

Chippenham Housing Co-operative Ltd.
Maintenance Policy

Reporting of Repairs:

All matters requiring repairs to Co-op property must be reported to the maintenance representative of each house or to main maintenance committee officer. A phone number is provided and issued to each tenant. As soon as a request for repair is received the tenant will be contacted directly by the maintenance committee and informed what action will be taken and the time scale.

Category of Repair:

- **Emergency:** Defects affecting the safety, health or security of the member.

Repairs should be carried out as soon as possible. All efforts should be made to make safe damage within 24 hours. If the Co-op cannot implement appropriate repairs immediately the tenant should call a reputable professional to deal with the situation. The Co-op has a Service Care agreement with British Gas for all its properties, and if any problem arises with a gas appliance the tenant should telephone British Gas immediately.

- **Urgent:** Defects causing serious inconvenience to the member or likely to cause further deterioration to the structure, fittings, fixtures or services of the building.

These should be dealt with as soon as possible after they are reported, taking into account their seriousness. Maximum response time: 7 calendar days.

- **Routine:** Defects whose repair can be deferred without causing serious inconvenience to the members and which can await their turn in the outstanding work list.

These should be dealt with as soon as possible, taking into account the seriousness of the defect and the need for the work to be earned out. Maximum response- time: One calendar month.

- **Preventative:** The regular cycle of preventative maintenance, to be carried out as stipulated in the Tenancy agreement.

Any repairs, emergency, urgent, routine that are necessary due to negligence by the tenant, tenant's family or guests, will be the tenant's responsibility.

For tenant obligation, please refer to that section in the tenancy agreement.

Procedure

Members should report repairs as soon as they are needed and must allow reasonable access for the Co-operative to inspect and carry out repair work.

When an urgent or routine repair is reported the maintenance committee will follow this procedure:

1. Have a survey of the required work carried out by one of the following: a Co-op member delegated by the maintenance committee, a contractor from the Coop's approved list of contractors.
2.
 - a) Where the repair costs £100 or less the tenant may if they wish carry out the job for themselves on a self-help basis. Payment will be made for materials only. Receipts must be provided. Maintenance committee approval must be obtained beforehand.
 - b) Where the cost is less than £1000, approval to proceed with the work may be given by a member of the maintenance committee.
 - c) Where the cost is over £1000, three written estimates must be provided. At least two must come from non-Co-op members. Full management committee approval is required to authorize the repair (except in emergencies) when a member of the maintenance committee may give approval.
3. The work should be carried out by the contractor/member providing the lowest/best acceptable estimate.
4. A representative from the maintenance committee must inspect the work on completion and agree with the tenant that the necessary work has been done to an acceptable standard. Details of the repair should be entered in the Repair's Book.
5. The tenant should sign the repair's book when the work is completed.

At each management meeting the maintenance committee will give an account of all repairs reported, action taken and repairs completed. The committee meeting should check that the above conditions have been followed.

Tenant Satisfaction with Repairs

If the tenant is not satisfied with any repair or work procedure they should first discuss it with a maintenance committee member. If matters remain unsatisfactory they should bring the matter to the attention of the management committee as soon as possible. The tenant also has recourse to the complaints procedure, see Complaints Policy.

Cyclical Maintenance Policy

The Co-op aims to keep all of its properties in as safe condition and good order and appreciates swift reporting of any deficiencies so that standard and conditions may be maintained and improved. The Co-op will follow the following procedures in order to maintain standards of safety and decorative order:

- Maintenance committee to inspect annually all roofs, gullies, down pipes and drains.
- The Co-op has a contract with British Gas Service Care which includes annual inspection of all gas appliances. Tenants must arrange access for the annual British gas inspection. (Tenant and Co-op liable under new housing legislation)
- Maintenance committee to inspect annually structure and decorative condition of all flats both indoor and outdoor.
- To decorate the exterior of all houses and flats every five years or when necessary.
- To decorate the communal areas of flats and maisonettes every five years or when necessary.
- To have common entrances, halls and stairways professionally cleaned when necessary and with the recommendation of the Maintenance committee.

See also Tenancy Agreement for obligations and rights both of the tenants and the Co-operative.