

## Repair and Maintenance Guide for Customers

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## 1. Aims and objectives

We aim to provide a first class repair and maintenance service. To do this we will:

- ensure repairs and completed in a prompt, efficient, flexible and value for money approach
- deliver repairs to a high standard that you're satisfied with
- provide a friendly and consistent approach to repairs and maintenance
- aim to complete all repairs right first time with minimum disruption
- conduct all repairs work in a way that is safe for you, our colleagues and contractors
- ensure all external contractors working on our behalf deliver repairs in line with legislation and within company policies, procedures and service standards
- treat everyone fairly in line with the Equality Act 2010
- use data from our systems to highlight any specific needs you may have enabling, where possible, to adapt service delivery to meet those needs
- clearly define our and your repairs responsibilities
- provide an emergency repairs service 24 hours a day, every day

Prior to carrying out your repair, we will:

- send a text message to you detailing the job has been allocated to a tradesperson (does not apply to emergency repairs)
- phone you to further diagnose the repair required
- arrange a convenient date and time to attend

While carrying out your repair we will:

- introduce ourselves and show photo identification before entering your home
- be polite and wear our corporate uniform and the protective equipment
- explain what work is going to be carried out and inform you of any disruption that might be caused
- take care that your belongings are protected from damage and dust
- keep use of your electricity to a minimum where possible
- keep mess and rubbish to a minimum, making sure it's all removed at the end of the working day or when the job has been completed



- reconnect your electricity, water and gas supply at the end of each day wherever possible and check these supplies are working correctly
- ask if you require any further repairs whilst in attendance and complete where possible

## 2. Reporting a repair

Before reporting a repair please refer to our website [vicohomes.co.uk](http://vicohomes.co.uk) to view all your self help repair films. The most common reported repairs have detailed examples of how to 'fix the problem'.

You and leaseholders can also report a repair in the following ways.

- Online through your [tenant online account](#). Simply log in and follow the instructions.
- Phone 0345 8 507 507, 24 hours a day, every day.
- Visit one of our Hubs at Wakefield or Pontefract.

Once your repair has been logged the repair is passed to the most appropriate tradesperson who will call you for a precise diagnosis and to arrange a convenient time to carry out the work. The tradesperson will contact you as soon as possible once the repair has been issued to them but this may not be the same day due to workload demands.

Where applicable you will be kept informed of the progress of the repair by text messages for significant stages of the repair.

If your repair is an emergency, we will attend and at least make safe within 24 hours. We aim to complete other routine (non-emergency) repairs in as short a timescale as possible and within 28 days (please note in periods of bad weather conditions these averages may change).

We'll work with you in a number of ways to continually improve the repair service including, tenant focus groups, service review groups and tenant inspections, in line with published regulatory standards.

## 3. Repair obligations

As a landlord, there are lots of repairs in the homes we own that we're responsible for. It's important you also know what kinds of repairs you will have to do yourself.



We're responsible for all repairs to the home structure, gas, plumbing, electrics and any other area where it's identified as a hazard or a risk to health and safety, however recharges may apply when a repair is necessary due to neglect, negligence or wilful damage. You decorate your own homes and replace fittings, like batteries in heating controls, light bulbs and internal doors.

Where you request a non-standard repair, this work can be carried out but you'll be informed the works are rechargeable. Non-standard repairs relating to gas and electricity will be carried out by us and recharged to satisfy health and safety requirements and current legislation.

Please refer to our website [vicohomes.co.uk](http://vicohomes.co.uk) for your responsibilities in relation to pest control issues.

The table at Appendix 1 gives details of who's responsible for which repair.

## 4. Access arrangements

Our tradespeople will contact you to arrange access but if they're unable to make contact, they will leave a voicemail message or text message, so you're aware that someone has attempted to make access arrangements relating to your repair order.

Our tradespeople will attempt to contact you to arrange access on three occasions but if we receive no response from you, we will contact you through:

- first access card being posted to your home
- final no access letter being posted to your home
- an automated text message

On receipt of the final no access correspondence, you'll have seven days to contact us regarding your repair order otherwise the repair order will be closed.

Our aim is to attend and complete your repair at a convenient date and time for yourself. Normal operating hours for our repair service is 8 am to 8 pm seven days a week.



## 5. Complaints

We want you to be happy with the services you receive. However, sometimes you may feel you want to complain about our service or something you feel we have done or failed to do. You can complain in a variety of ways such as:

- online using our [complaints form](#)
- by emailing [contact@vicohomes.co.uk](mailto:contact@vicohomes.co.uk)
- by letter, to any of our [Hubs](#) or to Vico Homes, Merefield House, Whistler Drive, Castleford, WF10 5HX
- by calling 0345 8 507 507
- in person at one of our Hubs at Wakefield or Pontefract.

Alternatively further information can be found on our [website](#).



## Appendix 1 - Repair and maintenance obligations

Repair request	Our responsibility	Your responsibility
<b>Communal areas</b>		
Dustbins and the removal of household rubbish		✓
Shared areas such as lifts, stairs, rubbish chutes and communal TV aerials	✓	
Replacement or extra key fobs for communal door entry systems		✓
Door entry systems for shared areas	✓	
Driveways and shared driveways	✓	✓
<b>Roof</b>		
Chimney and stacks	✓	
Roof structure and coverings	✓	
Guttering, rainwater pipes and clips	✓	
Fascia's and soffits	✓	
<b>Walls and canopies</b>		
External walls and rendering	✓	
Foundations	✓	
Concrete canopies over doors or windows	✓	
Rendering to the home	✓	
<b>Windows and doors</b>		
Window frames, external sills, ironmongery and locks if damage is fair wear and tear (your responsibility if damage is caused by any misuse including accidental damage)	✓	
Damaged glazing	✓ (if wear & tear/ age-related)	✓ (if damage caused by customer or associate)
Security chains, key safes and spy holes		✓  Refer to Target Hardening Team



Internal timber, UPVC or tile windowsill (unless affected by rot or woodworm)		✓
Internal doors and associated ironmongery (unless affected by rot or woodworm)		✓
External doors, frames, locks, ironmongery, other boards and threshold strips caused by fair wear and tear	✓	
Provision of additional door locks		✓
New or replacement keys		✓
Locked out of a home		✓
<b>Pipes and drains</b>		
Soil and vent pipes and clips	✓	
Clearing blocked gulley grids		✓
Clearing gulleys		✓
Blocked drains (affecting one home only)	✓	
Blocked drains (affecting more than one home)	OneCALL to refer to Yorkshire Water	
Inspection chambers	✓	
<b>Gardens and boundaries</b>		
Work carried out to gardens and flooded gardens (unless caused by an underground leak)		✓
Garden walls if built by us	✓	
Front fencing and gates (unless off street parking)	✓	
Dividing and rear fencing and gates (unless it leads directly to a hazard which poses direct risk to life)		✓
Pathways and steps which provide main access to the front and back door of the home	✓	
Paved areas and steps that were provided at the point of tenancy	✓	
Washing lines and posts (except in communal areas or part of an independent living scheme)		✓
Replacement or repairs to sheds		✓



<b>Garages and outbuildings</b>		
Garages or outbuildings if provided by us at the point of tenancy	✓	
Locked out of a garage (unless lock is faulty)		✓
Providing additional keys to garages		✓
<b>Walls</b>		
Structural walls inside a home	✓	
Major plaster repairs	✓	
Minor repairs to plasterwork for example small holes and cracks (less than 5 mm)		✓
Wall tiles to match existing as closely as possible where damage due to fair wear and tear	✓	
Skirting boards, picture rails, battens (unless affected by rot or woodworm)		✓
<b>Floors</b>		
Concrete floors (not including floor tiles)	✓	
Vinyl fitted by Vico Homes as part of the improvement work		✓
Floorboards and joists but not including laminate flooring	✓	
<b>Fireplaces</b>		
Fireplace and surround if fitted by us	✓	
<b>Staircase</b>		
Staircase, banister and handrails	✓	
<b>Bathroom</b>		
Bath panels (unless damaged by us while carrying out a repair - replacement may not match existing suite)		✓
Slatted shelving to airing cupboard	✓	
Internal pipe work boxing	✓	



<b>Kitchen</b>		
Kitchen cupboards, drawers, door catches, hinges and handles where damage is fair wear and tear (your responsibility if damage is not fair wear and tear)	✓	
Worktops where damage is fair wear and tear (your responsibility if damage is not fair wear and tear and replacement may not match existing worktops)	✓	
Cookers that were provided and installed to an adapted kitchen at point of tenancy	✓	
Cooker ovens, hobs and cooker extractor fans (these are disclaimed at point of tenancy)		✓
<b>Electrical items</b>		
Electrical wiring sockets and light fittings where fitted by us	✓	
Hard wired smoke or carbon monoxide alarms	✓	
Plugs on your appliances		✓
Electrical consumer units (fuse box)	✓	
Electric storage heaters (if installed by us)	✓	
Electric fires (if installed by us)	✓	
Immersion heaters	✓	
Extractor fans (if installed by us)	✓	
Electric shower unit (if installed by us)	✓	
<b>Plumbing</b>		
Water service pipes (from boundary to stop tap / SureStop) overflow pipes and water tanks	✓	
Blocked toilet, sinks, bath and hand basin waste pipes where the you have previously tried to clear the blockage	✓	
Taps, stop taps, SureStops and wheel valves	✓	
Sink units and hand basins where damage is not fair wear and tear		✓
Toilet flushing mechanism	✓	
Toilet seats (we will supply one on start of tenancy only)		✓



Bath or shower trays (where supplied and installed by us)	✓	
Sink and bath plugs and chains		✓
Bath seals and two rows of splash back tiles	✓	
Kitchen sink seals and two rows of splash back tiles	✓	
Boxing in of new or existing pipe work if damaged caused by us	✓	
<b>Gas</b>		
Gas pipe work inside the home	✓	
Supply of gas and gas meters		✓
Annual gas servicing of appliances	✓	
Gas fires	✓	
Topping up the heating systems, water pressure and bleeding radiators	✓	
Radiants for gas fires	✓	
Gas water heaters	✓	
Radiator valves, time clocks and thermostats	✓	
Gas boilers	✓	
<b>Other heating sources</b>		
Ground and air source heat pumps	✓	
Heat exchange units	✓	
District heating	✓	
Solar panels	✓	
<b>Adaptations</b>		
Adaptations (installed by us)	✓	
Shower tray or seat (if installed by us)	✓	
Adapted toilet seats (if installed by us)	✓	
<b>Home security</b>		
Additional window locks if installed or requested at point of tenancy	✓	



Home energy efficiency		
Hot water cylinder jackets (first provided by us)		✓
Low energy light bulbs		✓
Loft insulation	✓	

**Please note**

Fair wear and tear are considered unavoidable deterioration of an item resulting from normal use from the customer.

Where permission has been granted for a driveway and we have approved this, any repairing obligation on change of tenancy will fall to us, except in the case of mutual exchange. However, where a driveway has been installed without our permission, we reserve the right to remove and recharge for making good the area or we will recharge an appropriate amount for repairs carried out. Any shared driveways where remedial works have been unavoidable because of health and safety concerns may also be recharged.

Any repair that may cause a hazard and risk to health and safety if not completed, may be carried out by Vico Homes and you'll be recharged for this work.

