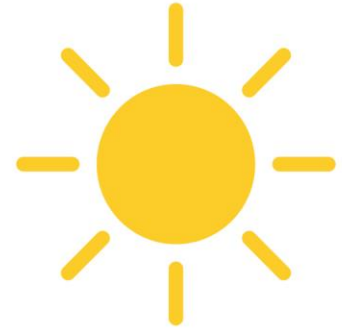


Plus Dane Housing

Repairs & Maintenance Policy

October 2023

NEI-POL-18-04



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1. Policy Statement

This policy sets out Plus Dane's approach to repairs & maintenance (R&M) as part of our approach to delivering quality homes. Whilst an Asset Management Strategy exists to detail investment principles, we recognise that an approach to repairs and maintenance is required to detail how we will respond to in home failures and how our maintenance programme will be delivered to complement long term investment and reduce the propensity for responsive repairs.

Our repairs service will predominantly be delivered by our in-house repairs team, but the use of contractors will also be used to support specialist works and / or increased demands for works.

Whilst the policy sets out how R&M decisions are taken; it must be noted that it never supersedes the requirements of the tenancy agreement and / or lease. The tenancy agreement and lease sets out the relationship between landlord and customer and will also determine repairing responsibilities, where in doubt these individual documents should be reviewed to provide absolute clarity over responsibility.

Plus Dane have a duty to repair properties under the Landlord and Tenant Act 1988, HOMES (fitness for human habitation) Act 2018 and the Housing Health and Safety Rating System guidance (HHSRS). Tenants also have a duty under their tenancy agreement to undertake certain repairs.

Plus Dane will insure homes against fire and for public liability risks but the resident has responsibility, in line with the tenancy agreement and or lease to insure their own contents. This is advised at the point a home is let / handed over.

The policy is supported by a suite of detailed procedures and processes which guide colleagues and ensure the customer journey is positive when using this service.

Separate policies exist to detail our approach to Landlord Compliance, Chargeable Repairs, Asset Management, Empty Homes and Aids & Adaptations.

2. Policy Aims

The aims of the policy are to:

- Support delivery of quality ga
- Ensure a customer focused, effective and efficient approach to repairs and maintenance is taken
- Ensure compliance with all legal and regulatory duties and guidance.
- Ensure that an appropriate balance between responsive and planned maintenance is maintained
- Reduce the instances of disrepair by being responsive to first time reports of issues

3. Links to Corporate Plan

Plus Dane's strategic intent is to deliver quality homes which is delivered through the following corporate objectives:

- Customer experience
- Sustainable organisation
- Locality working

4. Repairs

a. Definition

A responsive repair presents in a home or a communal area when something needs repairing or if unrepairable is a replacement and is generally a smaller part of a larger component. Repairs are unpredicted and reliant on being reported by customers, their representatives, or our colleagues.

Responsive repairs are inefficient and do not add value to the quality of home which is why the service is supported by maintenance and investment programmes which should reduce the propensity for responsive repairs.

Repairs will always be carried out in line with the terms of the tenancy agreement or lease.

Where a customer submits a right to buy or right to acquire application, an alert will be placed on the address with only emergency repairs completed until the application is concluded.

Anyone attending a Plus Dane home or property to complete a repair or maintenance works will be fully competent, aware of this policy and will carry identification to allow the customer to verify their attendance at the property, should the customer be in doubt.

b. Reporting a responsive repair

Plus Dane will make it as easy as possible for customers to report responsive repairs and check on progress by:

- Telephone 0800 169 2988 and free for mobiles on 0300 123 4560 this is a 24-hour 365 day a year telephone answering service
- Email customer@plusdane.co.uk
- Visit or write to any of Plus Dane offices
- On-line at <http://www.plusdane.co.uk/report-a-repair/>
- Plus Dane customer portal

It is our intention to ensure all repairs are prioritised on report and appointment made as appropriate. There are two priority types of emergency and routine.

c. Emergency repairs (including out of hours)

An emergency repair will be made safe within four hours and repaired if parts are available, if parts are not available the work will be completed within 24

hours of it being reported. Our aim in winter months is to ensure issues with heating and hot water are resolved within four hours.

Emergency repair performance is caveated by considering the safety of completing the repair within that timescale. In certain circumstances we will make safe within four hours and then schedule follow up works. Examples of where this would be the case is in severe weather which would present a health & safety risk if works were carried out within our target response times.

Where there is immediate risk to safety or that of the property, we will class this as an emergency Please note: In the case of an emergency, we may only be able to make the situation safe and a follow up appointment may be likely

Some examples of an emergency repair are:

- Work needed to avoid immediate risks to health and safety
- Where there is extensive damage to the building
- Complete loss of heating, hot water or power
- A major water burst or flooding
- Major structural defects

d. Emergency out of hours

Plus Dane provides an out of hour's service for emergency repairs that occur outside of normal office opening hours such as weekends, evenings and bank holidays.

The purpose of the out of hours service is to make the repair safe and secure with the repair completed during normal working hours by appointment with the tenant.

Plus Dane will attend Emergency repairs until 11pm at night, after 11pm Plus Dane will only attend life or property threatening emergencies. The service resumes at 8.30am the following working day. Examples of life-threatening emergencies are:

- Bare or live electrical wires or fittings
- Escape of gas or fumes
- Insecure property
- Major leaks which cannot be contained
- Lifts
- Heating - if the customer has a medical condition that would be made worse by the lack of heating or hot water

Other emergencies, for example alarms sounding on fire protection systems will be considered as an emergency, emergency services (if they have not already been contacted) will be contacted by our Out of Hours contact centre provider as well as any specialist contractors if required.

In circumstances where a customer has been found to have deliberately and falsely reported an out-of-hours' emergency repair, Plus Dane will charge them for the cost of the call out.

5. Routine repairs by appointment

When a repair does not pose an immediate danger or causes limited inconvenience, without serious discomfort, Plus Dane will carry out a repair by appointment within 28 calendar days or outside of this timeframe if otherwise agreed by the tenant or where the work has been identified as part of a long-term programme of planned works.

Appointments will be offered between 9am and 1pm and 1pm to 5pm Monday to Friday and on Saturday mornings for customers who are unavailable during normal working hours. An 'avoid the school run' appointment slot between 10am and 2pm is also available.

It may sometimes be necessary to pre-inspect certain works to ensure Plus Dane has an accurate diagnosis, if this is the case Plus Dane will make an appointment for an officer to attend the home to assess the nature and scope of the work. Prior to them leaving the property they will confirm with the tenants when the work will be undertaken or if parts need to be ordered, a Plus Dane staff member will contact them to confirm an appointment.

Examples include:

- Repairs to kitchen Units – not handles or hinges
- Large areas of paving
- Major fencing works
- Major drains repairs or renewals
- UPVC window renewals
- Remedial work to cure damp problems
- Roof Leaks

If we experience particularly high levels of customer demand for repairs which we are unable to complete due to budgetary constraints, we will prioritise these accordingly. When this happens, we will update our telephone system to alert customers calling, that our service is being affected. We will also include proactive messages through our social media sites to inform customers of any temporary arrangements that we need to enact; this will also include messages once normal service resumes.

a. Defects

From when a new build home is handed over, it moves into a defects period, which usually lasts for 12 months but sometimes, according to the development agreement, can last two years. All homes within the defect period will have an alert on them through Plus Dane's housing management system to identify that the repair or fault being covered is likely to be covered by the developer and not Plus Dane's inhouse team or contractors. Care will always be taken so that any new build guarantees are not compromised by Plus Dane completing works which are not our responsible in the defect period. A defect can be reported in the same way as a responsive repair.

Where a health, safety or wellbeing issue presents with the developer not being responsive to works required, the Director of Homes and Director of Development will agree a way forward to protect the property and more importantly the customer.

b. Adverse weather

Whilst our repairs priorities and response times are detailed above, they can sometimes be impacted on by adverse weather conditions which puts additional strain on our service making it difficult to keep to our target times. This is not limited to adverse winter weather, but the growing impact of climate change means that sometimes unusually hot weather can also impact on our ability to deliver repairs.

When this happens, we will update our telephone system to alert customers calling, that our service is being affected. We will also include proactive messages through our social media sites to inform customers of any temporary arrangements that we need to enact; this will also include messages once normal service resumes.

The Directors group at Plus Dane are responsible for delivery of adverse weather planning, regularly conducting lessons learnt from instances so that the plan can continue to evolve.

6. Routine maintenance

Routine and preventative maintenance are works which are performed on a planned basis to retain or improve items of a property to prevent potential deterioration of an asset.

Examples of routine maintenance could be works in communal areas, works to rainwater goods or clearance of gutters to retain the integrity of larger components within an asset.

Routine maintenance is an essential part of landlord compliance works so relevant policies set out approach to things such as annual gas servicing and servicing to fire alarms and emergency lighting for example.

a. Garage repairs

Repairs to garages will only be undertaken if there is a significant risk of harm or there is demonstrable demand for the garages in the area. In some cases,

tenants may be offered an alternative garage which is in good condition if repairs to their current garage are deemed uneconomical. Agreements will be reviewed to ensure customers rights are maintained.

b. Major repairs by appointment

Major repairs are jobs that require more planning, materials and time to complete; our target is to complete such works in 90 days. Major repairs are identified in the same way as responsive repairs or through stock condition and or other surveys. They are large scale works not planned through Plus Dane's investment programme.

Examples of major repairs are:

- Work covered by government legislation, such as party walls, etc.
- Structural work such as floor heave or subsidence
- Whole floor elevation painting or roof tiling
- Flat roof renewal
- Chimney renewal
- Repairs where scaffolding is required
- Floor renewal
- Large fencing replacements
- Large areas of flagging
- More than 2 walls in a room to be plastered

7. Damp & mould (D&M)

Plus Dane takes the issue of damp and mould in our homes seriously and we understand the impact this can have on the health and wellbeing of our customers as well as undermining the integrity of the building. When a report of D&M is made, an information leaflet is sent immediately to the customer to provide advice, guidance and reassurance about what action we will take.

We operate a risk-based approach to D&M where each case is reviewed to determine the most appropriate course of action with an assessment of the severity and urgency required in each case, prioritising those where health concerns have been raised by a customer. We are also aware that some of the interventions may be on a trial and error basis, often we have to identify causes of the issue therefore multiple visits may be required. We will talk to customers at each visit to discuss our approach and what the customer can expect.

We aim to proactively manage damp and mould through prompt diagnosis and reasonable action to remedy the cause alongside advising and supporting our customers on how to minimise the presence of damp, mould and condensation in their home. We are committed to supporting and educating customers to minimise moisture in homes and find solutions which customers needs and will not defer D&M to how customers live in their homes.

Works completed relating to reports of damp and mould will be subject to a call after three months should the customer advise us that the issue remains an inspection will be arranged and necessary works arranged. Where the work has been successful, a visual inspection will take place at six months to

assess the appropriateness and success of such works in treating the problems reported.

We have dedicated D&M procedure and process map making clear what our response is and roles and responsibilities of colleagues involved in responding to D&M. We also have a D&M dashboard which enables us to deliver a proactive approach to D&M, identifying homes with a propensity for such issues to allow works to be done before customers report issues.

8. Health and safety

All works will be delivered in line with Plus Dane's H&S requirements. Different policies exist, detailed at the end of this policy, which detail Plus Dane's approach in specific detail. These must be read and delivered in line with the R&M policy.

This includes, but is not limited to:

- Reviewing the asbestos register before works start and / or commissioning a survey if one is not held
- Reviewing component replacement schedules on the asset management database
- Deliver works in line with the Construction (Design and Management) Regulations 2015 where applicable

Appropriate record keeping will be maintained on Plus Dane's Cx system regarding repairs customer contacts, repairs are logged and processed via other systems.

9. Quality of works

a. Right first time

Our aim is to ensure that all works are completed 'right first time'. Whilst in an ideal setting we would want to complete right first visit, there are certain works that require two visits therefore our approach is to deliver right first time. This will be monitored through the quality element of our repairs satisfaction surveys.

b. Inspections

It may sometimes be necessary to pre-inspect certain works to ensure Plus Dane has an accurate diagnosis, if this is the case Plus Dane will make an appointment for an officer to attend the home to assess the nature and scope of the work. Prior to them leaving the property they will confirm with the tenants when the work will be undertaken or if parts need to be ordered, a Plus Dane staff member will contact them to confirm an appointment.

Examples include

- Repairs to kitchen Units – not handles or hinges
- Large areas of paving
- Major fencing works
- Major drains repairs or renewals
- UPVC window renewals
- Remedial work to cure damp problems

- Roof Leaks

Plus Dane Team Leaders will carry out Work in Progress inspections, these are to ensure we are working safely, utilising the correct materials, progressing jobs as per our procedures and every operative will be visited at least once per month by their Team Leader or Manager

Plus Dane will carry out Post inspections to 10% of Contractors jobs that exceed a value of £100, these inspections will either be system produced or by selecting from a spreadsheet, a template form is provided to record the inspection

To ensure performance, quality, Health and Safety compliance and customer satisfaction are achieved, from time to time ad hoc audits may be carried out following completion of repairs,

10. Access for works

When Plus Dane attend a home for works, works will never be carried out unless a person over 16 years old is in attendance. Works will be rebooked if this incident occurs.

We have an 'access' procedure which details the approach to visiting our customers' homes for an appointment, this includes calling ahead.

Where access is not gained, a calling card will also be left notifying that a repair and / or works have been attempted. The calling card will give details of the next available appointment and contact information on how to rearrange works should the appointment be inconvenient. Missed appointments not re-booked within one working day will be written to with access requirements.

Plus Dane has a legal right of access to view the condition and state of repair of our homes under section 11(6) of the Landlord and Tenant Act 1985. For managed properties Plus Dane Housing has a right of access as a representative of the property owner. As a landlord, we are entitled to enter our homes at reasonable times of the day providing we give 24 hours written notice to the tenant. The tenancy agreement and / or lease should also be relied on to provide clarity of access arrangements for each individual tenancy or lease.

Plus Dane will use all legal remedies available to them should any tenant refuse access to carry out essential gas safety checks, maintenance and safety related repair works including seeking an injunction and possession.

In exceptional cases and where it is clearly identified that wider welfare risks exist to either the occupiers or others, Plus Dane will consider the use of forced entry to safeguard against the risk. The Executive Management Team will approve any such cases. A detailed access procedure supports officers to take proportionate and timely action to prevent further deterioration of our homes and our increase risks to others.

Where there is an immediate concern about the safety of the tenants, members of the public, or our property, the Emergency Service Provider (ESP) will be contacted and asked to attend the premises and use their powers to gain entry.

11. Disrepair

This policy sets out our approach to effectively repairing and maintaining homes. We want to build trust amongst our customers that we are responsive to their concerns and complete appropriate works. This approach will help reduce disrepair cases however sometimes we know we may get things wrong, or customers choose a legal route within which to complete works.

A tenant may make a disrepair claim if Plus Dane has failed to fix a repair after we have been notified there is a problem. The Pre-Action Protocol should be used before taking court action for repair. Plus Dane has a procedure in place for dealing with disrepair claims, which attempts to achieve an early resolution and avoid litigation; Plus Dane's approach is to respond to works as soon as is practically possible and will not withhold works during legal proceedings. Where works are required, Plus Dane will liaise closely with the customer and will follow the no access procedure to ensure works are completed in a timely way.

12. Vulnerable customers

We will use the following definition of vulnerability in relation to this policy. Customers who because of learning or physical disability, age, language or physical or mental illness are or may be unable to fully represent or take care of themselves or are unable to protect themselves from harm or exploitation by others will receive appropriate alterations to the delivery of our service to ensure vulnerability is addressed.

We will ensure equality, fairness and respect for all of our customers and will oppose and avoid all forms of unlawful discrimination related to the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation and to remove this where identified.

If tenants are identified as vulnerable and the repair reported affects their health and wellbeing Plus Dane will provide a more appropriate response time based on the vulnerability, to quickly improve their health or comfort.

13. Adaptations

A separate Adaptations Policy exists to detail Plus Dane's approach to both minor and major adaptations that a tenant requires to live well in their home. Plus Dane offers a service in partnership with local authorities with the Adaptations Policy detailing how our policy decisions are made.

14. Communal repairs

Plus Dane is responsible for the inspection and maintenance of any common areas of buildings and will keep them in reasonable repair; this includes electrical lighting, shared entrances, halls, passageways, staircases, rubbish chutes or bin stores and lifts. The inspections are completed by the Neighbourhood Caretakers and the frequency is dependent on the type of fire safety equipment in the property and they are recorded on Cx so that Plus Dane can evidence effective management of communal spaces.

Any communal repairs reported, either through the inspections or by customers, will be managed in line with responsive repair times as detailed earlier in the policy but will not be subject to appointment unless access to individual homes is required to complete the repair.

15. Rechargeable Repairs

A separate Rechargeable Repairs Policy exists to make clear where customers will need to pay for repair or replacement if damage is caused to the property and its fixtures or fittings either deliberately or by their own neglect or the actions or neglect of others.

16. Net zero carbon

Plus Dane is developing a Net Zero Carbon Strategy to respond to the climate change emergency and 2050 net zero challenges. This also respond to the requirement to move all homes to a net position of EPC rating C by 2030.

Whilst this will detail the strategic approach, the R&M policy must work hand in hand with the strategic direction of net zero in Plus Dane. Our approach is a fabric first one to make homes more comfortable and easier to keep warm and healthy, as well as protecting the building fabric and reducing the need for maintenance.

Through our planned maintenance programme, we will target homes with a lower-than-average EPC rating particularly where one or two measures would increase the energy performance of a home. Those homes requiring large scale intervention will be dealt with through the Asset Management Strategy.

17. Home Improvements

We recognise that customers living in their homes may want to make improvements or alterations that fall outside of the usual decorative appearance of living in a home. Customers should always check their agreement before carrying out such works as any large-scale alterations or approval may require Plus Dane approval.

Where approval is required, the customer must confirm in writing the extent of the works and demonstrate that a competent tradesperson will carry out works. Plus Dane will survey within 10 working days and consider the appropriateness of any works. The surveyor will confirm approval within 10 working days or whether works are declined, this will be set out the reasons why works are refused. Amongst the reasons why works will be declined are if they compromise the fabric of the building or present a health & safety risk.

Where Plus Dane identifies that works have been completed without approval, a surveyor will inspect and confirm if retrospective approval is to be granted. Where there has been a detrimental impact on the property or where additional works are required to respond to any health & safety concerns, Plus Dane will carry out works and will recharge the customer the cost of 'making good'.

18. Customer Feedback

Where a customer is dissatisfied with the way we have delivered services under this policy, they can make a complaint through our Customer Feedback Policy.

We also ask for proactive feedback about delivery of services through regular satisfaction surveys which help us identify where we can improve our repairs and maintenance survey. Where issues are identified in survey results, we will follow up with customers to ensure works are completed effectively.

19. Assurance

The policy is the responsibility of the Director of Homes who will ensure the policy is reviewed every three years and or where circumstances change and trigger a review of the policy. The Director is also responsible for cascading the policy to contractors and ensuring they operate in line with this policy as well as their health & safety responsibilities.

The policy is available to all colleagues on 'intro' however specific communication and training will be delivered to all front-line staff depending on their role with repairs and maintenance; roles and responsibilities are detailed in supporting policies.

The Director of Homes, in partnership with the Leadership Team, will ensure that appropriate arrangements are in place to:

- Receive repairs requests
- Log and prioritise repairs
- Procure, maintain and manage a list of qualified contractors
- Maintain and manage a list of qualified trades people within Plus Dane's inhouse team
- Commission works to contractors
- Carry out pre and post inspections
- Report on performance to the Executive Management Team, the Board and relevant Committees
- Recommend adoption of adverse weather plans if service delivery is to be compromised
- Manage works and contracts in line with Plus Dane's Financial Regulations

Plus Dane Board oversee delivery of an effective and efficient repairs and maintenance service, delegating to the Purpose Committee, oversight of performance.

a. Performance monitoring

Plus Dane will consider the following when managing performance of our R&M service:

- Customer satisfaction

- Pre and post inspection programme
- Repair response times and volumes
- Explanations where targets have not been met; whether residents are happy with repairs being carried out; costs of repairs
- Value for money

Plus Dane will also measure performance in line with the Tenant Satisfaction Measures (TSM's). TSM's are national measures designed to:

- Let tenants see how well their landlord is doing give us an idea of which landlords might need to improve things for their tenants
- Give the Regulator of Social Housing an idea of which landlords might need to improve things for their tenants

This policy will be monitored, and performance published in line with the TSMs. Reporting to the Executive Team and the Board about performance against target timescales will be conducted monthly and quarterly as appropriate.

20. Equality Impact Assessment (EIA)

An EIA has been completed to ensure that the service is inclusive, fair and recognise the diverse needs of our customers. Reasonable adjustments will be made to support more vulnerable customers and / or those that have additional needs which require addressing when accessing the R&M service.

21. Modern Slavery & Human Trafficking

In relation to modern slavery, for a supplier to be successful and provide services to Plus Dane, they need to fulfil the standard criteria issued by Cabinet Office. This requires suppliers to identify if Section 54 of the Act applies to their organisation. If so, they are required to provide assurance that they are fully compliant with the annual reporting requirements set out in Section 54 of the Act. Failure of a supplier to demonstrate their compliance with the requirements of the Act will result in removal from the procurement process.

22. Links to other Plus Dane policies

The R&M policy is not delivered in isolation and is delivered in line with the following policies:

- All compliance policies & procedures
- Health & Safety Policy
- CDM arrangements
- Chargeable Repairs Policy
- Adaptations Policy
- Service Charge Policy
- Safeguarding Policy
- Asbestos Policy
- Neighbourhood & Communal Areas Policy
- Customer Feedback Policy
- Procurement Policy
- Equality & Diversity Policy
- Performance Management Framework
- Financial Regulations
- Standing Orders
- Lettings Policy
- Empty Homes Policy
- Domestic Abuse Policy

- Asset Management Strategy
- Net Zero Carbon Strategy
- Anti-Social Behaviour Policy
- Decant Policy
- Asset Management Policy

It will also be delivered in line with the following procedures:

- Access Procedure
- Disrepair Procedure
- D&M Procedure
- Attending a Job Procedure
- Procedure for Closing a Job
- How to Log a Repair Procedure

23. Repairs Obligation Summary

External Repairs

Repair Type	Responsibility	
	Plus Dane	Customer
Garages and outbuildings		
Garages and outbuildings owned by us	✓	
Gaining entry		✓
Replace lost or broken keys		✓
Gardens and boundaries		
Garden maintenance such as lawns, dustbins, refuse, trees and bushes		✓
Paths, steps and other mean of access owned by us	✓	
Washing posts		✓
Driveways and hard standings	✓	
Boundary fence repairs (both front and back)	✓	
Fences and gates – (dividing) improvement works	✓	
Pipes and drains		
Soil and vent pipes and clips	✓	
Drains and gully surrounds	✓	
Guttering, rainwater pipes and clips	✓	
Drain blockage	✓	
More than first drain blockage (if pipe work not faulty)		✓
Outside taps and associated pipework – unless fitted by us		✓
Roofing		
Chimneys and chimney stacks	✓	
Roof structure and coverings	✓	
Fascia's, soffit and barge boards	✓	
Television aerials and satellite dishes (does not include shared area)		✓

Repair Type	Responsibility	
	Plus Dane	Customer
Walls and canopies		
External walls and rendering	✓	
Foundations	✓	
Concrete canopies over doors and windows	✓	
Windows and doors		
Window frames, external sills	✓	
Glazing – unless a sealed unit has failed		✓
Glazing where caused by criminal damage and reported by the police	✓	
Window ironmongery	✓	
Door entry systems	✓	
Door frames and threshold strips	✓	
External door locks and ironmongery	✓	
New keys		✓
Gaining entry		✓
Curtain rails		✓

Internal Repairs

Repair Type	Responsibility	
	Plus Dane	Customer
Bathrooms		
Bathroom fixtures such as bathroom cabinets, mirrors, towel rails and toilet roll holders		✓
Bath panels if installed by us	✓	
Toilet seats (new on void works only)		✓
Tap washers	✓	
Ceilings		
Artex ceiling, patching only	✓	
Artex ceiling (where work requires full ceiling)	✓	
Doors		
Internal doors, ironmongery and threshold strips	✓	
Electrical items		
Electrical wiring, sockets and light fittings fitted by Plus Dane	✓	
Domestic Appliances (Customers), Installation and repair of washing machines, fridges etc		✓
Wired in smoke alarms	✓	

Repair Type	Responsibility	
	Plus Dane	Customer
Electrical items (continued)		
Battery operated smoke alarms	✓	
Battery operated smoke alarms (sheltered housing)	✓	
Plugs		✓
Electrical consumer units	✓	
Electrical storage heaters, if owned by Plus Dane	✓	
Electric fires, if owned by Plus Dane	✓	
Immersion heaters, if owned by Plus Dane	✓	
Cookers unless owned by Plus Dane		✓
Disconnection and reconnection of cookers (customer can request to fit cookers if customer has instructions.)	✓	
Intruder alarms, unless fitted by Plus Dane		✓
Re-setting trip switches (unless for vulnerable customers)		✓
Extractor fans, if owned by Plus Dane	✓	
Fireplaces		
Fireplaces	✓	
Sweeping Chimney (subject to tenancy agreement)	✓	
Staircase, banister and handrails	✓	
Floors		
Concrete floor	✓	
Vinyl floor tiles where fitted by Plus Dane	✓	
Loose floor coverings, fitted carpets or laminate floor		✓
Floor boards and joists	✓	
Home Energy Efficiency		
Draught proofing to windows	✓	
Draught proofing to external doors (unless provided as part of the frame manufacture)	✓	
Light bulbs/low energy light bulbs (unless vulnerable customers)		✓
Kitchen		
Kitchen drawers and cupboards (cupboards beyond repair will be replaced, but not necessarily to match existing units)	✓	
Cupboard door catches, handles and hinges		✓
Tap washers and leaks excluding bleeding radiators, dishwashers and washing machines	✓	

Repair Type	Responsibility	
	Plus Dane	Customer
Kitchen (continued)		
Worktops (worktops beyond repair will be replaced, but not necessarily to match existing)	✓	
White goods unless belonging to Plus Dane		✓
Plumbing		
Water service pipes, overflow pipes and water tanks	✓	
Blocked sink, bath and hand basing waste pipes	✓	
Blocked toilet, the first time only unless the drain is faulty	✓	
Taps, stop taps and wheel valves (taps may not necessarily match existing taps)	✓	
Sink unit	✓	
Wash hand basin	✓	
Toilet flushing mechanism	✓	
Toilet seats, only on voids	✓	
Bath or shower tray	✓	
Plugs and chains		✓
Showers if owned by Plus Dane	✓	
Seal to bath and sink units and tile joint	✓	
Bleeding of radiators if for disabled/vulnerable customers	✓	
Boxing in of new or existing pipework, unless fitted by Plus Dane		✓
Walls		
Decoration		✓
Major plaster work, plaster air vents and cornice	✓	
Minor repairs to plaster work eg small cracks and small holes		✓
Wall tiles and grouting to match existing if possible	✓	
Windows		
Internal timber, UPVC or window sills	✓	
Skirting boards and picture rails (unless affected by rot or woodworm)	✓	
Window vents	✓	