

Repair Responsibilities & Response Times

The responsibility for looking after your home is a joint one. We are responsible for most repairs, but you are also responsible for some.

We are responsible for:

- Maintaining the structure and exterior of your home.
- Your home's main services.
- Communal areas.



Generally, you are responsible for:

- Decorating the inside of your home.
- Keeping the inside and outside of your home clean.
- Fixing damage caused by members of your family and visitors.
- Some minor repairs.



We ask that you:

- Report faults and repairs as soon as you notice them.
- Make sure you keep appointments to allow our staff access to carry out repairs, servicing, and maintenance work.
- Pay for any deliberate damage or repairs due to neglect.
- Get permission from us before starting any improvements or alterations to your home. Please see the Help Sheet '**Tenants Own Improvements**'
- Maintain your own appliances such as cookers or portable heaters, and repair any improvements you have made, such as showers.
- Replace locks if you lose your keys.
- Replace light bulbs and fuses.
- Leave your property free from rubbish and in a clean and tidy condition when you end your tenancy.
- Take reasonable precautions to prevent damage by fire, water, or vandalism.
- Insure your possessions, like carpets and electrical goods to cover fire, flood or theft.

How quickly will you carry out my repair?

The priority we give your repair will depend on how urgent it is. We give each job a priority target which decides how long it should take to complete:

Contact us:

- Emergencies: 24 hours.
- Urgent repairs: 5 working days.
- Routine repairs: 20 working days.
- Other maintenance: 6 months.

What is an emergency repair?

Emergencies are repairs that are dangerous and need to be fixed straight away, such as:

- Total loss of power.
- Severe storm damage.
- Blocked sewers.
- Securing the property.
- Flooding, including major plumbing faults.
- Total loss of heating: at certain times of year and for vulnerable tenants (temporary heating may be supplied).

We will come out within 24 hours to make your home safe. If the repair cannot be completed at that time, we will tell you what else needs to be done and make an appointment with you as soon as possible to complete the works.

What should I do if I have an emergency repair out of office hours?

When we attend an out of hours emergency, we will only carry out essential work to stop the situation from becoming worse, such as turning off a faulty appliance and making it safe. Any repair work will not normally be possible until the following working day. For out of hours emergencies – on a working day before 8:45am and after 5:00pm (4:15pm on a Friday) – please call 01508 532000. The service also operates throughout weekends and during national and bank holidays.

Our target response times for repairs

Saffron are responsible for the following within 24 hours:

- Necessary repair to reinstate where there is a total loss of electric power.
- Total or partial loss of heating or hot water between 1st November and 31st March (Autumn/Winter).
- Unsafe power or lighting socket or electrical fitting.
- Necessary repair to reinstate total loss of water supply.
- Total or partial loss of gas supply.
- Blocked flue to open fire or boiler.
- Blocked or leaking foul drain, soil stack or toilet pan where there is no other working toilet in the dwelling (other than misuse by tenant).
- Toilet not flushing (where there is no other working toilet in the dwelling).
- Main water tap which cannot be turned (other than renew washer).
- Internal leaking from water or heating pipe, tank or cistern.
- Insecure external window, door or lock on ground floor.
- Loose or detached banister or handrail not caused by tenant neglect.
- Rotten timber flooring or stair tread (making safe).
- Lock changes (Saffron will recharge you if it is necessary to gain access due to lost keys).

Saffron are responsible for the following within 5 working days:

- Total or partial loss of heating or hot water between 1st April and 31st October (Spring/Summer).
- Blocked sink, bath, or basin (other than misuse by tenant).
- Tap which cannot be turned (other than renew washer).
- Door entry phone not working.
- Mechanical extractor fan in internal kitchen or bathroom not working.
- Faulty light switch.
- Faulty socket.

Saffron are responsible for the following within 20 working days:

- Gutters and external pipes.
- Communal hallways, steps or other means of access.
- Replacing internal door latches and handles.
- Garages and outbuildings that exist at the start of your tenancy or are later put up by us.
- Re-washing dripping taps (sinks, baths and basins).
- Replacing tiles around baths, basins, sinks and kitchen units.
- Common entrances, halls, stairways, passageways and door-entry systems.
- Play, parking, storage and any other external common areas.

Saffron are responsible for the following within 6 months:


- Replacing washing lines, posts and rotary driers in communal areas only.
- Gates and fencing that backs on to communal areas (e.g. car parks) or public spaces (e.g. public alleyways).

Tenant responsibilities:

- Plumbing-in of washing machines and dishwashers, including extra pipework.
- Replacing light bulbs and fluorescent tubes.
- Replacing fuses and resetting circuit breakers.
- Replacing lost keys.
- Repairing minor damage to plaster and decorative defects.
- Replacing door chains.
- Adjusting doors where new carpets are fitted.
- TV aerials.
- Removing own carpets/ floor coverings to enable other repairs.
- Any equipment, fixtures, fittings or appliances installed or replaced by you.

Contact us:

 01508 532000

 info@saffronhousing.co.uk

We offer INTRAN, a communication service which provides interpreting and translation services for people who are deaf, hard of hearing or do not have English as a first language. If you require support communicating with us, please contact us using one of the above methods so that we can arrange support with INTRAN.