

We want our customers to enjoy living in a well-maintained and safe home.

This Repairs and Maintenance Policy sets out our responsibilities for looking after your home and the responsibilities of our customers to help us keep it in good condition.

The Policy also explains the importance of the Health and Safety checks we must carry out – such as gas and electrical servicing and testing – to ensure the safety of our customers and to meet Government safety standards.

How to Report a Repair

You can report a repair in a number of different ways.

- **Call our Contact Centre** on 01246 217670 (Monday to Friday 8am - 4pm) – please note after 4pm, calls to this number are diverted to the out of hours emergency service
- Complete an **online form** through our website – <http://www.rykneldhomes.org.uk/contact-us/>
- **Email us** at contactus@rykneldhomes.org.uk (please include your address)
- **Write to us** at Rykneld Homes Ltd, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

We will text you to confirm the appointment and follow this with a reminder before the appointment (to be introduced in 2025).

How soon will the Repair be done?

- **Emergency Repairs – same day response within 24 hours**

These are repairs that put your health and safety at risk or where there is serious damage to the structure of the building.

- **Urgent Repairs – five working day response**

These are repairs where the situation does not pose a health hazard but may cause an inconvenience, discomfort or nuisance to the occupants and is likely to lead to further deterioration of the building if the problem persists.

- **Routine Repairs – within 45 working days**

These are repairs where the situation does not pose a health and safety risk, unreasonable inconvenience/discomfort for customers or deterioration of the building in the short term.

Please make sure you are at home at the arranged appointment time for urgent and routine repairs. If you are not, the work will be cancelled and you will have to contact us again to re-order the repair.

Where there is a Health and Safety or property damage concern, we will contact you to rearrange the appointment. We have a duty to repair your home, so it is important that you allow us access to complete repairs. Where this is not provided, we may need to pursue legal action to gain access.

Emergency Repairs Out of Hours Number: 08000 121 621

The out of hours service is for emergencies only and operates from 4pm – 8am during the week, throughout weekends and Bank Holidays. If an emergency is reported during these hours, an Operative will attend, where required, and as a minimum will isolate/make safe the situation. If a full repair is not possible, we will attend the next day, in working hours, to complete the repair.

*Please do not call the out of hours service if your repair is not an emergency. You could be charged for the time taken to attend your home.

Working with You to Complete Repairs Successfully

We will always work with you to arrange an appointment and complete repairs successfully.

Delays to responsive repairs may occur where circumstances are outside of our control. This includes extreme weather, non-availability of parts and materials, or where component replacement is required. We will keep you informed of timescales and arrange the work with you.

Equality, Diversity and Inclusion

If you have any circumstances or vulnerabilities that we need to take account of when we are arranging, prioritising or undertaking your repair, please let us know when you report the repair. We will always make reasonable adjustments to services to accommodate your needs, where possible. For more information about delivering services to vulnerable people, please visit Rykneid Homes website – [Equality, Diversity and Inclusion - Rykneid Homes](#).

Prepare for the Repair Before we Arrive

Please ensure the work area is clear before your appointment by moving furniture and other goods so the repair can be completed. We will make reasonable arrangements to protect furnishings, for example, by covering carpets and furniture. We will not, however, compensate for items that have not been removed if they are damaged during works. If you have a mobility/vulnerability issue that means you are unable to move furniture, please let us know when you book the repair and we will provide reasonable support.

You must keep your home clean and in an acceptable condition. We reserve the right to refuse to undertake repairs if there are any health and safety risks to our employees. Emergency repairs will be carried out; however, this may lead to services such as electricity, gas and water to be isolated until the area is safe.

Where the condition of the property results in the necessary repairs being delayed, we reserve the right to charge you for any subsequent work.

Decorating your home is a customer responsibility. If your decorations are damaged because of the repair process, we will provide decoration vouchers for a local DIY store so you can buy the materials to make good to your decorations.

Keeping Appointments

If you are unable to keep an appointment, please let us know as soon as possible. Following the first unsuccessful (appointed) visit we will contact you on two further occasions to reappoint the repair. After this we will write to you. If the repair does not pose a health and safety risk, the job will be cancelled requiring you to re-report it if still required. If the repair is a suspected health and safety risk, we will start a legal process to gain entry so the repair can be undertaken.

Annual Gas Servicing and Solid Fuel Testing

We will visit every property once a year to ensure that gas fires, boilers and pipe work are working safely. We will contact you to arrange a suitable time for this service.

Please do not miss the appointment – it is free and could save your life.

Gas servicing is compulsory, and we must undertake it by law. Your Tenancy Agreement requires you to give us, or our contractors, access to your home for gas servicing. Where customers refuse to allow us access, we will take legal action to gain entry and ensure the home is safe.

Please call us as soon as possible if you miss your gas service or need to rearrange it.

The Council and Rykneld Homes continue to replace solid fuel with gas and electric heating systems to reduce carbon emissions. There are now less than 100 Council properties with solid fuel heating. We test solid fuel central heating systems annually. Where a solid fuel boiler or flue is beyond economical repair, we will replace this with gas or electric central heating system.

Electrical Safety Testing

We undertake electrical tests every five years. You will be notified by post of your electrical test appointment. If you need to change your appointment you must notify us before the appointment is due.

Continued missed appointments or refusal to allow access is a breach of your Tenancy Agreement and may lead to legal action to gain entry to ensure your home is safe.

Water Hygiene

Stagnant water and areas of limescale can lead to the unwanted growth of bacteria and other organisms that can be a risk to your health such as Legionella. In domestic properties such as your home, the risk of Legionnaires Disease is very low. The following water hygiene tips will effectively reduce the risks:

- Ensure all taps within your home are run regularly
- Ensure all outside taps are run regularly

- Ensure your shower head is cleaned and run on a regular basis
- Keep all taps and shower heads free from limescale to prevent bacteria breeding
- Regularly clean the shower head and replace it should it show evidence of limescale or damage
- Allow Rykneld Homes to annually service your boiler.

Rykneld Homes tests the water provided in communal parts of flats annually and publishes its performance for undertaking these tests.

If you would like to talk about water safety, please get in touch with our Compliance Team using the contact information at the beginning of this Policy.

Asbestos

Asbestos was used in a wide range of building materials manufactured before 1980 and is present in the majority of Council homes.

It is unlikely that the levels of asbestos fibres found in your home will be harmful but if you think you may have asbestos material in your home which is damaged or likely to be disturbed, you should contact us. We will arrange to have the material tested, if we have not done so already, and arrange any necessary remedial action.

When carrying out DIY work, do not sand, drill or cut materials which might contain asbestos. Where asbestos materials are in good condition and undamaged then provided they are not disturbed, they do not present a hazard.

If you would like to talk to a member of our team about asbestos, please follow the contact information at the beginning of this Policy.

Alterations and DIY

If you are considering any alterations to your home, you must contact us first, in writing, to request permission before you can carry out any work. Please send your request to Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG. We will advise if and how you can proceed. This is important because some alterations will need planning permission, Building Control consent or may disturb asbestos containing materials in your home.

Please note: there are some alterations we do not allow. It is therefore essential you contact us before commencing any work – you may be charged the cost of Rykneld Homes reinstating your alteration and you could be in breach of your Tenancy Agreement if you proceed without permission.

Please keep all receipts of the costs and approval letters for alterations for the duration of your tenancy. These may be required if you decide to move home. Please note we may ask you to remove any alterations when you end your tenancy.

Rykneld Homes Repairing Responsibilities

We must keep the structure and exterior of your home in good condition. We will repair and maintain:

- roofs, walls, windows, frames, external doors, floors, drains, gutters, outside pipes
- kitchen and bathroom fixtures – basins, sinks, toilets, baths
- electrical wiring and gas and water pipes
- heating and water heating equipment
- any communal areas around your home (such as stairs, hallways, landings, shared gardens and parking areas).

Please note: A more detailed list is appended at the end of this Policy.

Your Repairing Responsibilities

You are responsible for certain small repairs such as, but not limited to:

- Replacing lost or broken keys
- Replacing/repairing toilet seats, plugs and chains to sinks/wash hand basins
- Replacing clothes lines
- Internal decoration and filling of minor cracks in plasterwork
- Clearing gully tops of leaves and other debris
- Re-pressurising combi boilers and bleeding radiators
- Fencing repair or replacement (please see the Fencing Policy for further detail)
- Treatments for pests, vermin, infestations (Note: Rykneld Homes will undertake repairs where a building defect is allowing access e.g. holes allowing vermin/infestation access).

We can undertake these repairs for customers with specific needs; however, there will be a charge for this service.

Housing Health and Safety Rating System and Awaab's Law

The Housing Health and Safety Rating System (HHSRS) is a risk assessment to determine whether a property is safe to live in.

We ensure we meet our health and safety obligations under HHSRS by actioning and visiting any report of a HHSRS hazard within 24 hours. The proposed Awaab's Law will require Rykneld Homes to respond to tenants' requests in relation to potential hazards in their homes within specified timeframes:

- carry out initial investigations within 14 days of a relevant request
- provide a written summary of findings to the tenant within 48 hours

- If a potential hazard is judged to pose a significant risk, commence repairs within seven days, with completion within a 'reasonable' period
- Emergency repairs actioned within 24 hours if a hazard is deemed significant and 'imminent' to health or safety.

These requirements would be implied clauses in every Tenancy Agreement.

Damp and Mould

Damp, mould and condensation can be caused by a number of different reasons such as water leaks through walls and roofs, defective pipe work and lack of ventilation or heating. We want to make sure that we do everything we can to resolve any issues you experience by undertaking necessary repairs and providing you with practical advice about how to prevent damp and mould occurring.

Our first step will be to send one of our Surveyors to carry out a survey and order any necessary work. We will provide you with a copy of our [Guide to Managing Condensation and Mould in Your Home](#) – you will also find this on our website – <http://www.rykneldhomes.org.uk>.

Rechargeable Repairs

Damage caused to the property (or adjacent properties) deliberately or neglectfully by you, your family, visitors or lodgers is your responsibility as the tenant. If you undertake to repair/replace the damage yourself, then it must be to a standard acceptable to Rykneld Homes. If it is not completed to an acceptable standard, Rykneld Homes will undertake the work and recharge you for the full cost.

Legal and Regulatory Framework

This Policy is designed to provide further detail to the obligations placed on you and Rykneld Homes and the Tenancy Agreement. A copy of the current [Tenancy Agreement](#) with all terms and conditions is available from www.rykneldhomes.org.uk.

Rykneld Homes is responsible for ensuring properties meet the requirements set out in the Consumer Standards by the Regulator of Social Housing.

The Safety and Quality Standard (2024) sets out required outcomes in terms of:

- Health and Safety
- Repairs, Maintenance and Planned Improvements
- Stock Quality
- Decency
- Adaptations.

For more information regarding the Home Standard, please visit the [Safety and Quality Standard - GOV.UK \(www.gov.uk\) Homes England website](#).

Communal Parts of Flats

Our main responsibilities for repairs are:

- Maintain and repair the structure and exterior of the building, including external decorations, individual flat windows (not glazing) and doors
- Maintain, repair and clean all communal areas, both internally and externally, including decorations
- Lifts and door entry systems
- Fire safety equipment
- Roofs, outside walls, window frames, gutters and down pipes, drains
- Pumped water systems to the block
- Consult with you concerning certain repairs and maintenance
- Carry out repairs to the building due to events such as fire or floods.

These repairs can be reported as per the section at the beginning of this Policy – “How to Report a Repair” and will be treated with the priority categories set out in “How Soon Will My Repair Be Done” (see above).

Leaseholder Major Repairs and Improvements

If you are a leaseholder – you purchased the flat you live in, the Council and Rykneld Homes have specific obligations for repairs and these are set out in your lease agreement. Please see above for repairs to communal parts of flats.

Where we carry out repairs or maintenance work to these communal areas leaseholders will be recharged a proportion of the cost in accordance with their lease.

In accordance with **Section 20 of the Landlord and Tenant Act 1985**, we will consult you where any works to a block of flats would cost each leaseholder more than £250 (see also Rykneld Homes Section 20 Procedure).

We will write to you and let you know the work necessary and if a contractor is to be appointed. You will have the opportunity to nominate an alternative contractor that meets Rykneld Homes’ criteria in relation to financial standards, quality control, health and safety and employment practices.

We will consult and keep you informed throughout the process. Please remember that you must not make any alterations to the interior structure of your flat, including new windows and doors, without agreement from Rykneld Homes.

Compliments, Comments and Complaints

Please let us know what you think about our services, whether it is good or bad. Your feedback can help to shape and improve future service delivery. You can contact us using the way that suits you – see the contact details at the beginning of this Policy. When your repair is complete, we will send you a text with a link to our website where you can provide us feedback on the service you have received.

If you are dissatisfied, our aim is always to try and resolve your issue as quickly as we can. If you wish to make a complaint, these can be reported using the contact details at the start of this Policy. For more information about our Complaints Policy please go to www.rykneldhomes.org.uk.

Performance and Tenant Satisfaction Measures

Your comments, complaints and satisfaction about our Repairs service is really important for us to improve services. After your repair is complete, we will text you a link to our website so you can let us know if your repair was completed satisfactorily. You can also do this by phoning the Contact Centre, writing to us, or email. Please see the contact details at the beginning of this Policy.

Our repairs performance is reported on the website and included in our Annual Customer Report including:

- Decent Homes Standard
- Repairs completed within target timescales
- Gas Safety checks
- Fire Safety checks
- Asbestos Safety checks
- Water Safety checks
- Lift Safety checks.

Each year we collect Tenant Satisfaction Measures through an Annual Survey, this includes:

- Satisfaction with repairs
- Satisfaction with the time taken to complete the most recent repair
- Satisfaction that the home is well maintained
- Satisfaction that the home is safe.

Repairs and Maintenance to Your Home – Who is Responsible?

The table below sets out the repairs that RHL is responsible for and the repairs that tenants are responsible for. Please note, as per the Tenancy Agreement clause 3.5 – you must pay for repairs or replacement if the damage is caused deliberately, by carelessness or by your own neglect, for example, not reporting a leaking pipe. All repairs and materials will be completed to RHL specification.

Nature of Repair	Who is Responsible	Additional Information
Adaptations		
Stairlifts not working	RHL	Note: Stairlifts under initial 12-month warranty are repaired by installer (Derbyshire County Council). RHL will order the repair
Wet room floor covering	RHL	
Handrails	RHL	
Hard of hearing alarms	RHL	
Bathing accessories e.g. shower seats etc	Tenant	RHL will support with referral to Adult Care
Ramps and access	RHL	
Aerials, Satellite Dishes and TV Points		
Communal TV aerial for flats, sockets, outlet and cabling	RHL	
Installing TV aerial, satellite dishes, ongoing maintenance on the exterior of the property	Tenant	Permission required
Baths, Sinks, Basins, Showers and Toilets		
Bath, sink, basin and fittings	RHL	
Renew tap washers	RHL	
Enamel to bath worn	RHL	
Sealant around sink basin/bath allowing water ingress	RHL	
Blocked baths, basins, sinks, toilets, drains and shower heads	Tenant/RHL	Tenant should first try to unblock the waste with a plunger or cleaning agent. If this is unsuccessful, the blockage can be reported to RHL for attendance, the repair will be rechargeable if blockage is deemed to be caused by misuse
Cleaning minor mould growth from sealant/grout to bath tiles	Tenant	Please see RHL Damp and Mould Tenant Guidance and Policy. We will support tenants with advice and undertake repairs to resolve damp/mould
Replacing plugs and chains to baths, basins and sink	Tenant	
Repairing any tenant installed items	Tenant	
Electric or thermostatic shower	RHL	
Shower curtain rail	RHL	
Shower curtain	Tenant	
Broken shower cord	RHL	
Tenants own shower	Tenant	
Toilet, cistern, waste, overflow and flush	RHL	
Toilet seat loose damaged or broken	Tenant	

Nature of Repair	Who is Responsible	Additional Information
Cleaning and removing limescale from toilet pan	Tenant	
Communal Areas and Door Entry System		
Door entry system	RHL	
Communal door	RHL	
Communal window	RHL	
Lost keys or fobs to communal entrance door	RHL	Potential Recharge – see Recharges Policy
External Doors and Windows		
Doors, windows, frames	RHL	
Window restrictor, catches, sash cord, handle, wedge, silicone frame seal, beading, hinge, lock	RHL	
Condensation between double glazed units	RHL	
Door/PVCu window will not open or close properly	RHL	
Replacing broken or cracked glass in any inside or outside door or window	RHL	Potential Recharge – see Recharges Policy
Boarding of window	RHL	Potential Recharge – see Recharges Policy
Window lock key is missing	Tenant	
Door panic bolt	RHL	
Replacing keys, door entry fobs or locks when lost or stolen	RHL	Potential Recharge – see Recharges Policy
Door and frame needs securing after forced entry	RHL	Potential Recharge – see Recharges Policy
External door needs boarding	RHL	Potential Recharge – see Recharges Policy
Providing/replacing security chains, letter plates or numbers	RHL	
Providing/replacing door knockers/bells	Tenant	This includes replacing door knockers and bells fitted by any previous tenant
External frame/weatherboard	RHL	
Rain penetration to the door or frame. Draughts around external door	RHL	
Internal Doors		
Door, frame, locks, handles, latches, architrave, threshold	RHL	
Oiling hinges and locks	Tenant	
Adjusting doors for new carpets	Tenant	
Door will not open or close properly	RHL	
Drains and Gutters		
Drains and gutters	RHL	
Keeping waste pipes, gullies, gulley tops, and drains clear to prevent them from becoming blocked	Tenant	
Clearing blockages in own washing machine, dishwasher, or tumble dryer	Tenant	

Nature of Repair	Who is Responsible	Additional Information
Soil pipe	RHL	
Manhole cover/surround	RHL	
Inspection Chamber is blocked	RHL	
Smoke Alarms and Carbon Monoxide Detectors		
Annual landlord test and repair to hard wired smoke alarm or carbon monoxide detector	RHL	
Testing in between annual test and cleaning smoke detectors	Tenant	
Electrical Sockets and Power		
Electrical wiring and sockets	RHL	
Resetting trip switches and, if necessary, turning off the mains supply	Tenant/RHL	If a problem persists once a tenant has reset a trip switch, they should contact RHL for advice and/or a repair
Resetting the circuit breakers on the consumer unit	Tenant/RHL	
Lightbulbs, plugs and fuses	Tenant	
Doorbell	Tenant	
Water has leaked on to electrics	RHL	
Total loss of electric power	RHL	
Domestic, Communal and External Lighting		
External lights to communal areas in flats	RHL	
External lights to properties	RHL	Please Note: this excludes street lights which belong to Derbyshire District Council
Light accessories batten or lamp holder, switch, pull cord	RHL	Rechargeable to tenant
Ceiling pull switch	RHL	Rechargeable to tenant
Extractor Fans		
Extractor fan	RHL	
Cleaning of extractor fan	Tenant	
Tiles – Floor and Wall		
Floor and wall tiles	RHL	RHL will repair/replace tiles with as near a match to the existing tiles as possible.
Grouting	RHL	
Floors, Walls and Ceiling Repairs		
Floorboards or floor panels	RHL	
Larger cracks to ceiling	RHL	
Minor cracks in ceiling	Tenant	
Ceiling Plasterboard	RHL	
Skirting Board	RHL	
Internal decoration	Tenant	
Minor decorative cracks	Tenant	
Filling nail/screw holes in walls and ceilings	Tenant	
Surface mould to wall	RHL	

Nature of Repair	Who is Responsible	Additional Information
Treating walls for mould caused by condensation	RHL	Please see RHL Damp and Mould Tenant Guidance and Policy. We will support tenants with advice and undertake repairs to resolve damp/mould
Gas, Electric, Solid Fuel Heating and Hot Water		
Gas fire	RHL	RHL will undertake a visual inspection of tenant's cooker during the annual gas service. Note: RHL will not repair tenant cookers or fires, however, we are obliged to ensure they are safe. This could mean your appliance is disconnected from the gas supply if it is a health and safety risk
Gas appliance servicing	RHL	
Smell of gas from any appliance	RHL	
Gas appliance servicing (tenant installed)	Tenant	
Setting heating controls, including timed programmes	Tenant	Our Contact Centre will advise tenants how to do this over the phone, where possible
Renewing batteries to heating controls	Tenant	
No hot water from boiler or cylinder	RHL	
Cylinder leaking	RHL	Note: Damage to cylinder jackets will be recharged
Immersion heater	RHL	
Boiler controls, noisy boiler or pilot light failure	RHL	
Re-pressurising combi boiler	Tenant/RHL	If tenant has re-pressurised a boiler and a problem still occurs, tenant to contact RHL
Radiator not working properly, not heating, damaged or leaking	RHL	
Bleeding radiators	Tenant	If a problem remains after radiators have been bled, then the tenant should ring RHL
Solid fuel appliance and flue	RHL	
Electric fire, radiant heater, or storage heater	RHL	
Kitchen Units		
Cupboards, shelves, drawers, drawer fronts, handles, catches, hinges, cupboard doors, worktops, edging, joint strips and legs	RHL	Potential Recharge – see Recharges Policy
Renewing sealant around work surfaces and the sink	RHL	
Outside the Property		
External painting and maintenance bargeboards, soffits and fascias	RHL	
Wear and tear to walls, tiling and rendering	RHL	
Repairs to roof, missing tiles, flashing, chimney stack, chimney pot and vents	RHL	
Fencing	Tenant	Please refer to Fencing Policy
Gates	Tenant	
Paths that service entrance doors to the house and outhouse provided by RHL	RHL	Paths to tenants own gardens, sheds or sheds gifted to tenants by RHL and patio areas are not maintained by RHL
Communal path	RHL	

Nature of Repair	Who is Responsible	Additional Information
Latches, bolts, catches, keys or locks to garage or shed doors, and on gates	Tenant	
Clothes posts/rotary drier	RHL	
Washing lines	Tenant	Please Note: RHL replaces defective communal washing lines
Stairs and Steps (Internal)		
Missing or damaged handrails, bannisters, balusters, newel posts, panels, and rails	RHL	
Repairs to risers, treads, and winders	RHL	
Tanks, Pipework and Valves		
Tank, pipe work, stop taps and valves	RHL	
Unable to turn tap	RHL	
Lagging any exposed pipes	RHL	
Water discoloured or low pressure	RHL	
Underground burst within boundary of property	RHL	
Turning the water supply off at the stop tap if a water pipe bursts, or if you go away	Tenant	
External taps installed by tenant	Tenant	
Garages and Outbuildings		
Lock	RHL	
Up-and-over garage door is not opening or closing properly/mechanism is broken	RHL	
Tenant is locked out of garage	Tenant	
Outbuildings (not including tenant own sheds or those gifted by RHL)	RHL	Outbuildings will be lockable and reasonably weathertight

NO ENGLISH? NO PROBLEM

If you require this publication
in large print or braille
please call us on

01246 217670

Rykneld
HOMES
at the heart of communities



Język polski

W Rykneld Homes zależy nam na dostarczaniu doskonałej jakości usług naszym lokatorom, dzierżawcom i mieszkańcom. Aby porozmawiać z nami po polsku zadzwoń pod numer

01482 971724



For all other languages

01246 217670