

Our repairs and maintenance standard

March 2026
Former Settle

Our repairs and maintenance standard

Lifestone's repair responsibilities and timescales

1. Emergency repairs

- ✓ Residents can report emergency repairs 24 hours a day, 365 days a year by calling us on 0300 303 1010.
- ✓ 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 Lifestone

3. Programme work

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

Programme works include 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

- ✓ Routine repairs are standard day-to-day repairs requested by residents.
- ✓ 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 us
- 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 Lifestone. If replaced following damage by Lifestone, 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 Lifestone 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)