**REPAIR RESPONSIBILITIES**

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| **We are committed to making sure your home is in a good state of repair. To meet our legal responsibilities, we will:**   * Keep the exterior (e.g., roof, walls, doors, windows, paths) and communal interior (e.g., ceilings, doors, floors) of the building in good repair. * Make sure supplies for gas, water and electricity are in good working order. * Maintain kitchen and bathroom equipment and drainage. * Maintain communal areas like entrances and stairways in blocks of flats. | **We expect you to:**   * Treat your home with care and respect. You will be charged for repairs or damage that we do not consider fair wear and tear. * Report repair problems to us as soon as possible. * Replace minor items like light bulbs, toilet seats, showerheads, and hoses. * Regularly use, clean (wipe away grease) and hoover kitchen and bathroom extractor fans. * Regularly use, clean cooker extractor fans, and replace filter at least annually. * Keep your home clean and decorated to a reasonable standard. * Allow access for works to take place and inspections such as the annual gas safety inspection and condition surveys. |

This is not an exhaustive list of repair responsibilities. This is a guide and should be read in conjunction with your tenancy or licence agreement.

Please contact us if you unable to carry out the repair yourself. We may help you with repairs marked with a \* either through an offer of a paid service, grant, or volunteer.

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| **Repair Type** | **Who is Responsible?** | |
| **Structure** | **Racing Homes** | **Resident** |
| Ceilings (excluding decoration) | A black check mark on a white background  Description automatically generated |  |
| Floors – timber and concrete | A black check mark on a white background  Description automatically generated |  |
| Plasterboard and plaster work (excluding minor cracking, holes, and dents) | A black check mark on a white background  Description automatically generated |  |
| Roofs, fascia boards, soffits, rainwater pipes | A black check mark on a white background  Description automatically generated |  |
| Staircases, handrails | A black check mark on a white background  Description automatically generated |  |
| Walls – internal and external, masonry repairs  (excluding internal decoration) | A black check mark on a white background  Description automatically generated |  |
| **Doors and Windows** | **Racing Homes** | **Resident** |
| Door – external – board up for security | A black check mark on a white background  Description automatically generated |  |
| Door – external – repair or replacement | A black check mark on a white background  Description automatically generated |  |
| Door – external – numbers, nameplates, doorbells, chains, letter plates and letter boxes | A black check mark on a white background  Description automatically generated |  |
| Door – external – lock if faulty | A black check mark on a white background  Description automatically generated |  |
| Door – external – additional locks, bolts if deemed required by Racing Homes | A black check mark on a white background  Description automatically generated |  |
| Door – internal – repair or replacement if deemed required by Racing Homes | A black check mark on a white background  Description automatically generated |  |
| Door – internal – locks, furniture, hinges | A black check mark on a white background  Description automatically generated |  |
| Glazing (unless a crime or incident number is provided) |  | A black check mark on a white background  Description automatically generated |
| Windows – board up for security | A black check mark on a white background  Description automatically generated |  |
| Windows – frames, hinges, handles, failed double glazing seals, locks | A black check mark on a white background  Description automatically generated |  |

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| **Kitchen** | **Racing Homes** | **Resident** |
| Appliances (unless supplied by Racing Homes) |  |  |
| Cupboard units – repair and replacement (replacement may not be in a matching colour, style will be matched only where possible) |  |  |
| Extractor Hood filters (clean and replace) |  |  |
| Flooring coverings (supplied by Racing Homes) | A black check mark on a white background  Description automatically generated |  |
| Sealant around sink |  | A black check mark on a white background  Description automatically generated |
| Sink – repair or replacement (excludes plug and chain) | A black check mark on a white background  Description automatically generated |  |
| Wall tiling – repair and replacement | A black check mark on a white background  Description automatically generated |  |
| Worktops – repair and replacement if deemed required by Racing Homes | A black check mark on a white background  Description automatically generated |  |
| Sink – repair or replacement plug and chain |  | A black check mark on a white background  Description automatically generated\* |
| **Bathroom** | **Racing Homes** | **Resident** |
| Bath – repair or replacement (excludes plug and chain) | A black check mark on a white background  Description automatically generated |  |
| Bath panels | A black check mark on a white background  Description automatically generated |  |
| Flooring | A black check mark on a white background  Description automatically generated |  |
| Sealant around washbasin, bath, shower etc |  | A black check mark on a white background  Description automatically generated |
| Showers | A black check mark on a white background  Description automatically generated |  |
| Showerheads and hoses, rails and  curtains or screens (unless originally installed by Racing Homes and not gifted) |  | A black check mark on a white background  Description automatically generated |
| Toilet pans and cisterns – repair or replacement | A black check mark on a white background  Description automatically generated |  |
| Toilet seats and covers |  | A black check mark on a white background  Description automatically generated\* |
| Wall tiling | A black check mark on a white background  Description automatically generated |  |
| Washbasin/bath – repair or replacement (excludes plug and chain) | A black check mark on a white background  Description automatically generated |  |
| Washbasin/bath – repair or replacement plug and chain |  | A black check mark on a white background  Description automatically generated\* |
| **Heating Systems** | **Racing Homes** | **Resident** |
| Air and ground source heat pumps, warm air systems | A black check mark on a white background  Description automatically generated |  |
| Chimneys and flues, including sweeping (unless opened by customer, or own heating source installed – consent required) | A black check mark on a white background  Description automatically generated |  |
| Gas central heating system with boiler, radiators, pipework, valves | A black check mark on a white background  Description automatically generated |  |
| Radiators – water filled – bleeding |  | A black check mark on a white background  Description automatically generated\* |
| Storage radiators – electric | A black check mark on a white background  Description automatically generated |  |
| Water leaks (unless from customer’s appliances) | A black check mark on a white background  Description automatically generated |  |
| Descale and clean of taps, shower heads and tap filters |  | A black check mark on a white background  Description automatically generated\* |

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| **Electrical** | **Racing Homes** | **Resident** |
| Cooker point | A black check mark on a white background  Description automatically generated |  |
| Entry phones | A black check mark on a white background  Description automatically generated |  |
| Fans for ventilation – repairs and replacement | A black check mark on a white background  Description automatically generated |  |
| Fuse board (consumer unit) | A black check mark on a white background  Description automatically generated |  |
| Lighting – light bulbs, fluorescent tubes and starters (unless fitted casement call Racing Homes to discuss) |  | A black check mark on a white background  Description automatically generated\* |
| Lighting – switches, ceiling roses | A black check mark on a white background  Description automatically generated |  |
| Power failure (unless responsibility of utility provider) | A black check mark on a white background  Description automatically generated |  |
| Smoke and heat detectors – mains-wired\*\* | A black check mark on a white background  Description automatically generated |  |
| Smoke and heat detectors – battery \*\* |  | A black check mark on a white background  Description automatically generated |
| Sockets – repair or replacement | A black check mark on a white background  Description automatically generated |  |
| Wiring testing, repair and replacement | A black check mark on a white background  Description automatically generated |  |

\*\* if both then change the battery before

calling Racing Homes

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| **Plumbing** | **Racing Homes** | **Resident** |
| Drains and sewage within the boundary of the land owned by Racing Homes | A black check mark on a white background  Description automatically generated |  |
| Overflows and ball valves | A black check mark on a white background  Description automatically generated |  |
| Pipework – repairing leaks or replacement | A black check mark on a white background  Description automatically generated |  |
| Toilets, sinks, baths, washbasins - blocked (unless caused by shared drainage problem, in blocks of flats). Customers to try and unblock themselves. If unable to do so this may be escalated to Racing Homes |  | A black check mark on a white background  Description automatically generated\* |
| Stopcock repairs | A black check mark on a white background  Description automatically generated |  |
| Taps – repair or replacement | A black check mark on a white background  Description automatically generated |  |
| Water storage tanks and cylinders – repair or replacement | A black check mark on a white background  Description automatically generated |  |
| Water – loss of cold and/or hot supply | A black check mark on a white background  Description automatically generated |  |

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| **Other** | **Racing Homes** | **Resident** |
| Accidental or malicious damage, by customers or visitors |  | A black check mark on a white background  Description automatically generated |
| Cleaning and other housekeeping activities |  | A black check mark on a white background  Description automatically generated |
| Clothes lines and post (except shared areas) |  | A black check mark on a white background  Description automatically generated |
| Condensation, damp and mould growth (unless due to structural faults or disrepair issues) |  | A black check mark on a white background  Description automatically generated |
| Fences – boundary (next to public right of way) | A black check mark on a white background  Description automatically generated |  |
| Fences – dividing between homes (except one privacy panels), gates |  | A black check mark on a white background  Description automatically generated |
| Fixtures and fittings, improvements (unless otherwise agreed by Racing Homes), possessions, installed or belonging to customer |  | A black check mark on a white background  Description automatically generated |
| Forced entry by police or emergency service |  | A black check mark on a white background  Description automatically generated |
| Non communal gardening, trees in private gardens (unless structural damage being caused, or dead or  diseased – at Racing Homes’ discretion) |  | A black check mark on a white background  Description automatically generated |
| Keys – lost or stolen, associated lock changes, accidental lock-out, additional keys requirements. This includes window and post box keys. |  | A black check mark on a white background  Description automatically generated |
| Pest control (except in common areas) |  | A black check mark on a white background  Description automatically generated |
| Sheds |  | A black check mark on a white background  Description automatically generated |
| Disposal of household items rubbish, waste, bulky items or other domestic refuse. |  | A black check mark on a white background  Description automatically generated |

**Contacting Us**

Between the hours of **5pm and 9am**, please only call us if you need to report **emergency** repairs. An emergency is usually something which presents an immediate risk to safety, security, or health e.g., burst pipes, damage following a break-in.

Please call our out of hours emergency repair line 01638 560763 and press the option for ‘Racing Homes Tenant Reporting an Emergency Repair’ and hold the line

**Repairs Timescales**

**Emergency**

These are repairs that present an immediate risk to safety, security, or health. For example:

* Uncontrollable burst water supply / loss of supply (if water cannot be switched off please also call Fire Brigade)
* Ceiling collapse
* Fire (please call emergency services first)
* Unable to secure your home and board up for security is required.
* Gas leaks / gas supply failure
* Total loss of electrical supply
* Blocked toilet or escape of sewage (where it is Racing Homes’ responsibility and there is only one toilet in the property).

**We aim to attend within 4 hours and make safe and complete works within 24 hours.**

**Essential**

These are repairs where there is a risk to the customer or property if the repair is not dealt with quickly. For example:

* Partial loss of power
* Partial loss of water supply
* Total or partial loss of heating or hot water (1 November to 30 April)
* Total or partial loss of heating or hot water (1 May – 31 October) where non seasonal heating is required due to medical condition
* Leak from water or heating pipe, tank, or cistern.

**We aim to make safe these repairs within 24 hours.**

**Routine**

These are repairs that do not cause serious inconvenience. For example:

* Total or partial loss of heating or hot water (1 May to 31 October)
* Plumbing leaks (e.g., waste pipes / radiator valves)
* Stop cock which cannot be turned
* Brickwork
* Guttering

**We aim to complete these repairs within 28 calendar days. Where possible heating, water and electrical issues will be prioritised and attended to much sooner.**