

APPENDIX B

Responsive Repairs Standard

Inspections

- In most cases initial inspections will be carried out by in house operatives as first point of contact and if works can be carried out in allotted inspection time (30 minutes) as a “first fix” this will be completed. Any inspections of more complex work will need to be “followed on” and a suitable time and date will be arranged with the tenant by the scheduling team.
- Technical Managers will carry out inspections to “followed on” works to ensure prescribed work is suitable and the allotted times are acceptable.
- Exceptions to this process are damp inspections which are completed by the Technical Managers. Also where works are deemed at first point of contact to be “specialist” works e.g. door entry, certain compliance works, TV aerials etc. These “specialist” works will be issued straight to contractors and no inspections will be completed on this type of work.

Asbestos

- All property Asbestos Records are held on the Cardiff Asbestos Checker website which tenants and operatives can access. All records show asbestos at low levels but tenants are advised to contact the council if they have cause for concern.
- Any asbestos noted will be checked to ensure it is on the property asbestos survey and if not the Compliance Team informed so that the survey can be updated.
- Any asbestos containing materials noted while carrying out responsive work will be assessed and will only be removed if damaged.
- If asbestos is damaged or needs to be removed to undertake works, this will be completed by a licenced contractor and the Compliance Team informed so that the asbestos survey can be updated to show asbestos has been removed.

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Structural Works/Surveys

- If structural problems are suspected by tenants initial inspection will be carried out by a Technical Manager. Minor structural work will be completed by the Responsive Repairs Unit. Major structural work will be co-ordinated by the Planned Maintenance Section and require the tenant to be decanted.
- In either of the instances above a structural survey will be arranged and the details will be discussed with the tenant to agree best course of action.
- Any immediately dangerous structural defects will be classed as an emergency and dealt with by Responsive Repairs to make the area safe in the first instance. The above process will then be followed.

Fire Safety

- All fire safety works will be carried out by trained and competent operatives.
- The Compliance Team will complete all communal Fire Risk Assessments.
- Communal fire safety work will be carried out as outlined in compliance risk assessments using approved materials and processes.
- The Compliance team will complete Type 4 surveys to a sample of properties in high rise blocks. An in-house Fire Safety Team will complete works as specified in Type 4 surveys as a co-ordinated scheme and will notify tenants of time scales and work needed when on site.

Kitchens

- Damage to kitchen units to be repaired if caused by wear and tear or if unsafe, repairs will not be carried out for cosmetic reasons.
- Individual items will be renewed in matching colour or if not available nearest colour/shade
- Any kitchens that have not been upgraded to be passed to Planned Maintenance for inclusion on the WHQS upgrade list
- Extra kitchen units will not be provided.
- Cooker spaces to be standard width as specified in WHQS. Openings will not be altered to accommodate larger appliances.
- Fans to be installed where none is already fitted
- Flooring that is replaced is to be slip resistant

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- Damaged tiles to be matched to nearest colour / shade and only those affected to be replaced if possible. Tiles will not be matched in areas that are not visible such as under appliances.
- Repairs required due to damage caused by the tenant will be recharged.

Bathrooms

- Bathroom fittings to be repaired where due to wear and tear or required for safety reasons. Fittings will not be repaired for cosmetic reasons.
- Any damage caused by tenant to individual sanitary items to be rechargeable
- Chips in bath enamel will be repaired
- Where bathrooms have not been upgraded, these are to be passed to planned maintenance for inclusion on WHQS upgrade list
- DFG showers that are fitted for a previous tenant are not to be replaced with baths at new tenants request if in serviceable condition.
- Tenants requesting walk in showers to replace baths will need to be advised to proceed through DFG process.
- Flooring that is to be replaced is to be slip resistant
- Significant damage to flooring is to be renewed in sheet type flooring rather than tile.

Walls/Decoration

- Where the tenant discovered damage to walls whilst decorating they will need to remove wallpaper on all affected areas before an inspection takes place. Operatives will only specify works on areas that are visible.
- Large cracks and blown render/plaster will be repaired in patches as required. Whole walls will not be skimmed at tenant's request.
- Walls are to be of a standard that is suitable for paper to be hung. They will not be repaired to a standard that will allow them to be painted.
- If decoration damage is caused by property issues the council will redecorate the areas affected and this will be matched to existing decoration as closely as possible.
- Only areas of walls or ceilings that have been disturbed / re-plastered will be decorated.
- In all other instances decoration is the tenants' responsibility

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Gardens

- The maintenance of the garden is the responsibility of the tenant.
- Fencing is only to be repaired with like for like materials and only damaged sections are to be repaired.
- Any complete fencing that is damaged or beyond repair can be made safe and, if there are no immediate Health and Safety issues, this will be added to a planned list to be completed at a later date.
- All fencing will be sited on the boundary between properties.
- New fencing will not be installed where there was none previously
- Garden paths will be repaired in sections - only sections that are damaged will be repaired.
- Cracks in paths will only be repaired if they could cause tripping hazard.
- If patios or decking are installed repairs will only be undertaken if there is a Health and Safety hazard. In this case repairs will be carried out to remedy the hazard only. Each case will be dealt with on an individual basis, where it is more cost effective the patio or decking will be removed and the area reinstated.

Boilers/Heating

- Servicing of gas boilers will be carried out annually and any required repairs will be completed at that time.
- Boilers/Heating controls will be repaired rather than replaced where possible.
- If an upgrade is needed a gas engineer will decide if it is urgent or if it can be added to upgrade list for completion as a planned upgrade
- Boilers will not be moved at tenants request
- Boilers will not be exchanged due to tenants advising of high costs to run them if that boiler is "A" rated. Tenants can be advised on more efficient way to control their heating systems. Radiators will not be repositioned at the tenant's request.
- Radiators are only to be replaced if they are not working or leaking, if there are health and safety reasons or following a damp inspection. They will not be replaced for cosmetic reasons.

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Condensation/Damp

- Damp inspections will be completed by Technical Managers who will give advice and prescribe works where necessary.
- Condensation and damp that occurs in an occupied property will be inspected and the appropriate works raised.
- Tenants should be encouraged to use fans if fitted and a fan should be installed if none is present.
- Tenants are to be given advice at first point of contact on how to alleviate signs of condensation
- Outhouses and outbuildings are not liveable spaces and should not be used as such e.g. used for tumble dryers, fridges and freezers.
- No work to insulate or make outhouses into a habitable space will be carried out by RRU

Electricals

- Electrical condition tests will be completed when required as per compliance database.
- No extra sockets will be provided at tenant's request, unless noted by Electrical Lead Operative on a detailed inspection that there would be a health and safety risk to the tenant.
- Broken electrical fittings will be replaced but if damaged will be recharged to the tenant
- All works will comply with current legislation.

Floors

- Flooring in the kitchen and bathroom will be renewed if damaged through wear and tear or where there is a safety concern. Only affected areas will be repaired and matched as closely as possible to existing flooring.
- Flooring in other areas will not be renewed as this is the tenant's responsibility.
- Laminate flooring should not be fitted in flats above ground floor.
- Any flooring containing Asbestos will be left if it is in good state of repair as it is low risk.

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- It will be the tenant's responsibility to remove any laminate flooring or carpeting before works are carried out. No liability for damage will be accepted by the council.
- Any flooring replaced in kitchens and bathrooms will be slip resistant.

Woodwork/Joinery

- All woodwork decoration will be tenants responsibility
- Staircases will be repaired if due to wear and tear through normal use or damage due to timber rot. Repairs to damaged staircases or alteration by the tenants will be recharged
- Doorframes will be replaced if due to usual wear and tear through normal use or damage due to timber rot. Existing doors will be rehung.

Disabled Adaptations

- Work to any adaptations will be assessed and if specialist equipment has been installed for existing tenant this will need to be referred to DFG Team for works to be carried out.
- Non specialist equipment can be repaired when required by RRU operative.

Buy Backs

- The Council has purchased some properties from the open market.
- A decision may have been made to leave non-standard items which are in good condition in these properties. In most cases these items, such as carpets /cookers will have been gifted to the tenant and will become their responsibility.
- Any replacement of non-standard items should be discussed with the appropriate Technical Manager.

Exceptions in special circumstances

In special circumstances additional repair works may be agreed. Any such cases should be agreed by the appropriate Technical Manager. Where the cost of any such works would exceed £3000 this should be referred to the Responsive Repairs Manager for approval.

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Responsive Priorities

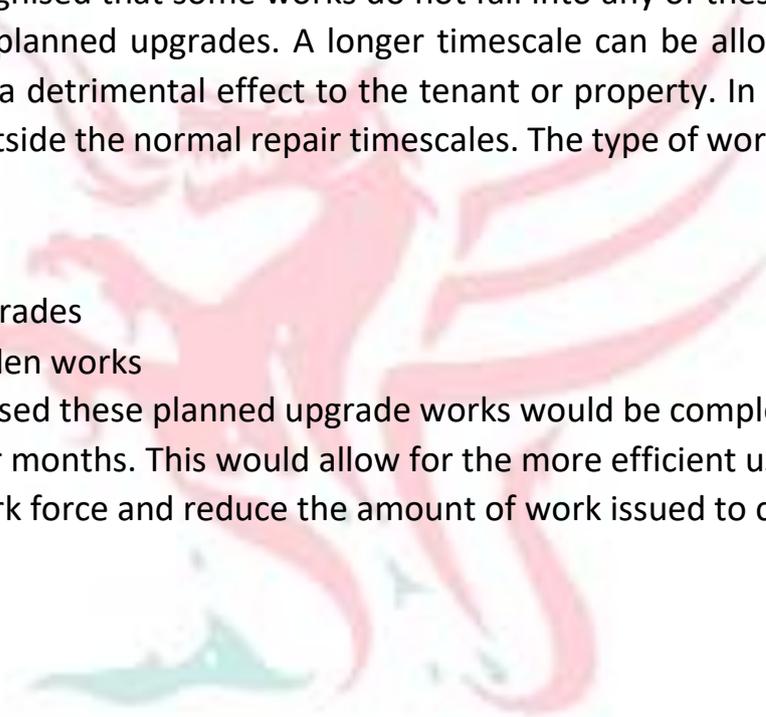
At present Responsive repairs complete work under 3 priorities. These are:

- Emergency – Attend within 2 hours and complete works within 24hrs.
- Urgent – Complete within 5 working days
- Routine – Complete within 25 working days

It has been recognised that some works do not fall into any of these categories as they involve planned upgrades. A longer timescale can be allowed as they would not have a detrimental effect to the tenant or property. In future these works will be outside the normal repair timescales. The type of work included in this could be

- Fencing
- Boiler upgrades
- Large garden works

It is proposed these planned upgrade works would be completed within 6 calendar months. This would allow for the more efficient use of the in house work force and reduce the amount of work issued to contractors.



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