

Property Repair and Improvement Policy

Care Homes and Almshouses

The Trustees acknowledge the requirement to maintain and improve the properties of the Charity. It is considered that resources will be set aside within annual budgets to carry out routine and cyclical maintenance. It is also considered that long term planning for refurbishment and improvement is essential to meet the Mission Statement of the Charity.

Repair requests and concerns should be reported via the main office on South Side. Emergencies out of hours should be reported to the Matron on duty who will have contact details for call out staff.

Routine Maintenance

Routine maintenance will be carried out by the Charity this section provides a list of items although not exhaustive are considered the Charities responsibility.

1. To maintain the property in a weather tight condition. Including;
 - (a) Roof tiles, lead work, felt and the like.
 - (b) Gutters
 - (c) Windows and doors
 - (d) Walls
2. To provide heating to required standards.
3. To provide means of heating water and where the properties have been so designed pay utility costs associated with same. (Where these costs are met by the Charity contribution to the maintenance charge, adjusted to compensate)
4. Maintain water services, valves, and outlets.
5. Maintain in working order Electrical hard wiring, sockets, outlets and switches as fitted by the Charity.
6. Nurse Call systems.
7. Fire Alarm systems.
8. Firefighting equipment.
9. Communal aerials.
10. Where fitted in communal areas, the maintenance of all white goods.

11. Security

- (a) Door locks.
- (b) Window fittings.
- (c) Gates.
- (d) CCTV.
- (e) Door entry systems.
- (f) Security patrols, where appropriate.

12. Internal Finishes

- (a) Wall and plaster repairs including making good paintwork.
- (b) Floor coverings to bathrooms and kitchens where not fitted by the resident.
- (c) Wall tiling where not fitted by the resident.
- (d) Doors, frames, linings and architraves including ironmongery.
- (e) Skirtings
- (f) Curtain battens excluding curtains and tracks unless in communal areas.
- (g) Floor joists and floor boarding.
- (h) Carpets to communal areas only.

13. Fixtures and Fittings

- (a) Kitchen units and worktops.
- (b) Sink tops.
- (c) Sanitary ware – WC pans, cisterns, baths, shower enclosures, trays, shower units, wash hand basins and units, where not fitted by the resident.
- (d) Velux window blinds.

14. External Areas

- (a) Paths, drives, courtyards, and patios.
- (b) Drains.
- (c) Underground services.
- (d) Gardens.
- (e) Washing lines fixed and rotary, unless fitted by resident.
- (f) Garden walls and fences.

Cyclical Maintenance

1. Annual gas servicing of boilers and any other gas appliances.
2. Gutter clearance.
3. External decorations, normally every 5 years.
4. Roof inspection and repair (Normally carried out in conjunction with external decorations)
5. Legionella compliance – Annual sanitisation of water tanks.
6. Legionella compliance – weekly, monthly, quarterly, and bi-annual flushing, descaling, and temperature controls.
7. Kitchen and bathroom replacements.

Improvements

Void works

All void properties prior to being re-let, unless scheduled for major improvement works will have the following works carried out:-

1. Electrical condition report.
2. Gas safety (check if applicable)
3. Repairs required to ensure property is safe.
4. Where required be decorated.
5. Where required, Kitchen units replaced.
6. Where required, improvements to shower room/bathroom.
7. Ground floor flats to have low level or flush floor shower fitted, where appropriate.
8. Carpets may be left for the in going resident, if accepted then future replacement is the responsibility of the Resident.
9. Property will be cleaned.

Alterations and Improvements at the request of the resident

Although any improvements requested will be sympathetically assessed by the Charity ultimately there are only limited funds available, and therefore most requests will be declined.

Work required due to assessment by Social Services will be considered on merit and approvals given, if appropriate, where fully funded.

Work requiring the resident to contribute towards alteration or improvement and where the resident is willing to contribute will also be considered on merit, and approvals given if appropriate.

Where a resident requires alterations carried out at their own bequest these will be considered on merit, and the cost would be need to be met by the resident, or at least some contribution towards the costs. An alteration will only be considered if the following criteria are met;

1. It would be of benefit to the resident long term.
2. It was of benefit for the Charity.
3. It was of appropriate design.
4. It met all legal requirements and regulations.
5. It would not adversely affect other residents or stakeholders
6. Reinstatement costs could be met if required.

Alterations and Improvements by the Charity

The Charity have a programme for alterations and improvements which is regularly amended to take into consideration the changing needs of the Charity, residents and stakeholders.

Minor Requests

Minor work requested will be undertaken at the discretion of the Property Manager who will approve/reject on individual merit, depending upon cost and resources.

Examples of such minor work are:-

Putting up shelving.

Putting up Pictures.

Fixing items to walls such as TV brackets.

Items which it will not always be possible to assist with due to skills of our maintenance team;

Setting up TV's.

Computers.

Telephones.

Electrical appliances.

PRIORITIES

P1 - Emergencies

Same Day Response.

Items covered:-

Risk to Safety.

Water penetration.

Water leak.

No heating.

No hot water.

Blocked toilet.

Blocked main drain.

No power throughout property.

No lights throughout property.

Broken window

Insecure window or door

P2 Urgent

5 Working days

Items covered:-

Risk to property.

Blocked waste to sink or basin.

Light not working.

Power circuit or individual socket not working.

Loose paving slab

Dripping tap

Overflow running

Re-fixing curtain battens

P3 – Routine Works

28 Days

Items covered:-

Doors and windows requiring adjustment

Plaster repairs

Shelving

Repairs to kitchen units

Re-fixing skirting's and architraves

Re-fixing door frames.

Fence repairs

Replacement doors

Follow on repairs after temporary repair

P4 - Planned Works

At Property Manager's Discretion

Kitchen replacements.

Shower room replacements.

Major void works.

Improvement works

External repairs and decorations.

Internal Decorations.

Alterations.

Major projects.

P5 – Voids

3 weeks

Electrical Condition report

Gas safety (check if applicable)

As determined

P6 – Call Outs

Same Day

As Emergencies

Annual Property Inspection

All properties under the control of the Charity undergo an annual inspection. At the time of inspection any work requiring to be carried out will be noted.

Any mistreatment of the property will be brought to the attention of the resident for rectification.

The Almshouse residents at this time may request rooms to be decorated. The following criteria will be adopted:

1 room may be decorated per year as long as that room has not been decorated for 5 years.

Decoration limited to walls and ceilings being emulsion painted, lined where required to achieve a good decorative surface. Metal and woodwork painted with two coats of oil based paint or wood stain depending on previous finishes.

The Charity considers this work not to be a residents right and is carried out at its discretion and may be withdrawn. Whether a room is considered for decoration is solely the decision of the Property Manager.

Right to Repair

The residents may have certain minor work carried out to their property but this must be subject to permission from the Property Manager. All such requests must be in writing and only written approval from the Property Manager will be seen as permission being granted.

AJR/20th May 2016