

# Repair Guide for Operatives



OSBORNE



Affinity Sutton



# Introduction

## **Your Repair Guide to the Affinity Sutton (AS) Response Maintenance and Voids Contract**

This guide is designed to give you an overview of the repairs that have been included within the framework of the contract and the ones that have been excluded. To assist with this, we have supplied a page for each relevant trade type with a 'we do' and 'we don't' list. If a repair item falls into the 'we don't' category then you must contact your line manager immediately to receive further instruction before commencing any work.

We have provided as much information as possible within these guides. However, please read the following notes and understand them before using the guide:-

- If there is any confusion or uncertainty whatsoever then you must contact your line manager for clarification and instruction.
- All items of repair that you believe have been caused by tenant neglect or wilful damage must be notified to your line manager before commencing work. We may still be required to complete the repair and will form part of the non PPP repair category.

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# Introduction

- All required items of repair or replacement that you believe have been fitted by the tenant or by a non-approved contractor are excluded from the standard scope of repairs and must be notified to your line manager before commencing work (e.g. DIY outside taps, illegal wiring, laminated flooring). You may be instructed by your line manager to make safe any dangerous or illegal installations or equipment.
  - All tenants own appliances and equipment including White-Goods are excluded from the standard scope of repairs and should not be repaired or replaced, unless otherwise instructed by the client and must form part of the Non PPP repair category.
  - The Repairs contract, with regards to the external shell of the building, only covers work to make the property 'weatherproof' or 'watertight'. Therefore, any major structural works are likely to be excluded and further instruction must be sought from your line manager.
  - Because of the complexity of the Void contract we have only supplied a 'we do' list for you to follow. We strongly suggest you receive a brief on each void property from your void supervisor before commencing any work.
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# Carpentry



## What We Do...

- Repair or replace kitchen units including doors, hinges, shelves, drawers, plinth, legs and handles, as near match as possible.
- Repair or replace defective sections of worktop and any end panel if required.
- Remove, re-fix and make good any boxing, ducting or bath panel in association with plumbing works.
- Re-fix or replace any defective section of skirting board or architrave.
- Repair or replace any timber staircase component.
- Re-fix or replace any defective floorboards or floor joist.
- Re-fix or replace any defective door frame, threshold or architrave.
- Re-fix, service or replace door or window ironmongery including locks, restrictors, letter boxes, numerals, closers, stops and spyholes.
- Overhaul and/or ease and adjust any internal door, including cupboard doors and built in larders or wardrobes. Renew if required.
- Install new or replacement aids and adaptations such as grab rails, shower seats, level access showers, ramps, lever taps, etc.
- Maintain already installed aids and adaptations (unless covered by a service contract).
- Re-fix or renew loft hatch component including insulation.
- Overhaul and/or ease and adjust any external door, water-proofing, draught-proofing, ironmongery repairs and repairs to any glazing. This includes French/ patio doors and up/over garage doors.
- Any work to make safe or secure a property following break-in or third party damage to doors and windows, including conservatories.

# Carpentry



## What We Don't do...

- Re-fix or replace any mirror or bathroom vanity cupboard.
- Re-fix or replace any toilet roll holder unless known to be fitted by Affinity Sutton in the first instance.
- Make repairs to any freestanding wardrobe or bedroom furniture in general.
- Replace any external door unless specifically instructed to fit a "flush" type in event of emergency.
- Attend to repairs to doors or windows which have occurred through the tenant locking themselves out, although exceptional circumstances will be considered (contact your line manager if you believe these exist).
- Routine repairs to sheds erected by, or gifted to tenants.
- Routine repairs to conservatories.
- Re-fix or remove tenants own fixtures and fittings such as curtain rails, coat hooks or picture frames.

# Electrical



## What We Do .....

- Maintain the general domestic wiring and circuits including any repairs and minor rewiring.
- Re-fix or replace defective electrical shower units.
- Service, repair or replace extractor fans, including install where authorised in order to alleviate condensation.
- Service, repair or replace electric storage heaters including convector types (3 or more storage heater replacements must be referred to AS).
- Replace faulty fuses, MCBs, RCDs to consumer units and spurs.
- Repair or replace faulty consumer units.
- Service, repair or replace all electrical surface components such as sockets, switches, spurs, bayonets and batten type light fittings.
- Maintain and replace trunking and conduits for wiring.
- Carry out all mandatory tests to individual repairs as stipulated by NICEIC.
- Repair or replace electrical cross bonding where required.
- Repair or replace hard-wired or battery smoke & CO2 detectors.
- Repair or replace individual, but not communal, door entry systems.
- Repair or replace defective immersion heating elements where fitted to electrically heated cylinders.
- Repair or replace all Low-E light fittings to bathrooms or kitchens.
- Maintain tumble drier vents.
- Overhaul, repair and replace if necessary any part of a whole-house ventilation system.
- Maintain Communal lighting including lamp and bulb replacements (inform your line manager as these are charged for additionally).
- Maintain Communal electrics to same standard as domestic except for any heating components (inform your line manager as these are charged for additionally).

# Electrical



## What We Don't do...

- Replace light bulbs, in individual dwellings.
- Carry out repairs to tenant-owned electrical appliances, including all White Goods (even if owned by AS).
- Undertake periodic electrical inspections and certification, except in void & mutual exchanges.
- Carry out repairs or servicing to specialist items of equipment such as fire alarms, CCTV, lift gear, powered gates, emergency lighting, intruder alarms and IT points & systems.
- Undertake PAT testing.
- Rectify or replace any parts to a back-up immersion heater which is fitted to an indirect cylinder.



# Plumbing



## What We Do .....

- Repair domestic taps & mixers, including replace where beyond economic repair (taps must be replaced in pairs even if only one tap is defective).
- Repair or replace defective waste pipework, waste fitting or trap to any bath, shower, basin, sink, washing machine or dishwasher.
- Repair or replace defective copper pipework and associated fittings to the hot and cold water services.
- Repair any leak to pan connector or cold main service to WC.
- Apply silicone mastic to basin, sink, bath, or WC where required.
- Repair WC cisterns including renewal of any working parts including syphon, handle and ball-valve.
- Locate and repair any underground burst water main where the leak is situated between the statutory connection point and internal stopcock.
- Repair or replace domestic bib-taps and any associated fittings (does not apply if fitted by tenant).
- Service and repair domestic cold water storage tanks, including ball-valve and overflow fittings (does not include the heating header tank).
- Re-fix insulation to all pipework where resulting from a repair and fit to domestic pipework in loft areas if required.
- Clear blockages to any waste outlet/trap within the property (see also 'External Repairs' section).
- Renew sanitaryware items where an economic repair cannot be made.

# Plumbing



## What We Don't do...

- Repair or renew plugs & chains in any area.
- Plumb-in tenants own washing machines/dishwashers and the like or maintain their own hose connections.
- Repair or replace defective copper pipework and associated fittings to the heating / primary water system.
- Repair, service or replace any heating system component such as boiler, cylinder, radiator, radiator valve, pump, motorized valve, expansion vessel and the like.
- Re-fix or replace toilet seats (other than in retirement housing or supported housing).
- Attempt to locate or repair any burst water main where the leak is situated prior to the meter point to the property e.g. outside of the drive or garden leading up to the property.
- Re-fix or renew shower rails and curtains (other than in retirement housing or in previously adapted shower rooms).
- Repair any tenant installed fittings such as push on tap "mixer handsets", over bath driers or DIY bib taps.

# External Finishes



## What We Do .....

- Re-fix or replace vinyl flooring to bathroom, WC and kitchen areas.
- Re-fix only (not replace) tenants own floor coverings in any location.
- Repair or replace pre-existing glazed wall tiling to any bathroom, WC or kitchen area including all splashbacks.
- Repair any significantly cracked or blown internal plaster to walls or ceilings (minor surface imperfections are not included).
- Repair or replace decorative coving.
- Re-fix or replace floor coverings, including carpet not exceeding 100m<sup>2</sup> to any communal area. Consult with your line manager.
- Decorate walls and ceilings to communal areas to the same specification as existing.
- Leave primed all repairs to timber, walls and ceilings in a suitable state to enable tenant to apply their own final finishes.
- Apply anti – fungicide treatment to condensation affected surfaces within properties.
- Make good damage caused by pest infestations.
- Seal any apertures that are allowing pests to gain access to the property.
- Apply treatments to woodworm, dry and wet rot.
- Provide guidance to the resident on how to avoid condensation.

# External Finishes



## What We Don't do...

- Replace tenants own fitted floor covering e.g. laminate, carpet.
- Carry out general redecoration to properties.
- Physically remove pests or undertake pest control.

# External Repairs



## What We Do .....

- Repair boundary and dividing fences or replace any section beyond repair on a strictly like-for-like basis, including gates.
- Repair boundary and dividing walls.
- Make safe retaining walls and report back to your line manager with a condition report.
- Repair concrete and paved areas that provide a pathway from the property boundary to the front and/or rear door. If beyond economic repair refer back to your line manager with a condition report.
- Repair integral driveways and hard-standings for motor vehicles. If beyond economic repair refer back to your line manager with a condition report.
- Clear drains, manholes and gullies within the property footprint including jetting where required.
- Maintain soakaways and septic tanks within the property boundary.
- Inspect and make safe defective play area installations, then refer back any replacement to your line manager.
- Maintain hard standing rotary driers and other clothes drying apparatus in communal areas only.
- Repair and unblock rubbish chutes.
- Repair communal bin-stores including repairs to doors.
- Maintain and repair parking & pedestrian bollards.
- Seal any apertures that are allowing pests to gain access to the property.

# External Repairs



## What We Don't do...

- Erect fencing where none was originally present or upgrade from one type to another (e.g. replacement of post and wire with close-boarded).
- Carry out works to tenants own hard landscaping alterations such as paths, drives, patios etc.
- Undertake works to concrete and paved areas that do NOT form the access between the boundary access and front/back door to property.
- Carry out general garden maintenance or landscaping to occupied properties.

# Roofing



## What We Do .....

- Maintain roofs to a 'weatherproof' and 'watertight' condition, including re-fixing or minor roof covering renewals to ensure structures are safe. If beyond economic repair refer back to your line manager.
- Re-fix and renew lead flashings, soakers and collars.
- Repair or renew fascia, barge board, soffit or other associated roof joinery, including UPVc goods.
- Unblock, re-fix or renew all rainwater goods, including downpipes and gullies.
- Carry out remedial works to chimney stacks and breasts.
- Maintain storm canopies, porches and parapets to a 'weatherproof' and 'watertight' condition.
- Maintain walls to a 'waterproof' and 'watertight' condition. This includes items such as re-fixing cladding or vertical tiling, render repairs, re-pointing and minor repairs to brickwork.
- Erect scaffolding where required to access roof areas (contact your line manager where you think scaffold may be required).
- Reinstate roof insulation only after damage has occurred and we carried out the repair.

# Roofing



## What We Don't do...

- Repair or reinstate any TV aerial or satellite dishes.
- Carry out remedial work to flues of any type.
- Upgrade existing roof insulation.



# Voids



## What We Do .....

### Externals

- Clear heavy undergrowth, including grass cutting if over 200mm long, from the front boundary of the property.
- Clear heavy undergrowth, including small trees, from thereon to the rear boundary.
- Remove greenhouses, timber sheds and non-adjointing garages where deemed to be unsafe (check with the Void supervisor first).
- Carry out defect repairs to drains, gullies, rainwater systems and clear any evident blockages where accessible.
- Check all internal and external manhole covers for security and soundness.
- Remove/cap off all external WCs/services and make good.
- Backfill ponds to leave a safe level for the incoming tenant..

### Electrical

- Undertake property test and provide NICEIC approved test certificate.
- Provide and fit low energy light bulbs throughout the property.
- Check existing night storage heating systems for satisfactory operation, including plugs, sockets and heaters. Replace any missing heaters.
- Remove radiant heaters with open bars from the bathroom.
- Clean mains operated extractor fans and leave in working order.
- Disconnect all external power sources, such as to sheds outhouses and conservatories, make safe and remove.
- Clean existing mains operated smoke alarms and leave in working order with new backup battery. Replace if smoke alarm is beyond repair.

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# Voids



## Carpentry

- Repair or replace defective kitchen units and associated items.
- Overhaul external and internal doors/frames and leave in secure working order. If any door is considered to be beyond repair contact Void supervisor.
- Change front entrance door locks and return a minimum of three keys to the Voids team.
- Change rear entrance door locks and provide a key to the Voids team.
- Carry out necessary repairs to staircases & handrails.
- Undertake patch repairs to badly worn or rotten boards or skirting. Contact Void supervisor if significant area requires renewing.
- Overhaul windows, making sure that they operate correctly and all ironmongery and seals are in working order. If the window is considered to be beyond repair contact Void supervisor.
- Fit new opening restrictors to all windows above ground floor, where they are missing.
- Reglaze cracked, broken and defective DG unit glass

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# Voids



## **Plumbing**

- Drain down the cold water system only within the property (the heating and hot water systems will be done by others).
- Repair or replace any defective sink top, tap or associated plumbing fitting, including stopcocks, WM taps and traps.
- Fit new plugs and chains to baths, basins and sinks.
- Renew toilet seats to any WC.
- Check all sanitaryware, taps and mixers for defects and leaks, including water and waste connections. Contact Void supervisor if any item is beyond repair.
- Check the condition of domestic loft water storage tanks, making sure they are clear running and free from debris. Replace any missing lids.
- Check the hot water cylinder and associated pipework is in good condition with no leaks, making minor repairs if required.
- Remove and cap off any over bath shower unless previously supplied by AS.

## **General / Clearance**

- Remove non- standard alterations, fixtures and fittings and make good to surrounding areas
- Remove rubbish and remaining possessions from the property, garden, stores and/or roof spaces excluding named letterbox mail.
- Clean the property throughout including windows, sanitaryware, vinyl floor coverings, wall tiling, surface electrical goods, kitchen units and worktops.

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# Voids



## Finishes

- Replace all cracked or broken wall tiles, making sure the grouting and mastic joints are in sound and clean condition.
- Provide matching vinyl floor tiles or sheet floor covering.
- Remove carpets, underlay and laminate flooring.
- Hack off and re-plaster any areas of loose plaster.



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