

Final Maintenance Policy and Procedure 2001

Receiving Repairs

Policy

Any member of staff can take a repair.

Procedure

- 1.The member of staff will obtain details of the tenants name, address and telephone contact number, a full description of the repair and whether this is the first time the repair has been reported.
- 2.The member of staff will check the maintenance request history before raising a maintenance request.
- 3.If a recent request has been made they should advise the tenant accordingly but advise the maintenance officer that the tenant has contacted again.
- 4.If no recent request has been raised the member of staff should raise a Maintenance request at the same moment they receive the repair, giving full details , including how to arrange access.

- 5.If the repair request appears to fall into the emergency or urgent repairs categories the member of staff should send a duplicate email to the HMO of HMA to advise them of the nature of the repair.
- 6.In their absence they should phone a contractor and advise them of the repair ,requesting their attendance. They should provide the contractor the Maintenance Request reference number.

Pre inspecting repairs.

Policy

This is the responsibility of the Housing Maintenance Officer or Housing Maintenance Assistant.

It is the Policy of Spitalfields H.A that day to day repairs should be pre inspected as follows:-

	Routine	Urgent	Emergency	Clarity required
Time scale Of inspection	3 working days	1 working day	2 hours	Depends on Priority
% to be inspected	25%	10%	Where Clarification Required	100%

Procedure

- 1.To do this the HM should print off daily maintenance request reports and provide these to the HMO. The HMO should select 100% of repairs which require further clarity, 25 % of Routine repairs, and 10% of urgent repairs for pre inspection.
- 2.The HMO should contact the tenants on the same day of their request to arrange an appointment for the inspection.
- 3.Repairs orders should be raised by the HMO or the HMA on the same day as the inspection to ensure no further delay of submission of the repairs order to the contractor.
- 4.A Pre inspection sheet should be completed for each pre inspected repair and after the repairs order has been placed , should be filed in a designated file.

Raising a repairs Order

Policy

It is the responsibility of the Housing Maintenance Officer or Housing Maintenance Assistant to raise repairs and to provide them to the contractor on the same day they are reported or the same day they are inspected, if they require inspection. The Housing Maintenance Officer is responsible for determining the priority of the repair ie Emergency , Urgent or Routine in accordance with the guidelines provided in this policy.

Procedure

Emergency repairs should be inspected if they require further clarification within 2 hours and should be telephoned through to the contractor immediately after inspection. A follow up repairs order should be raised to confirm the order the following or the same day.

Urgent repairs which do not require inspection should be raised and forwarded to the contractor the same day they are reported. If they do require an inspection they should be inspected within 1 working day of the report by the tenant or other staff member and the order should be raised the same day as the inspection.

Routine repairs which do not require inspection should be raised and forwarded to the contractor the same day they are reported. If they do require an inspection they should be inspected within 3 working days of the report by the tenant or other staff member and the order should be raised the same day as the inspection.

Specifying a Repair.

Policy

It is the policy of Spitalfields H.A to provide to the contractor a fully specified repair order in accordance with an agreed price structure but also to allow for reasonable flexibility and discretion within this system to ensure that it does not lead to a break down in service or in working practice.

The Housing Maintenance Officer or Housing Maintenance Assistant is responsible for specifying repairs accurately in accordance with the agreed price structure. The Housing Maintenance Officer is also responsible for agreeing variations to the specification where this is necessary and within his/ her authorisation limit.

Procedure

The HMO will raise a repair, giving a full description in keeping with the Schedule of Rates description and will indicate the scheduled price. This information along with the priority of the repair, the scheduled completion date and the date the repairs order is raised and the access details of the tenant will be provided on the repairs order.

Authorisation of Repairs Orders and Comparative quotes.

Authorisation of repairs orders is currently carried out , in the main by the Housing Manager. It has been previously suggested that this is not an effective use of resources and that authorisation should be delegated to the HMO up to a certain value.

The issue here is one of having effective systems which as much as possible audit the process effectively.

Up to £150.00

The HMO should be authorised to raise repairs orders directly up to a value of £150.00 provided that the repair has been pre inspected and that the repair is raised in accordance with a specific schedule item.

Failing that all repairs orders should be presented to the Housing Manager for authorisation.

£150.00 - £500.00.

All repairs order above £150.00 in value should continue to be presented to the Housing Manager for approval.

The HM will monitor a portion – 10 % of the repairs raised directly by the HMO to check they have 1. Been pre inspected. 2. They have been raised as a schedule item. 3. Their estimated value is approximately in line with their actual value.

£500.00 - £2000.00

All repairs orders with an estimate value in excess of £500.00 should be tendered to 3 contractors.

The HMO or HMA will prepare a specification to be submitted to 3 contractors and returned within a 5 day time scale.

Specifications require accurate pre inspection by the HMO or HMA and should be as detailed as possible.

Estimates must be returned in a self addressed envelope provided by the HMO or HMA on the required date..

The estimates for the work, once received , will be passed to the HM or the CE for opening (must be opened by two members of staff, one of which should be either the Chief executive or the Housing Manager) and approval of the contractor. Estimates shall be recorded in the estimate book.Consideration must be given to the quality of the contractors work as well as to the price.

£2000 plus

When the estimated cost of work is in excess of £2000.00 Quotes will be obtained for the works as detailed above.

Results of these will be presented to SMT for consideration of the viability of the repair within the day to day repairs budgets. Consideration will be given to scheduling the work within the major repairs programme or other programme of funding.

The Chief Executive will make decisions with regard to funding of such repairs.

Responsibility for commissioning appropriate surveys or works may then, at the Chief Executives discretion be placed with one of the Associations recognised consultants.

Insurance Claims

Where repairs may be subject to an insurance claim the HMO will investigate the cover with the company. Permission of the insurer or loss adjuster should be obtained before the works proceed. Requirements of the insurer should be followed in relation to the number of quotes required and other administration.

The HMO will inform the Finance Manager and the Housing Manager of any such covered works.

Call backs

Before raising a repairs order the HMO or HMA should check the repairs history to see whether the same problem has been reported within the last year.

Where the same repair was attended to within the previous 2 months - The HMO or HMA should automatically inspect the repair in line with inspection priority time scales.

Where the problem is the same and appears to be the result of unsatisfactory contractor performance the HMO should raise an immediate call back request to the same contractor. A repairs order should be raised which explicitly states 'call back required'

Call back requests should be separately filed for monitoring purposes.

Where the same repair was attended to within the previous 2-6 months the HMO or HMA should inspect the repair. Where there is a clear contractor performance issue the HMO should request a call back where not a repairs order should be raised to the same contractor which should indicate that this is a repeat repair within the last 6 months and should request the contractor to provide full justification of why the repair is required after the short time scale where it is the same.

These should be filed in the normal way as repairs orders.

Where the repair was attended to within 6 months to 1 year previously the HMO or HMA should raise a repair as normal but should notify the contractor that this is a repeat repair within 6-12 months.

These measures are designed to reduce the number of call backs to the same job. They are labour intensive but provide SHA with an audit process to attempt to deal with repeating problems.

Making Appointments – Access

Emergency Access – 24 hours.

If the repair is an emergency it is the HMO or HMA's responsibility to arrange access between the contractor and the tenant.

The tenant should normally be advised that they will need to ensure access within following 24 hours and that they will need to be as flexible as possible.

The HMO or HMA should contact the contractor and find out when attendance will be possible within the emergency 24 hour time scale. The tenant should then be advised of this by the HMO or HMA. If the tenant does not provide access the contractor will drop a 'no access' card and return the repairs order with a cancellation notification. The Repair Order will then be cancelled by the HMO or HMA.

Urgent Access – 5 working days.

Arranging access for urgent repairs is the responsibility of the contractor.

The tenant should be advised that once the order is raised the contractor will contact them to arrange a suitable time within the time priority.

A telephone contact number, should wherever possible be obtained by the HMO or HMA and passed with the other details of the repair to the contractor.

The tenant should also be advised that the contractor will be obliged to make 1 attempt at access before the repair will be cancelled and returned to SHA.

1 attempt at access is defined as :- Contacting the tenant by telephone or by letter to either negotiate (by phone) or suggest an appointment (by letter) where this is not possible.

The Contractor is obliged to attend the appointment. If the tenant does not keep the appointment the contractor will drop a card advising them of their attendance and that the repair will now be cancelled due to tenant not being in.

The contractor should return a copy of the letter of appointment or a record of the details of the phone appointment made, including who the arrangement was made with and the date and time the arrangement was made and when the appointment was scheduled. They should also return a copy of the cancellation card dropped at the property.

Routine repair access –29 working days.

Access to carry out Routine repairs is also the responsibility of the contractor. The tenant should be advised by the HMO or HMA that the contractor will be obliged to make 2 attempts at access before the repair will be cancelled and returned to SHA.

2 attempts at access is defined as:- Contacting the tenant by telephone or by letter to either negotiate an appointment (by phone) or suggest an appointment (by letter) where this is not possible.

The Contractor is obliged to attend the appointment. If the tenant does not keep the appointment the contractor will drop a card advising of the date of attendance and the requirement on the tenant to contact.

If no contact is made by the tenant within 2 working days the contractor will repeat the process.

If there is no attendance at the second appointment a cancellation card will be dropped and the repair passed back to SHA.

The contractor should return a copy of the letters of appointment or a record of the details of the phone appointments made, including who the arrangement was made with and the date and time the arrangements were made and when the appointments was scheduled. They should also return a copy of the cancellation cards dropped at the property and the cancellation notification.

The HMO or HMA will be responsible for cancelling all repairs when cancellation notifications are received from the contractor. The HMO or HMA should ensure that they have all the details to justify cancellation of the repair, in the format detailed above. This should be done within 24 hours of receipt to avoid confusion.

Emergency Repairs – 24 hour response time.

The aim is on the whole to make safe, prevent further damage or harm to a tenant and assess what further work may be required.

Gas	Make safe, stop leaks, shut down appliances.
Plumbing	Make safe and stop the source of flooding or major leaks.
	Complete failure of operation of primary toilet – only applicable where single toilet
	Complete failure of primary washing facility – only applicable where it is the last washing facility (either bath basin sink to operate)
	Complete failure of water supply
	Ingress of waste into property – prevent back up
	Complete failure of hot water – winter and summer
	Complete failure of heating – winter only
Electrics	Make safe – carry out work to prevent potential electric shock
	Explosion or fire hazard eg exposed electrical wires or electrical appliances affected by water penetration.
	Complete failure of lighting or electricity to whole property
Security	Protect potential un-wanted access Broken windows- board up
	Broken primary locks – fix new lock or padlock – External doors only.
	Provide access or means of escape – lock out or lock in

	Assess security risk posed by faulty intercom or communal door
Building Hazards	Make safe/ secure and tidy any item posing an immediate risk to health and safety
	Serious missile hazard -Collapsed ceiling/ wall/ brickwork
	Serious trip hazard
	Serious fall hazard – broken stair rail , banister, rotten or
	Incomplete window.
Disabled services	Repair of items which aid cleanliness or access for a disabled or individual or an individual who suffers from a condition which is seriously affected. May include securing grab rails, re instating water supplies.
Racial Harassment, Harassment and Domestic Violence services	Repair of items which protect an individual who is identified as a victim of harassment – may include:- Security measures – locks /fire proof letter box/ repair of intercom Graffiti removal or cleaning measures

Urgent Repairs: 7 day or 5 working day response time.

The aim is on the whole to complete repair to items which are regarded as fundamental to the operation of the tenants home.

Emergency repairs may lead to follow up urgent repairs.

Gas	Re instatement of Gas Heater – applies only in winter and where appliance is only heating source.
	Replacement of gas boiler where repair un viable and no heating or hot water available.
Plumbing	Blocked appliances
	Drain clearance
	Re instatement of secondary toilets, sinks, baths , showers.
	Reinstatement of individual heating appliance in winter eg radiator
	Re instatement of central heating in summer

Electrics	Follow up work to any unsafe fittings Repair of exposed light fittings, sockets, switches
	Re instatement of electricity to cooking appliances
	Re instatement of lighting affecting a single room
	Repairs to smoke alarms
Security	Re glazing after boarding
	Repair of window locks
	Repair of secondary external door locks
	Repair of intercom or communal doors where the risk has been assessed as urgent and not as emergency
Building hazards	Follow up floor board repairs
	Major re- plastering or re building following collapse of wall or ceiling
	Follow up stair hazard repairs ie repairs to stair treads, banisters
	Repair to Fire Safe doors to kitchens or internal communal areas
	Follow up window repairs

Routine repairs – 29 day response time.

The aim is to carry out less urgent repair requirements within a reasonable time scale.

Gas	None – except where replacement parts are very difficult to obtain and repair has to be rescheduled due to this reality
	Complete renewal of boilers – where partial operation in place
Plumbing	Repair to minor fittings to sinks, baths showers eg shower head, hose, tap washers, tap heads, plugs, toilet seats
Electrics	Door bell repairs
	Replacement repair of safe minor fittings, eg , flex, sockets, switches
	Cooker hood repairs
	Extractor fan repairs
Building Defects	Internal door repairs
	Repair / Replacement of fixings eg. Door handles, other door furniture

	Repair of external non essential door furniture eg letter boxes , door handles
	Minor window repairs or non essential
	Eg work to sills, architraves, sash cords
	Kitchen unit repairs
	Sink unit repairs
	Tiling
	Plastering
	Skirting , architrave repairs
	Flooring repairs where no serious trip hazard
	Panelling repairs
	Re decoration where landlord obligation
	Garden gate, fence repairs
	Brick work, minor pointing
	Non urgent work to gutters, gullys
	Sealing

Monitoring Completion of Jobs to Time Priority.

The HMO should print off weekly reports indicating repairs orders which are reaching their completion date within that week.

Where it appears that a repair may not be completed within the correct time priority the HMO should contact the contractor and advise them that the repair must be completed on time.

If this is not possible and the reason for the delay is not due to tenants failing to give access but is due to a delay in the delivery of parts or due to the contractors own administration the repair should not be cancelled but should be recorded as a late repair on Omni ledger. The HMO should ensure that all details relating to late repairs are inputted accurately, giving the correct reason for the delay and the correct actual completion date.

No delays should appear on the system as late due to tenant access since all of these should be dealt with in line with the policy on cancelling repairs where no access is given.

Post inspection and checking of completed repairs.

In order to effectively audit the work of the contractors a percentage of repairs orders need to be post checked on a monthly basis. The HM will select 10 % of repairs orders with an estimated value of £250.00 or under for Post Checking by the HMO or HMA.

100 % of repairs orders with an estimated value of £250.00 or above will be post checked for quality by the HMO or HMA

40% of the checks should be actual inspections with the other 60% being checks over the telephone. A post inspection checklist sheet should be completed in each case.

The HM will carry out a check of 10% of the total of the repairs that are checked by the HMO or HMA on a bi monthly basis.

Processing Invoices.

Invoices should be returned by the contractors on a fortnightly basis. Invoices which are received more than 4 weeks after the completion date of the repair will be accepted in exceptional circumstances only.

Invoices should be individually date stamped by the CSO to audit the date the invoices are received and they should then be passed to the HM.

The HM will check each invoice and notify the Finance Officer where any are to be allocated to either the Major Repairs or Gas Safety Budgets.
The HM will pass the invoices to the Finance Officer, who inputs the information into OMNI.

The invoices will then be passed back to the HMO who will input details of 1. The actual cost of the repair. 2. The details of the work carried out. 3. The actual completion date. 4. The accurate reason for any delay beyond the completion date. 5. The date and findings of the Post Inspection check where one has been carried out – including whether the repair was checked by phone or at the property.

The HMO or HMA will then pass satisfactory invoices to the HM with summary sheets attached for authorisation of payment.

The HMO will check the accuracy of the summary sheet and will pass the invoices to Finance for payment.

The contractor should expect all satisfactory invoices to be paid within 28 days. Any unsatisfactory invoices which are identified by HMO or HMA should be pursued with the contractor by the HMO or HMA. The HMO should inform and involve the HM of the details of these as necessary. This should be done before these are paid.

Tenant Satisfaction feed back

Tenant satisfaction cards will be returned by SHA tenants on a pre paid basis. These will be received in the post and should be stamped by the CSO trainee. They should then be passed to the HMA or HMO.

Each card should be checked . Those which state tenants were satisfied with the repair should be placed in a card file.

Those which state the tenant was dissatisfied with the repair with a reason should be followed up by the HMO or HMA on a case by case basis and filed in a separate card file system.

The HM will monitor overall tenant satisfaction.

Using additional Contractors – Construction Line /The approved list.

Depending on the structure of the contractor arrangements SHA may or may not in the short term be able to employ a day to day repairs contractor or contractors that can cover all trades.

This should however be an aim as SHA should be able to rely on its trusted and tried contractors for all trades. The Housing Manager should pursue the expansion of the contractors companies chosen as day to day contractors to cover all trade areas.

In the short term however providing all of the trade areas may require the selection of additional contractors for certain repairs and to ensure that competitive quotes are obtained for higher cost repairs. This is currently the case with roofing repairs in particular.

The HM and HMO should utilise Construction line, which operates as an approved list for this purpose.

However use of an additional contractor should only be on a quote by quote basis. General day to day repairs orders should only be placed once a schedule of rates has been submitted by the contractor and once the arrangement has been approved by the HM.

Approval for use of additional contractors should be made by the HM in all cases and should be discussed and approved at the nearest SMT.

Reporting to the Board.

The Housing Manager will present quarterly reports at the 4 annual scheduled board meetings to the board and will provide information in the following areas for the boards information and scrutiny:-

1. The level of maintenance expenditure to date – compared to budget.
2. The level of maintenance expenditure to date– broken down by contractor.
3. The total number of repairs orders raised to date.
4. The total number of repairs orders raised to date – broken down by contractor.
5. The total number and % of pre and post inspection checks carried out by the HMA, HMO or HM.
6. The total % of repairs completed within time priority.
7. The total % of repairs completed within time priority broken down by category and then broken down by contractor.
8. The total and % number of Tenant Satisfaction cards returned to SHA.
9. The total and % number of cards which state dis-satisfaction.

Right to repair. Service Failure and Complaints.

Right to repair – compensation.

The assured tenants charter gives tenants a 'Right to Repair'

It is hoped that Spitalfields H.A will offer the best service to tenants to avoid need for recourse to this. However there may be occasions when Tenants are entitled to pursue compensation in line with the right to repair.

Spitalfields H.A honours this right in the Maintenance Policy and Procedure. Tenants may claim compensation for a service failure where the lack of repair has affected the health, safety or security of the tenant or a member of the household and where Spitalfields H.A has twice failed to make the repair within the set time scale. This means that a tenant can claim compensation in the following manner.

- Routine Repair – after 56 days.
- Urgent Repair – after 14 days.
- Emergency Repair – after 48 hours.

The amount of compensation that will be paid is an initial flat rate of £10.00 plus £2.00 per day until the repair is completed but no more than a total of £50.00

To claim compensation the tenant should make a written request to the HO giving details of the service failure.

Where the request appears to meet the criteria the HO will pass the details to the HM along with a Cheque Requisition for approval of the payment .

The HO will advise the tenant in writing of the success/ failure of their claim, the amount of any compensation to be awarded and the nature of the payment.

The claim must be assessed in line with the Right to Repair or SHA Compensation Policy and the tenant notified by the HO within 5 working days.

For service loss compensation will be paid through a credit to the rent or service charge account.

For compensation following a major defect payment will be made by cheque but will be offset against arrears on a rent or service account.

The Tenant can appeal to the Chief Executive in respect of compensation decisions made . The appeal will be considered by a Board member and the Chief Executive The decision made at this stage is final. A complaint to the Ombudsman may be made.

Complaints

Spitalfields H.A has a complaints Policy and Procedure guide to which tenants or other parties may refer if they wish to make a complaint about the repairs service.

The complaint procedure is divided into 4 stages.

Stage 1. Complaint should be made to the HMO who must respond to the complaint within 5 working days. Where further investigation is required the HMO should send a holding letter within this time whilst the complaint is dealt with.

Stage 2. Where the Tenant is not satisfied with the response they may complain to the Housing Manager who will investigate the complaint and reply on behalf of the Association within 5 working days or within 7 working days.

Stage 3. If the tenant remains unsatisfied the complaint may be taken to the Chief Executive who must provide a response within 7 working days.

Stage 4. If the tenant remains unsatisfied the Chief Executive will prepare a report for the Board of management . The tenant will be offered the opportunity to make a written or personal representation to the Board of Management. The Board of Management's decision must be provided by the tenant within 7 working days.

Ombudsman complaint.

Where the tenant feels they have still not received a satisfactory response and they have exhausted the Housing Associations internal complaints procedure they may put their complaint to the Independent Housing Ombudsman who may be contacted at Norman House , 105 –109 The Strand, London, WC2A 0AA, Tel 0207 836 3930.

Landlord and Tenant repairing obligations, Tenant Damage and Rechargeable repairs

Legislation, The Tenancy Agreement and the Housing Corporation are all clear about the division of Landlord and Tenant obligations in relation to repairs.

Damage to property.

Tenants are responsible for correcting any damage they cause in their property. The Assured Tenants Charter states ' Tenants are responsible for making good damage'

The Assured Tenancy Agreement states that a tenant is responsible for making good any damage to the premises or the Associations fixtures and fittings or where they refuse they are responsible for paying any cost incurred by the Association by carrying out the works in default.

The SHA Tenants handbook also includes a section on this advising of the circumstances in which SHA will hold a tenant responsible for damage arising through carelessness, neglect or misuse.

On the whole it is difficult to enforce payments for rechargeable repairs from tenants. Most tenants will refuse to make such payments which then leaves the Association in the untenable position of pursuing the matter legally. This of course is costly both in time and legal fees and is not economical.

However significant sums are spent on carrying out repairs which are the result of carelessness, lack of knowledge about basic care and property maintenance and sometimes and much more rarely intentional damage.

Spitalfields H.A needs a realistic and enforceable policy for tackling this aspect of its landlord duties.

Intentional and extensive damage to property

There are very infrequent cases where tenants, often through nuisance behaviour cause extensive damage to property both in communal and internal areas.

In a case such as this the HO or HMO should make the Housing Manager fully aware of all the details.

In cases where the damage caused does not affect the health and safety of the tenant or result in further damage to the property or affect the quality of repairs service to other tenants in the vicinity – the Housing Manager should write to the tenants advising them of the belief and evidence that the repair is the consequence of tenant damage and should advise that the repair will not be carried out unless payment is made in advance.

In cases where the damage does affect the health and safety of the tenant, results in further damage to property or affects the quality of the repairs service of other tenants The Housing Manager should authorise repair of the item and write to the tenant advising of the cost and of SHA's position of holding them responsible for payment for the repair.

Where payment is not forthcoming and the cost of the repair or series of repairs is significant and there is significant evidence available the Housing Manager should present a report to SMT for consideration of Legal action against the tenant.

This policy should also apply where the police or another agent have caused damage to SHA property and where the reason for their inquiries is legitimate.

Lack of care of property.

In most cases Spitalfields H.A incurs extra costs of repair because of, tenants failure, through lack of knowledge, lack of care, or lack of income to take proper responsible care of their property.

This is mostly evidenced in the following types of case:-

- Blocked Drains and Sinks
Flooded Floor areas and subsequent rotting
- Broken electrical fittings.
- Extractor fans which break through lack of cleaning
- Failure in Radiator Heat
- Broken windows
- Broken units/ hinges minor fittings like window
- Rotting windows internally

However in most of these cases it is often impossible to recoup the costs of the repair from the tenant and it is untenable to refuse to carry out the repair.

Due to these facts the focus of policy in this area should be on a programme of educating tenants about their property maintenance responsibilities.

This may be achieved through the tenant handbook which is currently being revised and which will contain sections on DIY, Condensation and Dampness, Pest Control, etc. regular bulletins in the tenants newsletter and tackling each case as it arises.

In each case where poor care of property is suspected a letter should be sent to the tenant by the HO advising them of this fact and explaining how they may better care for their property to prevent re occurrence of the problem. They should be advised that Spitalfields H.A has the right to refuse to carry out a repair where tenants are found to be either damaging or neglecting their responsibilities to their property on a regular basis.

Landlord and Tenant Responsibilities

Landlord	Tenant
Structure and Exterior including:-	Structure and Exterior improvements including and not exhaustive:-
Drains	Water Features/ Garden Features
Gutters	Fencing
Rainwater pipes	Satellite dishes
Roofs, Chimney stacks, Flues	Aerials
Exterior walls	Exterior doors
Exterior and interior Doors	Paving
Window frames	Gates

Pathways	Security Features/intruder alarms/security lights/ grills
Steps	Additional paint work
Stores	<i>Nbte all improvements require landlord</i>
Garages	<i>Permission.</i>
Boundary fences	
Internal items including:-	Internal items including:-
Basins, sinks, baths , toilets, taps inc Washers	Decorations to walls and wood work
Plumbing pipe work	Repair of small defects to plaster work
Toilet seats	Curtain pelmets, batton or fixings
Plug / chains	Internal door locks except in bathrooms
Splash back tiling	Shower curtains
Sockets, light fittings	Floor coverings
Electrical installations	External door furniture -Door chains, door numbers
Extractor fans	Door bell batteries
Cooker hoods	Telephone points
Heating installations where installed by SHA – boilers, radiators, gas fires, electric heaters	T v points

External door furniture – letter boxes	Bleeding radiators
Kitchen work cupboard and work tops	Washing machine fittings
Fitted cupboard or wardrobes	Light bulbs
Floor boards/ other primary floor surface	
Primary external door locks – latch and dead lock	Any internal improvements including but not exhaustive:-
Primary window locks – single lock Spy holes	Shower units
Large plaster work defects	Additional window locks or door locks
	Internal smoke alarms
Communal Areas	Communal areas
All landlord structures and fixtures	All tenant improvements

Appendices

A – Analysis of Costs and Number of repairs orders issued to Contractor 1, 2 and 3 between April 2000 Jan 2001.

B – Schedule showing how Contractor 1, 2 and 3 responded to requests for pricing structure.

C- Schedule showing how Contractor 1, 2 and 3 responded to requests for information about their businesses, their customer service and flexibility possibilities.

D –Schedule of cost of repairs and number of repairs orders annually between 97 – 2001.

E – Sample comparison of Costs of Repairs on individual schemes.