoreland Supported Housing	Within 24 hours	WSHL only attends to make safe and replace inspection covers which are on WSHL owned and managed land. In some cases you may need to contact the local authority or managing agent.
Outside stairs or steps to entrances	Westmoreland Supported Housing	28 Days	If there is a trip hazard or health and safety risk we will attend as an emergency.
Outside woodwork - fascias, soffits, cladding	Westmoreland Supported Housing	28 Days	

Roof tiles and leaks	Westmoreland Supported Housing	28 Days	If there is a health and safety risk we will attend as an emergency.
Brickwork	Westmoreland Supported Housing	28 Days	If any structure is in danger of falling we will attend as an emergency.
Garages	Westmoreland Supported Housing	28 Days	

Garden

Brick or concrete sheds	Westmoreland Supported Housing	28 Days	We will attend to keep existing structures safe and secure.
Wooden sheds	Westmoreland Supported Housing	28 Days	We will attend to keep existing structures safe and secure.
Fences and walls	Westmoreland Supported Housing	28 Days	Where it is financially viable, we will repair any wooden fencing that we have previously provided. If total replacement is required, we do not replace like for like. Our fencing standard is to provide two wooden privacy panels between neighbouring properties, followed by chain link fencing to a height of 0.9m. Where your garden adjoins a public area, the height of chain link will be 1.8m.
Gates	Westmoreland Supported Housing	28 Days	We will maintain one gate.
Footpaths and patios	Westmoreland Supported Housing	28 Days	We will maintain a pathway from the boundary to the front door. We will also maintain up to 2m ² hardstanding area outside one door.

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Hardstanding driveways	Westmoreland Supported Housing		If drop kerb, concrete, tarmac or block paving we will inspect with a view to repair or make safe.
flowerbeds, shrubs and trees	Tenant	n/a	Grass, weeding shrubs and trees in gardens are the responsibility of WSHL Flowerbeds are responsibility of the tenants

