



## Your friendly guide to **Repairs**

This booklet will help you understand what types of repairs are carried out by Golding Homes

Written with help from our residents

## Repairs and Responsibilities

At Golding Homes we believe your home should be a place where you feel comfortable and safe.

Sometimes things in your home will go wrong, or break, and need repair. In this booklet we set out when the repair is your responsibility, and when it is ours. This leaflet replaces information previously published about repairs responsibilities.

We encourage you to buy contents insurance to cover the cost of accidental damage to your belongings, electrical goods, furnishings, etc.

You can report a repair:

- Online [www.goldinghomes.org.uk](http://www.goldinghomes.org.uk),
- Email: [repairs.maintenance@goldingservices.org.uk](mailto:repairs.maintenance@goldingservices.org.uk);
- Telephone: 0300 777 2600,
- In writing to Golding Homes: Golding Homes, Whatman House, St Leonard's Road, Maidstone, ME16 0LS.

We prioritise repairs in to two categories:

**Emergency Repairs** – we will attend within 4 hours and aim to complete work within 24 hours. Some jobs may require a return visit at a later date to fully complete the repair

**Routine Repairs** we will complete work within 20 working days.

If you are elderly, disabled, vulnerable or unable to carry out repairs yourself, and there is no-one in the household that can help you, please let us know when you report your repair. We can make exceptions to this guide in special circumstances.

### When you report a repair over the telephone, we will:

- Aim to answer the call within 35 seconds
- Ask you a number of questions to help us identify the repair
- Find out if you need extra assistance
- Ask you to move household items, if needed
- Offer a choice of appointments
- Give you a job reference number
- Tell you the intended appointment date
- If you report a repair via email and provide us with a telephone number we will call you back within 48 hours to arrange the repair. If no telephone number is provided we will reply to your email within 48 hours to arrange the repair.

### When our contractor visits you, they will:

- Aim to arrive on time, or call you if running late
- Show you their identification
- Be polite and professional
- Wear a tidy uniform
- Explain what they intend to do before starting work
- Tell you if the work is likely to be noisy, for example because of drilling
- Use dust sheets or protective coverings
- Keep you informed of progress of the work
- Tidy up afterwards and take rubbish away with them
- Not smoke, eat or drink in your home
- Not listen to music in your home
- Use shoe covers when health and safety permits
- Re-arrange appointments if additional parts are needed

We will always strive to provide our residents with the best customer service, however we will not accept any behaviour that is abusive or threatening to our staff.



## Residents Responsibilities

You are responsible for certain repairs and maintenance as identified in the terms of your tenancy agreement. In general, the types of repair that residents are responsible for are set out below:

- Any repair to internal doors or frames
- Internal door handles, latches, locks and hinges
- Making sure internal doors fit after new flooring has been laid
- Renewal of kitchen unit handles, locks and hinges
- Adjusting kitchen unit doors
- Door knockers, bolts, door chains and spy holes
- Letter plates
- Doorbells
- Gate and Shed latches and/or locks
- Lost keys
- All internal decoration
- Minor plaster cracking
- Toilet seats
- Individual clothes lines or rotary driers
- Smoke alarm batteries
- Light bulbs, fluorescent tubes and starters
- Kitchen sink, bath and basin plugs and chains
- Broken or misted glass in windows
- Satellite or TV aerials (unless communal)
- Pest control
- Bin stores

**Gardens:** If you have your own garden, you are responsible for the upkeep of that garden including cutting grass, weeding, trimming hedges, trees and shrubs, and the maintenance of areas laid to borders or laid out as vegetable patches. If you are elderly or vulnerable you may qualify for our Handyman Service and we may be able to arrange grass cutting or hedge trimming for you. Please contact us for further information about this service.

**Fences:** If your fencing is damaged in storms or is failing due to age, we will carry out 'make safe' repairs. This may include simply taking the fence down and setting it aside for repair or replacement at a later date. If a fence needs to be replaced, this will be added to our fencing programme. Replacement fences are generally provided in chain-link and we are under no obligation to replace timber fences like for like.

**Sheds:** We will not repair or replace any type of shed, outhouse or outbuilding and we will not be liable for any damage or loss caused to anything stored in them. If the shed is dangerous, we can remove it, but the cost of removal will be re-charged to the resident.

**Paths:** Golding Homes will repair uneven and dangerous paths and steps when these are the main access or exit route from the property, when the path and steps are within the boundary of the residents house. We will not maintain or repair paved areas laid by the previous or current resident.

**Loft Spaces:** Golding Homes will not board out loft spaces as these are not normally structurally designed for storage. Additionally modern loft insulation is very thick and is not designed to be compressed under boarding.

Residents should not use lofts spaces for storage and we advise you not to enter loft spaces.

We reserve the right to remove any boarding or items stored in lofts by residents and to recharge for the cost of removal and for reinstating the loft space to the required condition.



# Kitchens

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Cooker Socket	✓		Routine	
Kitchen cupboards and worktops	✓		Routine	You are responsible for replacing missing handles and adjusting kitchen unit doors and drawers. We will try to colour match kitchen doors and worktop colours if they need to be replaced but cannot guarantee this.
Sink bowl and drainer	✓		Routine	You are responsible for repairing or replacing plugs and chains.
Tiled splash backs	✓		Routine	We will try to colour and size match wall tiles, but this cannot be guaranteed. If you fitted your own tiles we will not repair these.
Blocked sink		✓		You should try to clear the blockage yourself. If you cannot clear the blockage you can call us, but we may charge you for the repair.
Electric cooker, oven or hob		✓		If the appliance was fitted by Golding Homes and we still own it, we will carry out repair or replacement in 20 days (subject to parts order).
Gas cooker, oven or hob		✓		We will carry out a safety check alongside your annual gas service. We reserve the right to disconnect unsafe appliances.
Dishwasher and fittings		✓		If the appliance was fitted by Golding Homes and we still own it, we will carry out repair or replacement in 20 days (subject to parts order).
Washing machine and fittings		✓		

# Bathrooms

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Blocked main drain, soil pipe or only toilet	✓		Emergency	Residents should not try to flush disposable nappies, baby wipes or sanitary products down the toilet. If a blockage is found to have been caused by you doing this then you will be charged for unblocking it.
Dripping or leaking taps, cisterns or overflows	✓		Routine	
Sealed light fittings	✓		Routine	We will not replace fluorescent strip lights or standard bulbs.
Shower Units	✓		Routine	Only if the shower unit was provided by Golding Homes. We do not maintain residents fittings.
Floor tiles or vinyl covering	✓		Routine	If these have been provided by us, we will repair or replace. We cannot guarantee a colour match.
Wall tiles	✓		Routine	We will try to colour and size match wall tiles. This cannot be guaranteed.
Baths	✓		Routine	
Bath panels	✓		Routine	
Wash hand basins	✓		Routine	
Plugs and Chains		✓		
Light pull cords		✓		Only the string/cord.
Toilet seats		✓		
Towel rails		✓		
Toilet roll holders		✓		

# Doors and Windows

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Insecure front and back doors	✓		Emergency	We will make the property secure if the damage has been caused by a criminal act and you have a valid Crime Reference number. When a replacement is required, we will aim to complete this in 20 days. UPVC and Composite doors may take longer.
Insecure windows, frames and fittings	✓		Emergency	We will make the property secure. When a replacement is required, we will aim to complete this in 20 working days. UPVC windows may take longer.
Window handles and locking mechanisms	✓		Emergency	We will not carry out a repair if you fitted the locks. If your home is not secure we will make it secure. Full repairs will be completed within 20 days.
Door keys and locks	✓	✓		We provide keys at the beginning of your tenancy. Residents are responsible for additional keys, lost keys and lock changes. If a lock has failed due to age or mechanical fault, we will replace this for you.
Doors inside your home		✓		We will not adjust doors to fit carpets or floor coverings.
Glass in outside windows (Glazing)		✓		This is a residents responsibility. However, if you have a valid crime reference number, we will attend and secure your home.
Glass doors and screens within your home		✓		
Keeping your windows and frames clean		✓		

# Electrical

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Total loss of power supply or total loss of lighting circuits	✓		Emergency	We will attend within 4 hours, unless loss of power is due to a power cut or is the fault of your electricity supplier. If you use a key meter, please check that you have sufficient credit.
Unsafe electrical fittings or wiring	✓		Emergency	You may be re-charged if the damage has been caused wilfully or through neglect.
Broken or damaged sockets and light switches	✓		Emergency	You may be re-charged if the damage has been caused wilfully or through neglect.
Main switches, fuses and circuit breakers	✓		Emergency	You should make sure that the fault is not being caused by one of your appliances before you call us. If the damage has been caused by your actions or a faulty appliance, we will charge you for the repair.
Light bulbs, fluorescent tubes and starters		✓		Residents are expected to change light bulbs, strip lights and starters. We will only attend to fully enclosed (sealed) bathroom light fittings.
Appliances such as fridges, washing machines, cookers and hobs		✓		We will carry out a repair if we provided the appliance and we still own it. If the damage has been caused by misuse, we will charge you for the repair.

# Heating and hot water systems

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Gas or Oil fired systems or Air source heat pumps	✓		Within 4 hours for complete failure, 20 days for partial failure	We will attend within 4 hours and attempt to repair the system. However, if parts are required, it may not be repaired at first visit.  If we cannot repair the system we will provide you with a portable fan heater if you require one.  When only part of the system fails, we will attend in 20 days.
Electric storage heaters	✓			
Immersion heaters or hot water cylinders	✓		Routine	We will restore hot water as quickly as possible, but if parts are required it may take longer. Not having hot water is not considered an emergency unless you or members of your family are considered vulnerable, disabled or who have an illness which would be made worse by not having hot water.
Leak from hot water cylinder	✓		Emergency	If you have a leak, turn off the electrical supply to the hot water tank. Turn off the water supply to the hot water tank. Try to soak up any water with old towels.
Leaks from radiators or heating pipes	✓		Routine	On radiators, turn the control valve to the lowest setting. Place a container, such as a bowl, under the radiator, pipe or fitting to collect as much water as possible. We will respond within 4 hours for a major leak.
Any hot water or heating systems you have fitted yourself		✓		

# Gardens

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Fences, gates or walls on boundaries with public footpaths, highways and open spaces	✓		Emergency	We will treat this as a 4 hour emergency if the fence or wall is in a dangerous condition, but we will only make safe at that visit. We will not carry out a repair if the title deeds show that the fence is owned by someone else. When a fence needs to be replaced, this will be added to our fencing programme. Replacement fences are generally provided in chain-link and we are under no obligation to replace timber fences like for like.
Dividing fences between gardens	✓		Emergency	We will treat this as a 4 hour emergency if the fence or wall is in a dangerous condition, but we will only make safe at that visit. When a fence needs to be replaced, this will be added to our fencing programme.
Footpaths in gardens	✓		Routine	We will repair uneven and dangerous paths and steps when these are the main access or exit route from the property, when the path and steps are within the boundary of the residents house.
Brick built sheds and outhouses or wooden sheds		✓		We will not repair or replace any type of shed, outhouse or outbuilding and we will not be liable for any damage or loss caused to anything stored in them.
Outside water taps and water butts		✓		
Washing lines and rotary driers		✓		
Grass, flower beds, shrubs and trees		✓		You are responsible for the upkeep of your garden.

# Plumbing

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Gutters and Down pipes	✓		Routine	This may take longer if scaffold is needed.
Main drains and septic tanks	✓		Routine	You must keep drains clear by making sure you don't put anything down a drain that may cause a blockage. If a blockage is found to have been caused by you doing this then you will be charged for unblocking it. We will attend in 4 hours if your home is in danger.
Pipes inside your home	✓		Emergency	Try to stop the leak or contain it. Turn off your water supply at the stop valve, which is usually located under the kitchen sink. Do not touch electrical equipment that may have been exposed to the water. Turn off your electrical supply at the mains, if safe to do so. If you live in a block of flats and you think that a leak from your home may be dripping into another property beneath you, please try to let your neighbour know about the problem to help minimise any damage.
Dripping or leaking taps	✓		Routine	
Blocked wash hand basin, sink, shower or bath		✓		You should try to clear the blockage yourself. If you cannot clear the blockage you can call us, but we may charge you.

# Shared or communal areas

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Door entry systems	✓		Routine	We will aim to carry out this work quicker if security is compromised. If you damage or lose a door entry system fob, or require extra fobs for your household, you will be charged for this.
Doors	✓		Routine	This may take longer if a new door is needed.
Fire Equipment	✓		Emergency	
Floor coverings	✓		Routine	
Make safe broken glass	✓		Emergency	Replacement may take up to 20 days. Temporary boarding may be used to replace glass in the interim.
Lifts	✓		Emergency	Complete repair may take longer than 20 days, depending on what parts are needed.
Window catches or locks	✓		Routine	
Stairs	✓		Emergency	This is an emergency repair if it is a trip hazard. Otherwise we will pick up repairs as part of our planned maintenance programme.
Lights	✓			The priority given will depend on where the lighting is and the time of year.

# Structure

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
<p>Roofs and Chimneys:</p> <p>We are not able to work on roofs during periods of rain or snow or in the hours of darkness due to Health &amp; Safety constraints.</p>	✓		Emergency or in 20 days	If you experience a roof leak, please try to contain the leak by collecting water in a bucket and placing old towels on the floor. Move beds, furniture and electrical goods away from the area. We will attend major leaks in 4 hours, but this is a 'make safe' service only. If scaffold is required this may take more than 20 days.
Ceilings	✓		Routine	Some older artex ceilings may contain low levels of asbestos which will need to be tested by specialists before completing any repairs.
Floors	✓		Routine	We do not carry out repairs to floor coverings you have had fitted or fitted yourself. Residents are responsible for removing and replacing floor coverings when required to facilitate repairs. You will also be responsible for repairing any damage to decorations which may be caused by you removing floor coverings (i.e. to skirting boards).
Stairs and steps to entrances and stairs within your home	✓		Routine	
External woodwork	✓		Routine	
Walls inside your home	✓		Routine	You will need to redecorate once this work is complete.
Inspection chamber covers (man hole covers)	✓		Emergency	We will replace or 'make safe' inspection chamber covers in the boundary of your home or in communal parts that we own.

# Others

	Who is responsible for the repair?		Priority	Other Information
	Landlord	Resident		
Outside Decorations	✓		Planned programme	External decorations are carried out as part of our planned programmes. We normally decorate properties every 7 years.
TV outlets in flats and maisonettes	✓		Routine	Golding Homes provides digital TV connections from a TV outlet in your living room.
Large electrical appliances such as fridges, freezers, cookers, washing machines and dishwashers.		✓		You can ask us to carry out a repair if we provided the appliance and we still own it.
Coat hooks		✓		
Curtain rails		✓		
Dustbins		✓		Please recycle what you can and place your refuse in an appropriate place for collection. Do not leave refuse in communal areas as this presents a serious fire risk.
Aerials and satellite dishes to houses		✓		
Pest Control		✓		Golding Homes are responsible for Pest Control in communal areas only. You are responsible for pest control within your own home.
Household stair lifts or through floor lifts	✓		Emergency	Complete repair may take longer than 20 days, depending on what parts are needed.







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