



## Repairs Policy

### December 2024

#### 1. Introduction

- 1.1 One of our key corporate objectives is to provide safe, affordable, and good quality homes. Providing a good repairs service to customers is key to achieving this.
- 1.2 The Repairs Policy sets out our obligations and commitments to our customers in relation to the repair and maintenance of their homes and communal areas, and how we deliver these services to customers including hazards as defined within the Health and Safety rating system.
- 1.3 The policy supports the regulatory requirements set by the Regulator of Social Housing (RSH), set out within the Safety and Quality Standard.
- 1.4 The policy provides detail on what is defined as a day-to-day repair and the timescales we complete various repairs within.

#### 2. Policy Statement

##### 2.1 Repairs aims:

- To ensure that our customers' homes are safe and maintained to a good standard.
- To deliver good customer experience leading to high satisfaction with our repair's services.
- To deliver a repairs service safely and effectively to safeguard our customers and colleagues.
- To understand and meet the needs of our customers when delivering repairs in their homes.
- To listen to customers and to use their feedback and involvement to drive improvement.
- To meet all our legislative and regulatory standards.
- To deliver value for money and drive efficiency within the repairs service.

|   |   |  |  |
|---|---|--|--|
| Title of the policy / procedure<br>Repairs Policy | Executive Director: Ceris<br>Esplen Executive Director<br>(Customers) | Author: Michelle Nutter Head of Repairs &<br>Estates Maintenance |  |
| Approved by/when:                                 | Next Review Date: October 2026  |  |  |

## 2.2 Our responsibilities

- 2.2.1 IVH's repairs responsibilities regarding homes let for **social or affordable rent** are set out in the customers tenancy agreement(s). Further details of IVH's and customers' repairs responsibilities are set out in [Appendix A](#).
- 2.2.2 IVH is responsible for repairs to rectify and make good, a component, installation, or part of a property that we are responsible for when it is faulty or needs replacing. This includes internal works, external works, or repairs to public or communal areas. This includes:
- Keeping the structure and exterior of the building safe, secure and weatherproof.
  - Ensuring all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in good working order.
  - Maintaining any communal areas and facilities.
  - Ensuring homes are free from all hazards as defined within the Health and Safety Rating system (HHSRS)
- 2.2.3 IVH will repair individual elements when they need repair. However, where a repair is not viable or does not represent value for money, we may replace it.
- 2.2.4 For homes let via **rent to buy, market rent (MR) and intermediate market rent (IMR)** IVH repairs responsibilities also include the maintenance and replacement of installations such as the provided appliances, unless these items are damaged by the customer.
- 2.2.5 For **leaseholder and shared owners** IVH is responsible for repairs to the structure, communal areas, and exterior of the building. The cost of these communal repairs is passed on to leaseholders through service charges. Under the terms of their lease, leaseholders in apartments must have insurance, which covers repairs in their homes arising from external causes such as leaks from another property. Where Section 20 consultation is required before starting repair works, the timescales will follow the statutory consultation requirements.
- 2.2.6 The Government's current model for shared ownership includes additional repairs responsibilities for landlords during the first 10 years of the lease. Newly built leasehold and shared ownership properties from April 2021 that received Homes England Funding through the affordable Homes programme will have repairs to the structure covered for a further 11 years after the defects period by the relevant building warranty/guarantee.
- 2.2.7 If a property is newly built, it will have a 12-month defect period from the date of completion with the original developer. The original developer will be responsible for rectifying any defects that arise due to design, material, specification, or workmanship during the 12month period. Any repairs that are found to have been caused by the customer due to neglect or misuse will be subject to a recharge. Once out of defect period IVH and Customers will be responsible for the repairs in accordance with Appendix A of this policy.

## 3. Our Commitment to Customers

- 3.1 Our commitments to customers relating to repairs are as follows:
- 3.2 We will triage repairs and prioritise work using set timescales, customer's needs, and the risk to the customer, the property and any neighbouring properties. Where we expedite a repair, we will

agree this with the customer and advise them of this. Repairs will be categorised into one of the following.

| Repairs Category  | How they will be dealt with   |
|---|---|
| <p>Emergency Repairs – Attend within 24 Hours.</p> <p>These are repairs that present a risk or potential risk to safety, that may result in harm to customers or significant damage to a property such as water leak, electrical hazards. Please see Appendix A for further details</p>                               | <p>We will respond to these repairs within 24 hours to make the property safe. We will then complete any further repairs required by scheduling an appointment with the customer.</p>   |
| <p>Routine Repairs – Attend within 28 working days.</p> <p>These are routine that require attention within 28 days. This includes faults or defects that do not cause an immediate safety, discomfort, inconvenience, or nuisance to the customer and where there is no risk of increased damage to the property.</p> | <p>We will offer customers an appointment that is convenient and reflects the urgency of the work needed.</p> <p>Our timeslots offered include</p> <ul style="list-style-type: none"> <li>• Mornings (8am – 12.30pm)</li> <li>• Afternoons (12.30pm - 4.30pm Monday to Thursday, 12.30pm – 3.30pm Friday)</li> <li>• Mid-day (9.30 – 2.30pm)</li> <li>• Saturday morning gas servicing where available</li> </ul> |
| <p>Non routine repairs – Attend within 60 working days.</p> <p>This includes major works and any non-routine external works that are not detrimental to the fabric of the building or the Customer.</p>   | <p>These types of repairs will be batched wherever possible to ensure that work is completed as efficiently as possible.</p>  |
| <p>Out of Hours Repairs – Attend within 24 hours.</p> <p>These are emergency repairs reported outside of normal working hours</p>   | <p>We will respond to these repairs within 24 hours to make the property safe. We will then complete any further repairs required by scheduling an appointment with the customer.</p>   |

- 3.0.3 IVH tenancy/licence and lease agreements require customers to allow IVH access to their homes to carry out repairs at the agreed appointment time. If IVH are unable to speak to the customer before attending a repair and there is no one home or they fail to answer the door, IVH will leave a card asking them to contact us. IVH will cancel the repair and rebook as a new repair once the customer has made contact.

- 3.0.4 We aim to fix all repairs on our first visit. If we cannot do this, we will explain why we can't to the customer and what will happen next. Where an additional appointment is required, this will be agreed whilst in the property with the customer where possible.
- 3.0.5 We will carry out all repairs as a result of general usage, wear and tear. However any repairs needed because of customer behaviour such as avoidable damage, neglect, or an accident (i.e. smashed window, avoidable flood), are the responsibility of the customer. Where the customer does not repair the damage, IVH may carry out the repair and recharge the customer in-line with our re-charge policy.

### 3.1 Inspections

Sometimes we may need to complete an inspection before ordering repairs where issues are more complex and/or the repair requires a significant amount of work e.g. diagnosing damp, complex issues, or component replacement works. If an inspection is needed, we will offer customers a convenient appointment for the inspection and for the work required. In these cases, the target time for completing the repair will begin on the day we complete the inspection.

We aim to complete 10% post inspections of all day to day repairs completed by contractors and the findings will be used to inform quality control and budget management.

### 3.2 Use of Contractors

We have an in-house repairs team who carry out the majority of the repairs to customers homes. However we may use specialist contractors if the repair cannot be completed by the inhouse team due to the specialist nature of the work (for example complex roofing works), or high demands on the repairs service. This ensures repairs are completed to the required standard within the required timescale.

Our contractors have a vigorous onboarding process which is managed and maintained during the period of them being an approved contractor to IVH. Ensuring the appropriate qualified companies carry out quality work safely in our customers homes, communal areas and estates.

### 3.3 Access

Our tenancy and leasehold agreements require customers to allow IVH access to their homes to carry out repairs at the agreed appointment time. If we are unable to speak to the customer before attending a repair and there is no one home, or they fail to answer the door, we will leave a card asking them to contact us. Where this happens, we will cancel the repair and rebook as a new repair once the customer has made contact in line with the no access policy.

If this repair is an emergency and provides a H&S risk to customer or risk to the property, IVH will rebook the appointment to reattend. It is important that customers ensure access arrangements are in place when an appointment is made. Where IVH are unable to gain access to carry out such repairs and the integrity of the property, its fabric and / or the safety of the customer or those in the vicinity of the property is compromised, IVH may take appropriate action to gain access to complete the repair.

Where we are unable to gain access to carry out such repairs and the integrity of the property, its fabric and / or the safety of the customer or those in the vicinity of the property is compromised, IVH will take appropriate action to gain access to complete the repair.

Where a customer is in breach of the tenancy conditions or leasehold agreement IVH will take legal action to gain access. IVH may decide to pursue any associated costs in line with our recharge policy.

### 3.4 Adaptations

IVH has an Aids and Adaptation Policy that sets out how we will ensure customers have any equipment or adaptations that are necessary for them to live safely and well in their home. Where IVH is responsible for the maintenance and repairs of aids and adaptations this will be in accordance with the timeframes as detailed in Appendix B of the Aids and Adaptation policy. Where a like for like repair is not deemed sufficient or suitable, a new Occupational Therapist assessment will be required. If this is required, we will work with the customer to make a referral to the appropriate agency, consider future alternative options and complete any necessary works.

### 3.5 Our approach to Damp & Mould

We understand that damp and mould can create a hazard, and we treat this as a priority. We currently follow a damp and mould process, detailed within our damp and mould policy, to make sure we take the correct action for damp and mould in a timely manner to protect the safety of customers. Our approach to damp and mould may include repairs to the home or major works. We provide detailed guidance, advice (available on our website), and support to help customers address damp and mould. If we feel this would be beneficial, we can refer customers to other organisations for support. Please see our Damp and Mould Policy.

### 3.6 Our Conduct

We will ensure our in-house team and contractors are skilled and trained to deliver a professional repairs service;

- All work will be delivered in line with our corporate values and behaviours and our contractors code of conduct.
- We will measure the service by these standards.
- Colleagues and contractors will be trained and in addition where required will have valid accreditations to carry out the repair.
- We will call customers before starting the journey to the scheduled repair appointment.
- We will wear IVH uniform and will wear and show customers their ID. Our contractors will be dressed in their work branded uniform and will wear and show customers their ID.
- Our teams need to work safely within our customers homes which will require pets being moved from the room the work is being carried out in and that the area is clear.
- Our team will explain what work they will be carrying out and what has been done at the end of the visit.
- Customers will get a satisfaction survey sent to them at the end of every repair.

### 3.7 Decoration of your Home

Customers are responsible for internal decoration inside the property and keeping it in good order. Some repairs may affect the decoration of the home. If this happens the area may be made good, or decorations vouchers issued to customers. However, this does not apply to access panels, hatches, or ducting covered with wallpaper, tiles, carpet, wood, laminate, or other finishes. In these circumstances customers will be advised before work is started.

### 3.8 Insurance

IVH has property and public liability insurance. In the event of a major incident e.g., a fire or flood our insurance will cover damage to the structure of the building and resulting repairs. It will not cover damage to the contents of customers' homes. Contents insurance is the responsibility of the customer. It is strongly recommended that customers take out suitable cover to protect their home contents & personal belongings. IVH provide customers information on specialist social housing insurance providers at tenancy sign up and at tenancy audits.

### 3.9 Health and Safety

It is important that customers feel safe living in our homes;

- We value safety ahead of all other aspects of our service.
- We invest in the training and development of our colleagues to make sure they are safe and have the knowledge and skills to always keep our customers safe.
- We monitor all aspects of health and safety with our in-house repairs service and contractors to ensure colleagues and customers are safe.
- Before works commence and during we ensure that our colleagues have the appropriate maintained tools and ppe to carry out the repair safely including the associated risk assessments and method statements.
- Colleagues have access to specialist reports about the property such as asbestos surveys or where additional information is required know how to escalate these requests.

### 3.10 Sustainability

As part of the delivery of the service we will monitor the impact on the sustainability of our homes, this includes the use of eco-friendly products and materials and consider energy efficiency options during the repair stage. We will also consider any long-term sustainability benefits of a customers' home and consider this for any longer-term investment programmes, for example, boiler efficiency and insulation measures.

### 3.11 Value for Money

We aim to provide good value for money in delivering our repairs services. We do this by:

- Reviewing if we repair or replace components depending on the age and condition of components in need of repair and the likelihood of the repair staying fixed.
- Comparing cost and performance information of the materials and contractors we use.
- Reviewing the processes and systems we use to deliver our services.
- Using repairs data to inform our future planned investment programmes.
- Robust contract tendering and management to ensure our contractors deliver the required standard in the most cost-effective way.
- Benchmarking our repairs service against other social housing providers.
- IVH's Financial Regulations include our Scheme of Delegation, which sets out the financial permissions and responsibilities relating to raising repairs by our colleagues.

## 4. Customer Responsibility

4.1.1 We will carry out our responsibilities in relation to repairs. Customers are responsible for the following.

- Reporting repairs to IVH as soon as possible. Customers can report repairs through a variety of different media including telephone, live chat, social media, email, via our website and via the customer portal. Outside of usual business hours, customers can report emergency repairs by telephone to our out of hours contact centre.
- Reporting any criminal damage or vandalism to the Police, such as damage to doors caused during a break in and providing crime reference numbers when reporting related repairs.
- Allowing IVH colleagues and contractors to access their homes to inspect and undertake repairs and maintenance works including all landlord safety checks.
- Removing belongings and putting pets in another room to enable works to be undertaken.
- Not smoking in the house when we attend to carry out works.
- Keeping their homes clean and in good condition, ensuring they prevent damage caused by neglect or misuse (for which a charge will be made where this occurs). This includes keeping gardens well maintained and free from waste.
- Carrying out minor repairs and replacements that require no technical ability, for example replacing light bulbs.
- Decorating the inside of their homes.
- Repair of customers' own fixtures and fittings.
- Being respectful and considerate to our colleagues when they are working in the homes. Where customers are verbally or physically abusive IVH reserve the right to stop the repair and remove themselves and report the situation accordingly.

Further details of IVH's and customers' repairs responsibilities are set out in [Appendix A](#).

## 5. Essential changes to service

5.1 In the event of a major incident, such as a pandemic, IVH will follow Government guidelines relating to working in customers' homes. This may result in temporary adjustments in the level of service we can provide and adjustments in our ways of working. We will communicate any such changes to our customers in a timely manner and keep customers informed. Our overriding aim is to keep customers and colleagues safe.

## 6. Performance Monitoring

6.1.1 Leadership Team, IVH Board, Property Forum and our Customer Panels are responsible for reviewing Repair performance.



- 6.1.2 Our customers are at the heart of the repairs service. The quality of our services will be assessed through tenant satisfaction measures and our transactional customer feedback surveys that are sent after the completion of every repair.
- 6.1.3 The key performance measures for the service are:
- Overall customer satisfaction with the service including complaints and compliments.
  - Customer satisfaction with time taken to complete a repair.
  - Customers feel their home is well maintained.
  - Homes that do not meet the Decent Homes Standard
  - Emergency repairs completed within 24-hour target.
  - Routine repairs completed within the timescale target.
  - Jobs completed right first time.
- 6.1.4 We monitor customer satisfaction through customer feedback, our complaints process, compliments & customer satisfaction surveys (both TSM and Transactional). We will use this feedback to improve our service delivery model.

## 7. Equality, Diversity and Inclusion implications

- 7.1 IVH is committed to treating people with honesty, dignity, respect, and trust. This applies to colleagues, customers, potential customers, contractors, and Board Members. At IVH:
- **Equality** is about ensuring that every individual has an opportunity to make the most of their lives and talents.
  - **Diversity** is recognising difference and responding positively to those differences.
  - **Inclusion** is about creating an environment where our services and employment opportunities are accessible to all.
- 7.1.1 IVH will be mindful of the Equality Act 2010 in all its actions and will consider all the protected characteristics of the Act which are: Race, Sex, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief, Age, Marriage/Civil Partnership and Pregnancy and Maternity explicitly. Further to the protected characteristics, IVH will be mindful of socioeconomic disadvantage and will do everything in its power to minimise this and other forms of disadvantage.
- 7.1.2 When applying this policy, we will use data we hold about the diverse needs of customers to make appropriate service adjustments. We will ask customers how the repair is impacting their safety and security to assess if the repair is having a disproportionate effect and needs to be completed quickly, due to protected characteristic(s) e.g. physical disabilities, mental health issues, pregnancy, age, experiencing domestic abuse or hate crime.
- 7.1.3 We will ensure customers have a wide range of choices in terms of accessing the service the format and media used to communicate information about the service.



- 7.1.4 Appendix A includes details of repairs responsibilities. In some instances, we will carry out repairs that would usually be customers responsibility, for example, repairs needed due to damage caused because of incidents of domestic abuse or serious anti-social behaviour (ASB), repairs when customers are no longer able to complete a repair due to age and/or some disabilities, for the purposes of reasonable adjustment.
- 7.1.5 Colleagues will receive regular training to help identify vulnerabilities, signs of abuse or serious ASB and to assess when it is reasonable for IVH to take the responsibility for repairs. All judgements will be recorded and monitored to prevent discrimination.

## 8. Responsibility

- 8.1.1 The Executive Director of Customers is responsible for the effective implementation of this policy.
- 8.1.2 The Head of Repairs & Estates Maintenance is responsible for the creation, review and implementation of the Policy.
- 8.1.3 The Homes Team Managers are responsible for operational delivery and compliance with this policy. They are also responsible for monitoring performance and customer feedback, and for introducing any changes required to improve performance and the customer experience of the service.
- 8.1.4 The Homes Team Managers are responsible for ensuring colleagues and contractors are trained, understand, and comply with the policy and associated procedures.
- 8.1.5 Leadership Team, IVH Board, Property Forum and our Customer Panels are responsible for reviewing Repair performance.

## 9. Current Legislation and Regulatory guidance

- 9.1 The RSH Safety and Quality Standards have been considered in this policy.
- 9.2 This policy also ensures that IVH complies with the following legislation: –
- Landlord and Tenant Act 1985,
  - RSH Safety and Quality Standards
  - Homelessness Act 2002
  - Localism Act 2012
  - Health & Safety Legislation & Regulations
  - The Gas Safety (Installation and Use) (Amendment) Regulations 2018.
  - Homes (Fit for Human Habitation) Act 2018
  - Tenancy Agreement
  - Housing Acts 1988,1996,1998, 2004 and 2024
  - Landlord and Tenant Act 1985
  - Right to Repair Regulations 1994 (for secure tenants of Local Housing Authorities)
  - Health and Safety at Work etc. Act 1974
  - Management of Health and Safety at Work Regulations 1999

- Control of Asbestos Regulation 2012
- The Defective Premises Act 1972
- Building Regulations
- Environmental Protection Act 1990
- Leasehold Reform, Housing and Urban Development Act 1993
- Equality Act 2010
- Care Act 2014
- Modern Slavery Act 2015.

10.3 The Regulator of Social Housing guides our approach in the delivery of our services. These commitments are detailed below:

- We will complete repairs and improvements in a way that is safe.
- We will provide value for money.
- We aim to get it right first time.
- We plan works for your home and communal areas, so that we can be open with you.
- Where we can offer choices, we will give these clearly and in a way that meets your needs.
- We will make our service easy to use and provide several ways to report a repair, make a complaint or compliment, or get involved.
- Our annual report will include information about how we are doing.

## 11.Supporting Policy Documents &Good Practice

- IVH Damp & Mould Policy
- Contractor code of conduct
- IVH Home standard
- IVH Adaptations Policy
- IVH Asset Management Policy
- IVH Gas Safety Policy
- IVH Electrical Safety Policy
- IVH Fire Safety Policy
- IVH Lift Management Policy
- IVH Water Safety Policy
- IVH Asbestos Management Policy
- IVH Mutual Exchange Policy
- IVH Customer Behaviour Policy
- IVH Gas Safety Policy
- IVH Alterations & Permissions Policy
- IVH Complaints Policy
- IVH EDI Framework
- IVH Aids and Adaptations Policy
- IVH Financial Regulations
- IVH ASB Policy
- IVH Access Policy
- IVH Recharge Policy

## Appendix A: Repairs Responsibilities

General needs, independent living, rent to buy homes, market rent and intermediate market rent. IVH recognise that some repairs listed below may impact the customer and their homes more significantly than other. Each of our repairs are triaged to ensure the correct service and timeframes are allocated to each repair with consideration against our customer vulnerabilities. Where a repair has a Health and Safety concern then this would override the Priority to an Emergency priority.

| Kitchen   |  |  |             |   |
|---|--|--|-------------|---|
| We provide a kitchen with cupboards, drawers, a worktop, a sink with hot and cold water supply. Floor coverings, ventilation, electrical sockets and plumbing for a washing machine (where this is possible) are also included. IVH will not normally replace elements in good working order to secure an exact match to an existing element. For example, we will not replace all kitchen cupboard doors because one door needs replacing. We will attempt a reasonable match wherever possible. Worktops will not be replaced where cosmetic damage has occurred unless there is a hygiene risk |  |  |             |   |
| Customer responsibility   |  | IVH responsibility                       | Priority    | Comments for clarification  |
| Keeping the kitchen clean and in good condition   |  | Water leaks                              | Emergency   | *Uncontainable / Uncontrollable leak not from own appliance or installation |
| Sink waste pipe blockages   |  | Trip hazards on flooring provided by IVH | Emergency   |   |
| Replacing sink plugs and chains   |  | Kitchen sink and taps                    | Routine     |   |
| Connecting and repairing your own appliances including any gifted to you when you moved into your home *except for installations provided under MR & IMR tenancy agreement.<br>e.g. cookers, unless these items are damaged by the customer   |  | Splashback tiles and seals               | Routine     |   |
|   |  | Kitchen unit doors and frames            | Non-Routine |   |

|  |  |  |         |   |
|--|--|--|---------|---|
|  |  | Extractor fans and pull cords            | Routine |   |
|  |  | Electrical sockets and isolator switches | Routine | *Faulty fridge / freezer socket would be an emergency |

## Bathroom and WC

We will provide a toilet, wash hand basin and either a bath or a shower. This will also include floor coverings, ventilation, and a hot and cold-water supply. IVH will not normally replace elements in good working order to secure an exact match to an existing element. For example, we will not replace all tiling if some or part tiles become damaged. We will attempt a reasonable match wherever possible.

| Customer responsibility  |  | IVH responsibility                                 | Priority  |   |
|--|--|--|-----------|---|
| Keeping the bathroom and toilet clean and in good condition. This includes cleaning of grout, silicone, and window sealant to prevent grime and mould build up |  | Water leaks  | Emergency | *Uncontainable leak/ Uncontrollable   |
| Containing leaks and preventing water damage   |  | Basin and bath taps                                | Routine   |   |
| Descaling and or replacing shower heads and hoses for these type of models   |  | Splashback tiles and seals                         | Routine   |   |
| Replacing basin and bath plugs and chain   |  | Showers that IVH have installed                    | Routine   | *Unless this is the only means of bathing   |
| Tightening loose bath panels   |  | Trip hazards in bathroom flooring we have provided | Emergency |   |
| Bathroom cabinets  |  | Toilet flushing mechanisms                         | Routine   | *Unless specialist needs of customer  |
| Shaving light starter motors and bulbs   |  | Faulty Light fittings                              | Routine   |   |
| Sink, toilet, bath and shower blockages  |  | Extractor fans and pull cords                      | Routine   |   |
| Toilet seat, lid and hinges *with the exception of vulnerable customers  |  | Pop up sink or pop-up bath plugs                   | Routine   | *Unless where this relates to a pop-up bath plug, and this is the only means of bathing |

|  |  |   |                          |   |
|--|--|---|--------------------------|---|
| Accessories: mirrors, shower curtains, toilet roll holders and towel rails   |  |   |                          |   |
| Toilet and bathroom locks  |  |   |                          |   |
| Cracked bath panels  |  |   |                          |   |
| All rooms (including hallways, stairs and landing but excluding cellars)   |  |   |                          |   |
| Customer responsibility  |  | IVH responsibility  | Priority                 |   |
| Keeping all rooms clean and in good condition  |  | Large cracks (more than 3mm) and severely crumbling surfaces                          | *Subject to detail       |   |
| Decoration such as painting or wallpapering, including after condensation. IVH would decorate following a damp proof course or offer decorating vouchers. IVH will not decorate following a leak or following unforeseen circumstances |  | Damp and mould removal and investigation in accordance with our damp and mould policy | Refer to IVH Damp Policy |   |
| Repairing small cracks in wall and ceilings that are less than 3mm wide  |  | Structural collapse and failing ceilings or other building fabric elements            | Emergency                | To make safe, with follow on works treated as a routine repair priority |
| Floorcoverings *Please note removal of existing tiles will require an asbestos report in advance provided by IVH   |  | Handrails and banisters for stairs  | Routine                  | Subject to any H&S Risk   |
| Your own appliances and fittings except for installations provided under MR & IMR tenancy agreement unless these are damaged by the customer or visitor of the customer  |  |   |                          |   |
| Providing a crime reference when reporting repairs caused by vandalism   |  |   |                          |   |

|   |  |  |           |  |
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| Curtain rails and fixings   |  |  |           |  |
| You are responsible for not removing any doors provided by IVH and reporting any damage to IVH  |  |  |           |  |
| <b>Heating</b>  |  |  |           |  |
| We provide a heating system that we will have tested to make sure it is safe and provides adequate heat.  |  |  |           |  |
| Customer responsibility   |  | IVH responsibility   | Priority  |  |
| Bleeding radiators  |  | Heating systems  | Emergency |  |
| Allowing access for annual gas safety checks if the property has a gas supply   |  | Radiators and storage heaters  | Emergency |  |
|   |  | Water leaks from heating system  | Emergency | *Customers may be asked to remove floor covering for access to trace leaks |
| <b>Electrics</b>  |  |  |           |  |
| In each room we will provide a working light fitting and plug sockets. An extractor fan in your kitchen and bathroom. We are responsible for ensuring there is a working smoke alarm on each level in your home and a working carbon monoxide alarm in any room with a fixed combustion appliance other than a gas cooker |  |  |           |  |
| Customer responsibility   |  | IVH responsibility   | Priority  |  |
| Replacing lightbulbs  |  | Faulty plug sockets  | Routine   |  |
| TV ariels (unless communal)   |  | Faulty light fittings and switches   | Routine   |  |
| Doorbells   |  | Extractor fans and pull cords  | Routine   |  |
| Testing smoke and carbon monoxide alarms provided and reporting to IVH if these are faulty or not present.  |  | Hard wired smoke and carbon monoxide detectors and battery carbon monoxide detectors | Emergency |  |

|  |  |  |           |  |
|--|--|--|-----------|--|
| Reporting faults with electricity, gas or water meters to the relevant supplier  |  | Electrical hazards, such as exposed or sparking wires                                      | Emergency |  |
| Arranging for a qualified person to connect and or repair your appliances except for installations provided under MR & IMR tenancy agreement unless these are damaged by the customer or visitor of the customer |  | Lightbulbs in sealed bathroom fittings   | Routine   | *Where customers are vulnerable the priority will be Emergency |
| Allowing IVH access for electrical testing   |  |  |           |  |
| <b>Water</b>   |  |  |           |  |
| We provide your home with a supply of hot and cold water with fixtures in the kitchen and bathroom.  |  |  |           |  |
| Customer responsibility  |  | IVH responsibility   | Priority  |  |
| Containing leaks and preventing water damage where possible  |  | Leaking pipe work  | Emergency |  |
| Contacting your water company if you have problems with your water supply  |  | Pumps that supply water to your home where applicable                                      | Emergency |  |
| Drain and wastepipe blockages  |  | Storage tanks and water cylinders  | Emergency |  |
| Reporting problems with outside drains to IVH  |  | Shared drain blockages in flats and maisonettes  | Emergency |  |
| Not installing external water outlets, leaks from poor connection of appliances  |  | Cracked or collapsed drains that are not the responsibility of the water or sewage company | Emergency |  |
| <b>Doors and Windows</b>   |  |  |           |  |
| We provide a secure home with a new entrance door lock and provided you with the keys when you moved into your home. All windows and internal doors should open and close.                                       |  |  |           |  |



| Customer responsibility   |  | IVH responsibility  | Priority           |   |
|---|--|---|--------------------|---|
| Arranging to get back into your home if you are locked out                              |  | Unsecure external doors, frames and panels  | Emergency          |   |
| Door chains, door numbers and additional locks and bolts you have fitted yourself       |  | Fire doors  | *Subject to detail |   |
| Letter boxes and door viewers in houses and bungalows                                   |  | Windows that do not open or close   | Routine            | *Emergency for a non-opening window unless specific / designed means of escape and for ground floor windows that cannot be secured. |
| Lost door and window keys   |  | Blown double glazed windows that you cannot see through where visibility is less than 50% | Non-Routine        |   |
| Keeping internal and external doors in good condition                                   |  | Letter boxes and viewers in flats and maisonettes   | Non-Routine        |   |
| Keeping windows in good condition. Also keeping them clean and wiping away any moisture |  | Primary door and window locks   | Emergency          |   |
| Replacing broken glass (when broken by the customer or the customers visitors)          |  | Broken internal door handles and tightening hinges  | Non-Routine        | *Emergency for a door that is on a fire exit route  |
| Ventilating your home and preventing condensation issues and mould growth               |  |   |                    |   |
| <b>Building Fabric</b>  |  |   |                    |   |
| At the start of the tenancy IVH will provide a watertight home.                         |  |   |                    |   |
| Customer responsibility   |  | IVH responsibility  | Priority           |   |

|   |  |  |                     |  |
|---|--|--|---------------------|--|
| Removal of any pet faeces from the garden (if IVH require access to your property via the garden and this is not adhered this may result in the repair works being cancelled) |  | Roofs and Chimneys   | Routine/Non-Routine |  |
|   |  | Conservatories that have been installed or approved by IVH | Routine/Non-Routine | *Conservatories have a limited life span where a repair is not possible IVH reserve the right to not replace |
|   |  | Guttering and downpipes                                    | Non-Routine         | *Where this is causing damp and mould internally, please refer to the Damp Policy                            |
|   |  | External works relating to building fabric                 | Non-Routine         |  |

## Gardens

At the start of the Tenancy IVH will ensure Trees and Bushes are at a reasonable height and span, they are not causing any damage and are not significantly diseased. If you have a private garden, it should be clear with greenery cut back. If you share a garden with other customers communal grounds maintenance will be arranged by IVH.

| Customer responsibility   |  | IVH responsibility   | Priority            |  |
|---|--|--|---------------------|--|
| Looking after your garden, including caring for trees and shrubs and keeping grass and greenery tidy and cut back including IVY |  | Boundary fences and gates (Boundary fences divides your home from public land) | Routine/Non-Routine |  |
| Notifying IVH of any safety concerns with trees in your garden  |  | Carry out works to trees where they are dead or diseased in communal areas     | Routine             |  |
| Weeding paths, paving and driveways   |  | Treating Japanese knotweed   | Routine             |  |

|   |  |   |                    |  |
|---|--|---|--------------------|--|
| Removing rubbish  |  | Trip hazards in paths, paving and driveways leading from the door to the gate (over a 50p uplift is deemed as a trip hazard). | *Subject to detail |  |
| Clothes lines   |  |   |                    |  |
| Garden sheds including lock unless tenancy agreement states IVH is responsible  |  |   |                    |  |
| Garden features such as decking or ponds  |  |   |                    |  |
| Dividing fences and gates   |  |   |                    |  |
| Tree height and span (prior to a customer moving into their home IVH will ensure any trees are at a reasonable height and span) during the tenancy  |  |   |                    |  |
| Access to garden to treat Japanese knotweed and to follow the recommended treatment plan  |  |   |                    |  |
| <b>Pests</b>  |  |   |                    |  |
| IVH will provide support to our customers in establishing who is responsible to provide the specialist services for pest infestations   |  |   |                    |  |
| Customer responsibility   |  | IVH responsibility  | Priority           |  |
| Take all reasonable steps to keep your home free from rats, mice and other pests/infestation. If the infestation is from a private resident, then you may be required to report this to the local authority as well as IVH. |  | Where IVH are deemed responsible a specialist contractor will be appointed to conduct a report and action plan                | *Subject to detail |  |

Leased properties including all shared owners but excluding commercial leases

| Repairs in leased properties   | IVH responsibility | Customer responsibility | Additional information  |
|--|--------------------|-------------------------|---|
| All repairs costing over £250 per leaseholder MUST wait for a Section 20 consultation to be completed before ordering the works. |                    |                         |   |
| Communal heating   | ✓                  |                         |   |
| Heating in property  |                    | ✓                       | Leaseholders are responsible for all items in their property.   |
| Communal electrics   | ✓                  |                         | Any communal electrics up to the electric meter is IVH to maintain.   |
| Electrics in property  |                    | ✓                       | Leaseholders are responsible for all items in their property.   |
| Communal Doors in all schemes  | ✓                  |                         |   |
| Internal doors in leased properties  |                    | ✓                       |   |
| Front doors (and door furniture) of leased flats   |                    | ✓                       | Leaseholders are responsible for their front doors and furniture but will need permission from IVH to ensure that the door meets correct fire safety standards. |
| External repairs window frames in leased properties  | ✓                  |                         | The external frames are considered the structure.   |
| Internal window frames in leased properties  |                    | ✓                       | The internal frames are the responsibility of the customer.   |
| Windowpanes in a leased property   |                    | ✓                       |   |

| Repairs in leased properties   | IVH responsibility | Customer responsibility | Additional information  |
|--|--------------------|-------------------------|---|
| All communal windows: panes and frames   | ✓                  |                         |   |
| Lifts and communal stairs  | ✓                  |                         |   |
| Communal Gardens – gates, paths, fences, walls   | ✓                  |                         |   |
| Structure of building  | ✓                  |                         |   |
| Communal drains and water pipes  | ✓                  |                         |   |
| Roofing & gutters  | ✓                  |                         |   |
| Pests in communal areas.   | ✓                  |                         | IVH is responsible for pest control in the communal areas and responsible for blocking mouse holes/entry points for pests in the communal areas only. |
| Pests inside their property  |                    | ✓                       | Customers must keep the inside of their homes clean and not attract pests and are responsible for pest control in their homes.                        |
| Communal TV aerials/supply   | ✓                  |                         | We will only carry out communal repairs if it is confirmed that more than one property is affected.   |
| TV system in property  |                    | ✓                       | If only one fault is reported, we assume it is the TV system in their home.   |
| Decorating communal areas  | ✓                  |                         |   |
| Plumbing in washing machines, connecting cookers and other kitchen appliances                |                    | ✓                       |   |
| Replacing fuses and lightbulbs, including light bulbs in security lighting in Communal Areas | ✓                  |                         |   |
| Repairing and servicing customer's own gas appliances, this includes cookers and fires.      |                    | ✓                       |   |

| Repairs in leased properties  | IVH responsibility | Customer responsibility | Additional information |
|---|--------------------|-------------------------|------------------------|
| Repairing or replacing window locks and privacy locks on bathroom doors |                    | ✓                       |                        |

|   |   |   |  |
|---|---|---|--|
| Replacing cylinder jackets  |   | ✓ |  |
| Replacing sink and wash hand basin plugs  |   | ✓ |  |
| Replacing toilet seats  |   | ✓ |  |
| Repairs to or replacement of vents inside of the home   |   | ✓ |  |
| Blocked toilets, sinks and waste pipes that could have been avoided e.g. flushing large items                 |   | ✓ |  |
| Repairs to or replacement of letter boxes, locks on letter boxes, in communal areas                           | ✓ |   | We are not responsible for letter boxes on individual properties' front doors. |
| Replacing all door and window keys  |   | ✓ | Keys and fobs for main entrances can be replaced at cost in advance.           |
| Replacement shower curtains and shower curtain poles  |   | ✓ |  |
| Repairs to electrical wiring, sockets, switches and other electrical fittings such as hard-wired smoke alarms |   | ✓ |  |
| Repairing roofs, gutters, downspouts and drains in a block  | ✓ |   |  |
| Repairing roofs, gutters, downspouts and drains in a house  |   | ✓ |  |
| Repairs to sinks, kitchen units, baths, showers, toilets  |   | ✓ |  |

| Repairs in leased properties  | IVH responsibility | Customer responsibility | Additional information   |
|---|--------------------|-------------------------|--|
| Repairs to lifts, door entry systems, lighting, halls, stairways and walkways in communal areas | ✓                  |                         |  |
| Treating suspected mould or damp in communal areas  | ✓                  |                         |  |
| Treating suspected mould or damp in leased properties   |                    | ✓                       | Note; If the damp has been caused by a leak from a communal defect, it would be covered through the insurance that leaseholders pay. |

