



Hull Churches
Housing Association

Repairs Guide for Tenants



At HCHA we aim to provide an excellent and cost-effective repairs service to our tenants.

As your landlord, we have a duty to carry out repairs in your home. This guide is designed to help you understand who's responsible for different types of repairs.

If you are not sure, report the repair as normal, and we will let you know who is responsible.

Sometimes, repairs may not be HCHA's responsibility – we call these rechargeable repairs.

We need all our tenants to report all repairs promptly and by following the steps in this guide.

What is a rechargeable repair?

As a tenant of HCHA, you have the responsibility under your tenancy agreement to undertake repairs which have been caused to your home by damage or neglect, or by visitors who have been invited to your home.

You will normally be recharged for repairs undertaken by HCHA in the following circumstances:

- Where the repair is not the result of fair wear and tear and is not HCHA's legal responsibility
- When a contractor has attended and it is found that the repair is the responsibility of the tenant
- In some circumstances, you may ask us to carry out an improvement or alteration to your home, and agree to be charged for this



What type of things might I be charged for?

A more detailed list of who is responsible for different types of repairs is provided at the end of this guide.

The most common types of rechargeable repairs we undertake are:

- Accidental damage to windows, doors and internal fixtures or fittings
- Non-accidental breakages of glass where a crime reference number has not been obtained
- Breakages to sanitary ware - baths, wash basins, toilet basins and cisterns
- Floods from washing machines, basins, baths and toilet basins
- Blocked sinks or toilets
- Damage to doors and windows (where board up only would initially be actioned)
- Lost keys
- Removal of items after a tenant has moved out and subsequent cleaning of the property
- Damage caused during the execution of a warrant i.e. Police forced entry
- Overgrown and untidy gardens

What if I cannot afford to pay in full?

We can provide you with a price for the most common rechargeable repairs we undertake and can arrange a repayment plan over a longer period.

If you have requested an improvement or alteration, we will only carry out the works once you have paid for the rechargeable repair in full.

As always, you have the option to complete your own repairs that are your responsibility, as long as you use a certified/qualified contractor. We may ask to survey works once completed.

Former tenants will be recharged by the HCHA if expenses are incurred for repairing, clearing or cleaning a property when it has been vacated, including if expense is incurred in redecoration due to the poor decorative order in which the property has been left.

It is important that tenants have their own contents insurance to cover any damage caused by them that the HCHA would deem as rechargeable.

The list in this guide provides a useful breakdown of HCHA's responsibilities and tenant's responsibilities

What types of repairs are there?

Minor Repairs

Your tenancy agreement lists the repairing responsibilities of the Association and gives tenants the responsibility of reporting any repairs. As the tenant you are responsible for good housekeeping and some minor repairs, which the list in this guide clearly sets out.

Major repairs

As the landlord, we are responsible for the bigger maintenance and repair jobs. We have a long-term plan to keep properties in decent condition with new kitchens, windows and heating systems. These jobs are planned in a cycle over several years. We will inform you when your home is due, but please ask if you have any queries. We may also need to visit your home from time to time to carry out a condition survey to help us plan when major works need to be carried out.

Planned & cyclical maintenance

We also have repairs that are best done on a rota so that a group of properties in the same area can have the same work done at the same time, such as external decorating.

Safety compliance

We also need to make sure your home is safe. To do this, we need access to carry out important inspections and checks on your gas and/or electrical supply and anything else related to your health & safety.

How to report a repair

Step 1: Identify the Problem

We'll need a good description of your problem to make sure we order the right repair for you.

You will also need to give us:

- A contact phone number.
- Your full name and address.
- Suggestions for when a good time would be to carry out the repair.
- Any arrangements about how we get access to your home.

Step 2: Report the Problem

- If you have an office on site, you can talk to a staff member there.
- If you do not have an office on site, you need to phone Studio 701 on: 01482 210842
- You can also email: maintenance@hcha.co.uk and someone will be in touch.
- By using Alertacall touchscreen if you have one

Step 3: Arranging your repair

We then contact our contractors who will get in touch with you to organise a time to complete the work.

We can make an appointment to suit you unless it is an emergency.

Please tell us when arranging your repair if you don't want a visit without an appointment.

Once the appointment has been made, you'll need to make sure we can access your home to carry out the repair work.

If the date or time you've agreed is no longer convenient, please call us as soon as possible so we can rearrange.

Response Times

24 hours for Emergency repairs:

Anything that could affect your health and safety, or cause damage to your property

7 days for Urgent repairs:

This is for something that needs urgent attention like plumbing issues such as taps or showers and may also include any heating issues (during the summer months).

28 days for Routine repairs:

This is for all other repair jobs where there is no immediate risk for your safety or wellbeing.

The following list is designed to help you understand who is responsible for each type of repair in your home. There are some differences for our properties that are designated as supported housing, where housing related support is provided through a referral pathway with Hull City Council.

If you aren't quite sure who is responsible, please speak to a member of the HCHA team.

Area of Property	Component	Maintenance Item	Responsibility
Roofing	Roof	Roof structure, roof covering and chimney repairs & leaks	HCHA
	Gutters	Gutter & gully repairs and clearance blockages	HCHA
	RWP	Make safe defective rain water goods, soffit and fascia	HCHA
External Finishes	Structural	Major structural defects	HCHA
	Brickwork	Significant render & brickwork repairs	HCHA
	Cladding	External façade including wooden cladding	HCHA
	DPC	Failed DPC repairs	HCHA
	Dampness	Penetrating dampness repairs	HCHA
External Areas	Fencing	Removal of H&S dangers to fencing, gates, gate posts and boundary walls	HCHA
		Repair or replacement of communal area fencing, gates, gate posts and boundary walls	HCHA
	Paving	Make safe H&S related hazards to paving and tarmac	HCHA
		Repair, replacement or upgrade of paving, tarmac	HCHA
		Repair, replacement or upgrade of communal area paving, tarmac, turf	HCHA
	Garages	Repair or replacement of garage, external items inclusive of roof, rain water goods, brickwork, door	HCHA
		Repair or replacement of garage internal and ironmongery elements inclusive of door locks and fittings, finishes	If wear & tear HCHA, if caused by damage by the tenant or visitor, Tenant
	Bins	Repair or replacement of bins to individual house or flat	Tenant
	TV Aerials	Repair or replacement of TV aerials or satellite dishes serving an individual house or flat	HCHA/Tenant – please check
	Washing lines	Repair or replacement of washing lines and rotary dryers to an individual house or flat	HCHA/Tenant – please check

Area of Property	Component	Maintenance Item	Responsibility
External Areas (cont)	Individual Gardens	Maintenance of trees, grass, hedges, shrubs	Tenant (other than if advised otherwise)
		Maintenance of trees causing structural damage	HCHA
		Removal or control of invasive weeds i.e. Japanese Knotweed	HCHA
	Brick Outhouses	Repair or replacement of out-house items inclusive of locks and fittings, windows, doors, finishes	HCHA
	Timber Sheds	Maintenance of timber sheds or of its removal if no longer required	HCHA/Tenant – please check
Drainage	Within boundary	Blocked or leaking foul drain, soil stack etc. within property boundary	HCHA – Unless this has been caused by damage or neglect by the tenant
	Outside boundary	Blocked or leaking shared foul drain outside property boundary	Tenant via utility company
External Joinery	Glazing	Board up of broken glazing (this will be carried out by HCHA but is rechargeable item)	HCHA – then charged to tenant
		Re-glaze windows if crime reference number provided, if no crime reference provided tenant reimburses via recharge	HCHA
		Replacement of failed double glazed units	HCHA
	Windows & ironmongery	Repair or replacement of window inclusive of frame, external sealant, sash, sill, window board, operating mechanisms, restrictor catch, window handle, casement fastener, repair or replacement of internal sealant, window ironmongery inclusive of locks, replacement keys, casement stay	HCHA
		Replacement of window keys if lost	Tenant
	Doors & ironmongery	Repair or replacement of external doors inclusive of frame, threshold, weather board, hinges and operating mechanisms such as door handles, multi point locks and suited lock systems	HCHA
		Repair or replacement of letter plate, number plate, security chain, spy hole and other associated door ironmongery	Tenant
		Replacement of door locks and keys	HCHA – this may be a recharge
		Replacement keys if door is vandalised – tenant MUST report with a CRIME No from Police	HCHA
	Fire doors - external and internal i.e. Kitchen	Repairs or replacement of fire doors inclusive of fittings and fixtures that provide fire protection i.e. letter box, spy hole, emergency latch, spring door closer, single push bar, overhead door closer, intumescent fire strip and smoke seals	HCHA

Area of Property	Component	Maintenance Item	Responsibility
Communal Areas	Lifts	Lift breakdown repairs	HCHA
	Door entry	Repair or replacement of door entry equipment	HCHA
	Security lighting	Repair or replacement of communal security lighting	HCHA
	General lighting	Repair of general lighting appliances	HCHA
	AOV	Automatic opening vents	HCHA
	Fire alarm	Repair and replacement of fire alarm equipment	HCHA
	Fire fighting	Repair or replacement of firefighting equipment i.e. extinguishers	HCHA
	CCTV	Repair or replacement of CCTV equipment	HCHA
	TV aerial	Repair or replacement of communal TV aerials	HCHA
	Gates barriers	Repair or replacement of gates and barriers	HCHA
	Laundry equipment	Repair or replacement of laundry equipment	HCHA
	White goods	Repair or replacement of white goods	HCHA
	Communal Kitchen	Repair or fitting of cookers and cooker connections such as bayonet fittings	HCHA
	Warden call system	Repair or replacement of warden call systems	HCHA
	Pest control	Removal/destruction of mice, rats and other vermin in communal areas	HCHA
	W.C. Repairs	Repair or replacement of W.C. including seat	HCHA
	General repairs	Repair or replacement of general maintenance items	HCHA
	Asbestos	Assessment and removal of asbestos containing materials	HCHA
Water	Water supply	Loss of water supply	HCHA
	Leaks	Leaks to water pipes and water tanks	HCHA

Area of Property	Component	Maintenance Item	Responsibility
Gas & Heating	Gas leak	Gas leak	Call 0800 111 999 and let HCHA know
	Pipework leaks	Leaks to heating pipes and radiators	HCHA
	Flues	Blocked flues - boiler, fire	HCHA
	Boilers/ fires	Repairs to heating appliances - boiler, electric fire, storage heaters	HCHA
	Radiators	Bleeding of radiators	Tenant
	Cookers	Repair or fitting of cookers and cooker connections such as bayonet fittings	Tenant
	Meter cupboards	Internal meter cupboards i.e. located in tenant hallway	HCHA
		Communal area meter cupboards including lock (cupboard to be fire compliant)	HCHA
		External meter cupboards servicing individual tenancy (cupboard lock tenants responsibility)	HCHA

Electrics	Power supply	Unsafe electrical power supply or fittings e.g. unsafe wiring, sockets, light fittings, extractor fans	HCHA
	Sockets	Repair or replacement of laundry equipment	HCHA
	Light fittings	Repair of essential electrical items - consumer units, sockets, light fittings, starter motors, extractor fans, TV sockets	HCHA
	Light bulbs	Replacement of light bulbs - general need properties	Tenant - HCHA for enclosed units or striplights
		Replacement of light bulbs – supported properties	HCHA
	Doorbells	If hard wired and fitted by HCHA (mainly newbuild)	HCHA – please check
		If battery operated or fitted by a previous tenant (including camera door bells)	Tenant
	Security & alarms	Repair or replacement of security lights, burglar alarms or other security devices	HCHA – please check who installed etc.
	Solar Panels	Maintenance and repair of Solar PV panels	HCHA

Area of Property	Component	Maintenance Item	Responsibility
Smoke/CO Alarms	Mains detectors	Repair or replacement of mains-operated interlinked smoke detectors	HCHA
	Battery detectors	Repair or replacement of battery operated smoke detectors	HCHA is responsible for the replacement of faulty or damaged detectors, tenant is responsible for replacing the batteries in the detectors
	CO detector	Repair or replacement of CO detectors	HCHA
Sanitation	Leaks to items	Leaks to basins, sinks, baths, showers and toilets, and associated internal pipework	HCHA
	Repairs to items	Repair or replacement of basins, sinks, baths, showers and toilets	HCHA
	Blocked W.C.	Blocked W.C.(unless caused by misuse)	HCHA
	Blocked sink etc.	Blocked basins, sinks, baths, showers and level access shower wet room gullies	Tenant – if at fault
	Taps	Repair or replacement of taps and tap washers	HCHA
	Plug, tap washer	Replacement of plug and/or chain	Tenant
	Showers	Repair or replacement of shower inclusive of riser rail, shower head (not including curtain) where shower is primary form of bathing facility i.e. there is no bath in property	HCHA
		Repair or replacement of shower inclusive of curtain, riser rail, shower head where shower is not primary form of bathing facility i.e. there is a bath in property	HCHA
		Repair or replacement of level access shower wet room non slip flooring	HCHA
	W.C. Seats	Repair or replacement of W.C. seat	Tenant
		Repair or replacement of communal W.C. seat	HCHA

Area of Property	Component	Maintenance Item	Responsibility
Internal Finishes	Plasterwork	Major wall and ceiling plaster work defects i.e. scratch coat repairs, holes greater than 1cm, cracks greater than 5mm wide	HCHA
		Minor wall and ceiling plaster work suitable for filling with pollyfiller	Tenant
	Tiling	Repair or replace wall and floor tiling finishes inclusive of bathroom and kitchen splash back tiles	If through wear & tear HCHA, if through damaged caused by tenant or visitor - Tenant
	DPM	Repair or replacement of floor damp-proof membrane and associated concrete repairs	HCHA
	Flooring	HCHA Install floor coverings in Kitchens, Bathroom, and WC ONLY During planned works – these we will repair for fair wear & tear Tenant must have contents insurance to cover in case of damage done by any workman, whilst accessing a repair.	HCHA
		Other floor coverings - tenants own responsibility	Tenant (other than supported housing)
	Kitchen Appliances	Communal kitchen appliances. Repair or fitting of cookers and cooker connections	HCHA
		General Kitchen appliances	Tenant (unless provided by HCHA)
	Flooring	Repair or replace communal floor finishes	HCHA
	Condensation	Tenant is responsible for managing condensation in their home – we have a leaflet to assist with this	Tenant
		Appropriate cleaning materials should be used on small areas of black mould on sealant etc.	Tenant
		A spread of black spot mould on walls and ceilings may require an inspection/treatment by HCHA, and education on condensation management	HCHA
	Decoration	Painting and decoration	Tenant (other than supported housing)

Area of Property	Component	Maintenance Item	Responsibility
Internal Joinery	Kitchen units	Cupboard doors/drawers that become loose due to fair wear and tear	Tenant
		Other repairs – broken drawer/damaged cupboard doors – maybe recharged	HCHA/Recharge
		Repair or replacement of kitchen sinks and taps	HCHA
	Doors	Make safe H&S related internal door repairs	HCHA
		Repair or replacement of internal doors and door ironmongery	HCHA - Where caused by fair wear & tear. Where caused by damage or neglect - Tenant
		Door changes to accommodate carpets including re-fixing of any draught excluders	Tenant
	Door frames	Repair or replacement of internal door frames	HCHA
	Curtain rails	Repair or replacement of curtain pole, rail or track replacement	Tenant (other than supported housing)
	Handrails	Repair of H&S hazards to handrails, balusters, newel post, stair tread	HCHA
	Skirting	Repair or replacement of skirting	HCHA
	Stairs	Repair or replacement of stair treads, risers and nosing's	HCHA
	Flooring	Make safe H&S related timber flooring repairs	HCHA
		Repair or replacement of timber flooring i.e. floor boards	HCHA
Vermin & Infestations	Vermin	Removal of mice, rats and other vermin in communal areas	HCHA
		Removal of mice, rats and other vermin in non-communal areas	Tenant
Adaptations	Minor adapts	Minor repair and replacement adaptations < £1,000	HCHA – OT referral
	Major adapts	Major repair and new adaptations > £1,000	HCHA – OT referral
Cleaning	Void Clean	Small environmental clean if former tenant not carried out	Former tenant
	Void Clean	Large environmental clean if former tenant not carried out	Former tenant
Upgrades		Upgrading of new or additional components outside of HCHA replacement timescales or to a higher specification than standard	Tenant

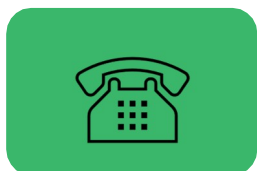
Get In Touch



Email us at info@hcha.co.uk – we aim to reply within 3 working days.



Visit our website hcha.co.uk, the information you are looking for might be on there. If not you can also complete a contact form.



Call us on 01482 210842 to speak to a member of the team who will be happy to help.



Speak to a member of the HCHA team if you see us out and about. We might not be able to help straight away, but we will do our best.



Write to us at the address below.

**REMEMBER – REPORT ALL EMERGENCY
REPAIRS BY CALLING 01482 210842 AND
FOLLOWING THE PROMPTS**

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