Repairs and Maintenance Policy - Quick Guide (V1.1).

What this policy is about

A quick guide to how we manage repairs, our responsibilities, repair timescales and what you need to do to help keep your home in good condition.

Who it applies to

This policy applies to repairs we are responsible for in Portsmouth Homes properties and communal areas, including responsibilities set out in leases and shared ownership agreements.

Our repairs service *(See policy: Our Repairs Service p3)*

When you report a repair, we will assess its priority, consider any support needs or reasonable adjustments, arrange appointments and keep you informed of progress or changes.
Appointments are normally between 8:30am and 5pm, Monday to Friday, excluding bank holidays. Only emergency repairs are carried out outside these hours.

What we are responsible for *(See policy: Our responsibilities p4)*

We maintain:

- Your home's structure, including roofs, walls, windows and doors
- Heating, hot water, gas and power installations
- Kitchens, bathrooms, shared facilities and adaptations installed by us

We are not normally responsible for damage, misuse or neglect, or installations fitted without our written consent.
Damp, mould and other serious hazards may be dealt with under our Safe and Healthy Homes Policy (Awaab's Law).

Out of Hours repairs *(See policy: Out of Hours service p.5)*

Repairs can be reported at any time, but only emergencies are attended outside normal working hours. An emergency presents an immediate risk to people or property.
We may make the problem safe and arrange follow-on work. You may be charged if it is not an emergency or we cannot gain access.

Repair priorities and timescales *(See policy: Repair Priorities p.4)*

Repairs are prioritised according to the type of repair and level of risk:

- **Emergency:** completed or made safe within **24 hours**
- **Urgent:** completed within **3 working days**
- **Routine:** completed within **20 working days**
- **Planned:** inspected within **20 working days**, with a completion date confirmed subject to resources

Tell us about any additional needs when reporting a repair.

Your responsibilities *(See policy: Your responsibilities p.10)*

Please:

- Report repairs promptly
- Keep your home in reasonable condition
- Allow access for inspections and repairs
- Repair damage caused by your household, pets or visitors
- Get written permission before making alterations

Leaseholders *(See policy: Leaseholder Repair Responsibilities p.15)*

Leaseholder responsibilities depend on the lease. We maintain communal and external parts where the lease makes us responsible.

Recharging *(See policy: Recharging p. 15)*

If a repair is your responsibility, we will explain this and tell you if a recharge may apply before any rechargeable work is carried out, wherever possible.

Further information

This is a summary only. For full details about repair responsibilities, timescales and examples, please refer to the Repairs and Maintenance Policy or contact Portsmouth Homes.
Information is available in alternative formats on request.

Link- Repairs and Maintenance Policy