

Our repairs and maintenance standard

At settle, our purpose is to help you live comfortably in your home and we are committed to ensuring that all homes are well-maintained, safe and secure. We know that a good repairs service is key to us achieving this.

Our repairs and maintenance standard outlines our responsibilities and the standards we will work to when it comes to carrying out responsive repairs in your home. It also sets out the things that you are responsible for as a settle tenant. If you are a settle homeowner, please see our separate document on homeownership.

There are four parts to our repairs and maintenance standard:

- Reporting and booking in a repair
- Carrying out a repair
- settle's repair responsibilities and timescales
- Your repair responsibilities

Reporting and booking in a repair

Repair appointments

- You can report a repair by calling our Customer Hub on 0330 343 0016 between 8am and 5pm Monday to Friday or on our website through your online account at any time.
- We attend to emergency repairs 365 days a year, 24 hours a day. You can report these at any time of day or night on the phone only, by calling our Customer Hub on 0330 343 0016.
- For routine repairs, where possible we will agree an appointment with you when you call us. Appointments will be offered Monday to Friday, excluding bank holidays. They will be offered as:
 - **AM appointment:** 8am – 12pm
 - **School run appointment:** 9:30am – 2pm
 - **PM appointment:** 12pm – 4:30pm
 - **All day appointment:** 8am – 4:30pm
- We will listen to you and adjust times to suit your needs whenever possible, for example to work around the school run.
- Where we cannot offer an appointment directly, (usually as a result of needing to appoint a contractor), we will let you know and ask the contractor to call you and make an appointment directly.
- We will let you know if we are likely to be able to complete the repair on the day we have agreed to visit. This will depend on a number of factors, for example, how complex the repair is, whether parts will need to be ordered, measured or manufactured.

Carrying out a repair

- When we arrive at your home, we will show you photo identification (ID card). If you are ever unsure about the identity of someone acting on our behalf, you can call our Customer Hub to confirm who they are on 0330 343 0016.
- We will treat you and your home with respect, in line with our settle code of conduct.
- We aim to complete 90% of repairs on the first visit. If we can't finish the job, we will discuss this with you before leaving your home and make a follow up appointment.
- For complex repairs that require oversight and aftercare, we will appoint a member of the team to project manage your case.
- When we use subcontractors, we will ensure that they are qualified to do the job and have signed up to the settle code of conduct that we expect our own colleagues to meet. We will monitor their performance against expected standards.
- We will monitor the quality of our repairs services through a mixture of resident satisfaction surveys, calls to you and visits to homes.

How you can help us

To help us to deliver services for you and other settle residents, we have a small list of things we would like your help with:

- Please let us know if you can no longer make an appointment.
- Please make sure there is a responsible adult at home at the time of your appointment to open the door and be available to help our repairs colleagues if needed, for example, if they have a question about your home.
- Please report repairs as soon as you become aware of them so that we can sort out the problem before it becomes more serious.
- When you report the repair, please provide us with as much information as possible, for example, what the repair looks like, the location and approximate measurements if relevant. If you are reporting via email or the website, photos are really useful. All of this helps us diagnose the problem as quickly as possible.
- If you miss two repair appointments in a row, this may mean we have to cancel the repair. Where we think the repair could cause damage to your health or home, (for example a leak), we may have to take legal action in order to gain access. Please be aware that you could be charged for this.

settle's repair responsibilities and timescales

We have three categories of repairs:

1. Emergency repairs

- An emergency repair is where there is an immediate health and safety risk to you, your home or your neighbours.
- You can report an emergency repair 24 hours a day, 365 days a year by calling 0330 343 0016.
- When you report an emergency repair, we will let you know how long it will take for someone to get out to you. If necessary, we will offer advice on how to reduce the risk to you or your home, for example, how to contain a leak.

- We will attend within 4 hours and complete repairs or make the situation safe within 24 hours. Where further repairs are required, we will let you know and provide you with an appointment at a later date.

Types of emergency repairs

No drinking water	Property not secure – windows and doors	Make safe loose items, such as hanging tiles or fallen fencing	Smoke detector sounding – repair and replace	Carbon monoxide alarm sounding – repair and replace
Installing smoke detectors and carbon monoxide alarms	External sewage leaks and backed up toilets	No power to your home	Total loss of heating	Total loss of hot water
Electrical fault – smoking, sparking	Exposed copper wiring	The only toilet in your home is blocked	Wet room pump	Fire
Flood	Stair lifts and lifts inside a property not working	Gas leak	Continuous leaks	Emergency lighting
Loss of lighting in kitchen or bathroom – sheltered schemes only	Emergency structural concern to the property, driveway or path			

2. Routine repairs

- Routine repairs are repairs carried out following a request from you to fix or make good something in your home or communal area that we are responsible for.
- We aim to complete all routine repairs within 28 days, but will always risk assess the repairs needed, based on what we know and what you tell us, and prioritise accordingly.

Types of routine priority 1 repairs

Slow draining sinks, basins and baths, dependent on risk	Toilet not flushing (where there is another working toilet in your home)	Isolated repairs to roofs causing water to enter the home	Rodent entry points – dependent on risk
Shower/bath not working (where it is the only means to wash)	Contained leaks		

Types of routine priority 2 repairs

No water from one set of taps (where others are working)	Waste pipe repairs	Wall and floor tiles	Disabled facilities fitted by us (grab rails, shower seats) – dependent on risk	Seized water stop cocks and valves
Damaged sinks and basins	Shower/bath not working (where there is an alternative means of washing)	Damaged baths	Damaged toilets and cisterns	Damaged showers and shower trays fitted by us
Outside drains (where the blockage is below ground or in the main drain)	Blocked or leaking gutters	Blocked waste you are unable to clear	Main front and back door general repairs	Internal door frames
Windows (where the window is secure)	General repairs to gas central heaters (including boilers and radiators)	General repairs to hot water cylinder and immersion heater	General repairs electric, oil-fired or solid fuel heating systems	Chimney flues
Fences and gates (at the back of the property)	Communal TV aerials (usually in blocks of flats)	Non-emergency external lighting fitted by us	Electricals, including plug sockets, light switches, light fittings and other electrical fittings we have installed	Extractor fan faults
Guttering, walls, doors, (including opening mechanism) and forecourt/driveways	Contained structural repairs to concrete and brick-built sheds and outbuildings	Contained structural repairs to a porch attached to your home	Large cracks and areas of plaster coming away from the wall	Skirting boards
General repairs to floorboards	General repairs to stairs, bannisters and handrails	Insulation to pipes	General repairs to water storage tanks and overflow pipes	Loft and roof insulation
Roof repairs	Fascia boards and soffits	Chimneys and chimney pots	Paths to your front and back doors	Garage forecourts and driveways
External walls – brickwork, render and cladding	Kitchen cupboard door hinges, drawer handles and runners			

3. Planned responsive repairs:

- Planned responsive repairs are bigger jobs that are likely to take longer than our standard 28 days to complete. They usually involve at the least one of the following:
 - Extensive works, often requiring multiple trades people
 - Measuring and ordering of materials
 - Manufacture of specific items
 - Scaffolding

- We aim to have these repairs completed within 90 days.

Types of planned responsive repairs

Front or rear door replacements	Window replacement	Kitchen replacement	Bathroom or wet room replacement	Pitched or flat roof replacement
Fuse board replacement	Garage door replacement	Guttering replacements	Chimney rebuild or extensive chimney repairs	Extensive structured wall repairs
External cladding	Servicing of solar panels	Large roofing repairs	Rainwater harvesting systems fitted by us	Extensive repairs to brickwork and render
Installation of a French drain	Installation of mesh protection for solar panels	Installation of loft insulation	Installation of thermal boarding	Repairs requiring scaffolding

Your repair responsibilities

The following things are your repair responsibilities.

Your repair responsibilities

Unblocking blocked waste pipes, sinks, baths, basins and toilets	Plugs and chains	Damaged bath enamel (find repair kits at DIY stores)	Toilet seats	Curtain rails, riser rails and clips
Blockage in the U-bend under sink, bath, toilet or shower	Catches, spy holes, door numbers, letter plates, security chains, draught excluders*	Internal doors, including the hinges and handles	Broken window glass (unless a protected tenancy or sustained as part of a crime with a crime reference number)	Arranging for a gas and/or electric supply and connection to your property
Gas meter (contact your gas company)	Arranging for a cooker to be safely connected to the gas supply by a qualified person	Washing lines/rotary dryers/clothes posts (unless in a communal area)	Rainwater collection tanks	Outside taps
Cutting grass, hedges and maintenance of trees and other vegetation	Collecting and disposing of fallen leaves	Dealing with pests (such as rats, pigeons, wasps, ants) unless in a communal area	Fences and gates at the front of the property, unless required for safety	Arranging the supply of electricity to your property and reporting any faults to the supplier

Resetting trip switches at the main fuse board (consumer unit)	Cords for pull cord light switches	Phone, broadband, TV and satellite sockets	TV aerials at individual properties	Replacing or cleaning the filters in extractor fans
Coal bunkers	Minor cracks and damage that can be filled with common wall filler	Painting and decorating (including following repairs we or our contractors have carried out)	Coving and dado rails	Wall tiles in rooms other than kitchens and bathrooms
Carpets, laminate flooring and other floor coverings	Floor tiles in rooms other than kitchens and bathrooms**	Driveways you have installed yourself	Cleaning drain gullies and grates	Lost garage keys and keys snapped in locks
Sheds	Lean-to extensions and conservatories	Arranging for a cooker to be safely connected to the electric supply by a qualified person	Fuses in plugs and appliances	Replacing light bulbs, including florescent (strip) lights and fluorescent light starter motor
Replacing light bulbs in sealed lights*	Loft and roof insulation upgrades			

*We'll repair or replace these if you live in one of our retirement or flexicare homes.

** Some old floor tiles sometimes found in kitchens and bathrooms can contain minor traces of asbestos. Before removing any please read our asbestos page on our website at <https://www.settlegroup.org.uk/your-home/repairs-and-maintenance/asbestos>

Contents insurance

To cover any accidental damage to items in your home we strongly suggest you get contents insurance. settle have teamed up with Aviva to offer this type of insurance at discounted rate for our residents. To find out more about this please contact our customer service team, or visit our website here:

<https://www.settlegroup.org.uk/your-home/living-in-your-home/home-contents-insurance/>