



APPENDIX 1

This document sets out what repairs are included as part of settle's repairs offer and what is the responsibility of the tenant.

settle repairs, maintenance and improvement obligations – these are all of the things we are responsible for.

- 1. To maintain the structure and exterior of the premises in a good state of repair; to maintain a good state of repair for all internal functions that settle have installed in the property. This includes:**
 - 📍 Repairs/leaks to sink, bath, taps, basins, pipework and stop cocks.
 - 📍 Extraction ventilation systems, central heating, boilers and radiators, showers if fitted as part of an adaptation or new build and extractor fans.
 - 📍 Repairs/leaks to gutters and down pipes.
 - 📍 The roof but not including any aerial, satellite or solar panel equipment erected by anyone other than by settle.
 - 📍 Foundations, outside walls, external doors, windows/frames, catches, locks and hinges.
 - 📍 Internal walls, ceilings, floorboards/tiles, door frames and skirting boards, this does not include painting and decorating.
 - 📍 Loft/roof insulation and insulation to pipework.
 - 📍 Replacement/repair of misted double-glazed windows.
 - 📍 Chimneys, chimney stacks and flues, this does not include sweeping.
 - 📍 Principal pathways, steps or other means of access to front and rear doors.
 - 📍 Adaptations such as ramps, grab/hand rails
 - 📍 Major plastering
 - 📍 Garages, out building and stores erected by settle
 - 📍 Boundary walls, gates and fences where erected by settle

- 2. To keep the common entrances, halls, stairways, lifts, passageways, rubbish chutes and other common parts, including the electric lighting, in reasonable repair and fit for use.**

- 3. To keep the exterior of the premises and any common parts in a good state of decoration and to decorate these areas at reasonable intervals.**

- 4. To carry out all repairs within reasonable timescales as set out by the policy document. All emergency repairs with 24 hours and all other repairs within 28 days at the longest.**

Tenant repair responsibilities – these are all the things you will be responsible for:

1. To make good any damage to the premises, fixtures and fittings or to the common parts which is caused by tenants, any member of their household or any visitors to the premises (this does not include fair wear and tear). Tenants will be charged any cost incurred by settle in carrying out such works, this includes re-glazing, special cleansing due to the premises being dirty or verminous and the clearing of any stoppages in drains and waste pipes caused by misuse or neglect.
2. All internal re-decorations including surface plaster cracks and holes in walls and ceilings.
3. Regular cleaning and maintenance of double glazed windows and doors, replacement of glazing when damaged through wilful damage or misuse.
4. Replacement/repairs of shed and out-building doors not erected by settle.
5. Repairs to fixtures installed by tenants within the property or to the exterior.
6. The replacement of bath panels, bath enamel caused by wilful damage, plugs and chains for baths, sinks and basins.
7. The replacement of toilet seats and toilet chains (where toilets have chains).
8. Tenants will be expected to attempt to clear blockages in sinks and bath waste.
9. The replacement of lost or broken keys.
10. The re-setting of trip switches and the replacement of electrical fuses other than main fuses which are the property of the electricity supplier.
11. The supply and fitting of electrical plug tops and bulbs, fluorescent light fittings, all other associated accessories and all other equipment or installations not installed or issued by settle.
12. Minor plaster repairs to walls and ceilings where the damage is caused wilfully or through misuse by the tenant, household members or invited visitors.
13. Repair and/or replacement of fences that have not been installed by settle.
14. The maintenance of sheds, garages and other structures that have not been erected by settle.
15. The repair, replacement or provision of clothes posts, including rotary type dryers serving individual dwellings.
16. Repairing driveways and patios laid by the tenant or anyone other than settle

Repairs categories

The repair category determines the response time for work to be completed:

- 📍 Emergency repairs to be carried out within 24 hours from notification.
- 📍 Routine repairs appointments to be scheduled as quickly as possible based on availability and convenience for the tenant.
- 📍 Planned works form our ongoing improvements, this is detailed in our investment policy.

We will always endeavour to complete or 'make safe' emergency repairs within 24 hours, where this is not possible, or not convenient for the tenant, this will be carried out within 36-48 hours.

The priority assigned to a repair will be on a case by case basis and will be dependant on the severity of the problem. The following examples give some guidance as to how the classification of the repair is determined:

Emergency repairs

- 📍 a fire
- 📍 total loss of water
- 📍 total loss of heating
- 📍 burst water main
- 📍 flooding
- 📍 severe storm damage/major roof leaks
- 📍 total loss of electricity supply
- 📍 major fault with electricity supply
- 📍 unsafe electricity fittings
- 📍 breaches of security to outside doors and windows
- 📍 total loss of gas supply
- 📍 gas leak
- 📍 blocked flue
- 📍 blocked main drains, soil pipe
- 📍 unusable toilet if it is the only toilet in the home

Routine repairs

- 📍 General joinery repairs.
- 📍 Heating faults/hot water faults
- 📍 Repairs to doors, floors and windows
- 📍 Repairs to external walls, fences and paths
- 📍 Repairs to walls, brickwork and slate/tiles
- 📍 Blocked drains, sink, basins, baths that do not prohibit use
- 📍 Blocked gutters/cleaning of gutters and down-pipes
- 📍 Repairs to kitchen fittings
- 📍 Repairs to plasterwork

- 📍 Dripping/leaking taps or shower units.
- 📍 Minor plumbing repairs
- 📍 Minor electrical repairs
- 📍 Repairs to tiling
- 📍 Easing doors and windows
- 📍 Minor roof leaks

Planned works

- 📍 Complete renewal of a bathroom
- 📍 Rewiring
- 📍 Extensive re-plastering works, i.e. more than one room
- 📍 Re-roofing
- 📍 One off jobs involving rebuilding or pointing works that require scaffolding or are extensive and involve the structure of the building
- 📍 New doors or windows
- 📍 New garage doors (to garages erected by settle)

Chargeable repairs

We charge for some repairs. When reporting a repair we'll tell you if you have to pay for it. We will charge for things that are listed in this document as the tenant responsibility.

We'll charge you if you ask us to attend an out-of-hours appointment for something which isn't an [emergency repair](#), unless your keys were stolen or if your home was broken into as a result of crime. In these cases please tell us the crime reference number when you report it to us.