

Our repairs and maintenance standard

Settle's repair responsibilities and timescales

1. Emergency repairs

your home or your neighbours.

A resident can report an emergency repair 24 hours a day, 365 days a year by calling us on 0330 343 0016.

We will complete an emergency repair within 24 hours to make the situation safe and reduce the risk.

There may be further works required to fix the problem, which we will complete under a different priority.

Emergency repairs include:

Fire – call 999 first

Installing smoke detectors and carbon monoxide alarms if there are none in the property

Where the property is not secure such as ground floor window repairs, and repairs to the front and back doors

Smoke detector sounding

Carbon monoxide alarm sounding

External sewage leaks and blocked toilet (where it is the only toilet and not tenant-caused)

No power to the home

Total loss of heating/hot water (1 Nov – 30 Apr)

Electrical fault, smoking or sparking outlets

Exposed electrical wiring

No drinking water

Lifts and stairlifts not working

Leaks that cannot be contained

Emergency light failure

Plastering repairs where there is a safety risk

Sudden structural issues

Making safe loose items (roof tiles, guttering, fascias)

Leaking roof (make watertight)

Unsafe banister/handrail

Faulty wet room pump (sheltered schemes only)

Loss of lighting in kitchen/bathroom (sheltered schemes only)

2. Planned responsive repairs

- ✓ Planned responsive repairs are bigger jobs involving multiple trades, materials, or scaffolding.
- ✓ We aim to assess within 90 calendar days and schedule accordingly.

Planned responsive repairs include:

Repairs to chimney flues, chimneys and pots
Internal door frames (not doors or hinges)
Garages – roofs, guttering, walls, doors
Porch attached to your home
Large cracks/plaster (no safety risk)
Fascia boards and soffits
Decoration following repair work by Settle

3. Programme work

- ✓ Programme works are larger, non-urgent jobs completed within 12 months as part of investment works. Programme works include:

Boundary fences (not onto public highway)
Paths to doors (no safety risk)
Roof replacement (pitched/flat)
External cladding
Large roofing repairs
Extensive brickwork/render repairs
Garage door replacement
Guttering replacements
Chimney rebuild/extensive repairs
Structural wall repairs (no risk)
Thermal boarding installation
Front/rear door replacements
Window replacements

4. Routine repairs

3 Routine repairs are standard day-to-day repairs requested by residents.

3 We aim to complete within 28 calendar days.

Routine repairs include:

Floorboard repairs

Non-emergency stairs, bannisters, handrails

Electrical fittings (sockets, switches, lights)

Water tanks and overflow pipes

Slow draining sinks/baths

Isolated roof leaks

Extractor fan faults

Contained leaks

Shower/bath issues (where alternative washing available)

Toilet not working (if another is available)

One set of taps not working

Waste pipes, guttering, soil stack

External lighting (non-emergency)

Disabled facilities installed by Settle

Seized stopcocks/valves

Sink, basin, bath repairs

Heating systems (gas, electric, oil, solid fuel)

Hot water cylinder/immersion heater

Outside drains

Front/back door general repairs

Window general repairs

Boundary fences (public-facing)

General plastering repairs (non-emergency)

Communal TV aerials

Your repair responsibilities

The following areas are residents' responsibilities:

Arranging for a cooker to be safely connected to the gas supply by a qualified person

Arranging for a gas and/or electric supply and connection to your property

Arranging the supply of electricity to the property and reporting any faults to the supplier

Bath panels, unless damaged by Settle. If replaced following damage by Settle, this will be renewed with a standard MDF panel

Blockage in the U-bend under sink, bath, toilet or shower

Broken window glass (unless a protected tenancy or sustained as part of a crime with a crime reference number)

Carpets, laminate flooring and other floor coverings

Catches, spy holes, door numbers, letter plates, security chains, draught excluders (unless in sheltered schemes)

Cleaning drain gullies and grates

Coal bunkers

Collecting and disposing of fallen leaves

Cords for pull cord light switches

Coving and dado rails

Curtain rails, shower riser rails and shower holders or clips

Cutting grass, hedges and maintenance of trees and other vegetation

Damaged bath enamel (residents can find repair kits at DIY stores)

Dealing with pests (such as rats, pigeons, wasps, ants) unless in a communal area

Driveways

Fences and gates at the front of the property

Floor tiles in rooms other than kitchens and bathrooms* (please see note below)

Fuses in plugs and appliances

Gas meter (resident to contact their gas company)

Internal doors, including the hinges and handles

Kitchen cupboard door and drawer handles, hinges and runners

Lean-to extensions and conservatories (resident must get permission from Settle first)

Loft and roof insulation upgrades

Locksmith if you have locked yourself out including lost keys for garages

Minor cracks and damage that can be filled with common wall filler

Outside taps

Painting and decorating

Phone, broadband, TV and satellite sockets

Plugs and chains

Rainwater collection tanks

Replacing light bulbs, including fluorescent (strip) lights and fluorescent light starter motor

Replacing light bulbs in sealed lights (unless in sheltered schemes)

Replacing or cleaning the filters in extractor fans

Resetting trip switches at the main fuse board (consumer unit)

Sheds

Toilet seats (unless in sheltered schemes)

TV aerials at individual properties

Unblocking blocked toilets, waste pipes, sinks, baths, basins and toilets

Wall tiles in rooms other than kitchens and bathrooms

Washing lines/rotary dryers/clothes posts (unless in a communal area)