

Chippenham Housing Co-operative Ltd.

Maintenance Policy

Information for the tenants:

1. The objective:

Chippenham Housing Co-operative Ltd (CHC) is primarily a self-help, self-financing co-operative, its rent being its only income. Its aim is to provide high standard, well maintained and affordable housing for its members in accordance with the new Social Housing Regulator standards.

2. Repairs to your home:

a) Chippenham Housing Co-operative Ltd (CHC) is legally responsible for keeping the structure of your home in a good state of repair.

This includes: the roof, walls, windows, doors and door frames, drains, gutters, ventilation and chimney and chimneys stacks as well as various other items as seen listed in our tenancy agreement and in our rechargeable repairs policies.

b) CHC is responsible for the installations of the supply of water, gas and electricity to your home for:

water supply to baths, sinks, toilet cisterns and waste pipes, all electrical wiring, sockets and light fittings, central heating and gas boilers.

c) CHC is also responsible for the external redecoration and maintenance of the outside of the house as well as for the maintenance of the hallway walls and fitted carpets.

Tenants are responsible for:

a) Minor repairs such as internal decoration, door handles, small plaster cracks, clearing rubbish, blocked toilets and sinks caused by the tenant misuse or negligence, and other items as listed in conjunction with our tenancy agreement and our rechargeable repairs policy.

b) Any damage which is caused by tenant or member of the household or visitor.

3. Rechargeable repairs:

a) Where repairs are necessary as a result of a tenant damaging the property or the misuse of fixtures and fittings, the tenant may be charged with full cost of the remedial work.

b) Improvement work should not compromise Fire Safety regulations and Fire Protection in your home. All tenants are required to seek permission at management committee meetings for any improvement works made to their home and the decision will be recorded in the minutes.

4. Preventive maintenance:

Chippenham Housing Co-operative Ltd (CHC) aims to make regular inspections of all the premises and to keep a stock condition survey. Data from this record will help us to plan for future maintenance needed.

A stock survey assessment of the allocated flat is required for any new tenancy allocation, (new legislation)

CHC aims to ensure that all our premises comply with the 'Decent Homes Standards Legislation', have reasonable modern facilities, are in a reasonable state of repair and warm and weatherproof.

5. Reporting repairs:

Tenants have an obligation to report repairs, damage to the building or danger to occupants, and it is a breach of tenancy to fail to report repairs, (see tenancy agreement).

All matters requiring repairs to Co-op properties should be reported to the maintenance officer as soon as possible to prevent on-going damage.

Tenants and members can report repairs to the maintenance officer or to the maintenance sub-committee officers, online via e-mail, in person or at management committee meetings if not urgent.

All requests for repairs reported will be assessed by the maintenance committee, or by the officers of the Co-op if considered as an emergency or urgent. Tenants will be informed of what action will be taken and the timescale.

6. Response times/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**. A number will be provided to tenants/members.

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**.

Damp and mould repairs: Investigate within **10 calendar days** (see tenancy agreement recommendation: how to prevent damp and mould and report serious concern)

- **Routine and planned maintenance: *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 carried out.

Some of these repairs may be grouped together and carried out as part of a planned maintenance to save unnecessary cost. Maximum response- time: 30 to 90 days.

• **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 obligations, please refer to the relevant section in the tenancy agreement.

It is strongly recommended for the tenant to take out insurance against such risks. Your home contents insurance should also include the cost of damage as a result of water damage to yours or to your neighbour's premises and to any damage caused by a break in.

7) 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 or a contractor from the Coop's approved list of contractors.
2. a) Where the repair costs £200 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.
- 2.b) Where the cost is less than £1000, approval to proceed with the work may be given by a member of the maintenance committee.
- 2.c) Where the cost is over £1000, two written estimates must be provided. 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 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.

Chippenham Housing Co-op will aim to complete repairs within the given timescales. There may be occasions where this is not possible either due to the resident being away or materials or contractors not being available as previously planned.

Please note:

Any work requiring gas or electrical installations must be carried out by a registered certificated engineer or electrician, and work must be previously approved by the maintenance officer or by an officer of the Co-operative. The tenant must ensure that any work commissioned by them is executed by a certificated tradesperson.

8. Tenant Satisfaction with Repairs

If the tenant is not satisfied with any repair or work undertaken, 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 may also refer to the complaint procedure policy, (See Complaints Policy.)

Cyclical Maintenance Policy

The Co-op aims to keep all of its properties in a safe condition, in good order, and appreciates prompt reporting of any deficiencies so that standard and conditions may be maintained and our service improved.

The Co-op will follow the procedures below in order to maintain standards of decorative order and safety:

Maintenance committee to inspect annually all roofs, gullies, down pipes and drains.

The maintenance committee is to inspect the conditions and decorative order of all flats both indoor and outdoor annually. The exterior of all houses and flats will be redecorated every five-seven years or when necessary.

The Co-op will decorate the communal hallway of each house every five years or when necessary and will have the hallway stair carpet professionally cleaned when recommended by the maintenance committee. It is the tenant responsibility to keep the communal stairway, corridors and dustbins areas clean.

Gas and electric safety:

The Co-op has a contract with British Gas Service Care which includes an annual inspection of all gas appliances. Tenants are sent annual letter/reminder by the gas board to book their annual gas check inspection and arrange access for their annual British gas inspection.

Each flat/tenant has a ref/number to call in case of a gas emergency including in the letter. Tenant and Co-op are liable under existing housing legislation.

Domestic electrical installation condition reports will be carried out every 5 years and certificates will be kept for inspection, (new legislation.)

Fire safety:

A Fire Risk Assessment was carried out by a professional body and the maintenance committee is implementing their recommendations, (new social landlord fire safety regulations).

Fire detection and fire alarm system have been installed in communal hallways and certificates for grade 'A' systems obtained and they are available for inspection, (new legislation). An evacuation route is displayed in every communal hallway.

A fire alarm check/test will be done on the first Monday of every month by a representative of each house and recorded in the log book.

Fire Alarms, fire monoxide alarm, fire blankets and fire extinguishers are provided to each household. Tenants are to ensure that the batteries are in working order.

Chippenham Housing Co-op operates a Zero Tolerance for storing any items/equipment in communal areas. (this is in accordance with the post Grenfell fire regulations).

(See also Tenancy Agreement and Rechargeable Repairs Policy for obligations and rights both of the tenants and the Co-operative)

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