

Repairs Timescales & Responsibilities Procedure

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1. What this procedure aims to do

- 1.1. This procedure details the which repairs are both Sage Homes and Customer responsibility and for those which are the responsibility of Sage Homes, the timescales in which they should be completed.
- 1.2. This procedure should be read alongside the Repairs Policy, the Repairs Issuing Procedure, the Access Procedure and the Inspections Procedure, to ensure that Sage understands its obligations and delivers on the commitment we have made to our customers.

2. The scope of this procedure

- 2.1. The table below lists common repair jobs that are requested by our customers. The table is a guide to who is responsible for carrying out the repair. It also informs you of the target days for which contractors will aim to complete the repair by. Where the target is an emergency, i.e. 1 day, whilst every attempt will be made to fully complete the repair, the repair will usually be for an initial attendance and make safe with follow on works to be completed afterwards to fully resolve the issue.

Type of repair	Responsibility		Target working days
	Sage	Tenant	
Bath, basin and sink			
Blocked bath, basin or sink Advice – use soda crystals or sink plunger, Check outside drains		✓	
Refix loose wash-hand basin/sanitary wear (unless tenant damage, possible recharge)	✓		5
Replace tap	✓		20
Refix wall tiles to bath or basin	✓		20
Bath repairs or replacement - framework	✓		20
Bath panels (discretionally disabled/elderly only)	✓		20
Dripping / spraying / loose taps	✓		20
Plugs and chains		✓	
Bathroom fittings			
Towel rails, toilet roll holders, cabinets etc		✓	
Boilers			
Drain down boiler or make safe	✓		1
Repair or renew leaking boiler	✓		same as gas heating
Combination boiler	✓		same as gas heating

Type of repair	Responsibility		Target working days
	Sage	Tenant	
Carpentry jobs			
Boxing in pipes following change of boiler etc		✓	
Ceilings			
Damage to ceiling following leaks Make safe	✓		1
Repairs over 150 mm square	✓		20
Artex (to repair replace but not as part of re-decoration)	✓		20
Chimney			
Make safe if dangerous, target working days may change if scaffolding required	✓		1
Repair, target working days may change if scaffolding required	✓		20
Clothes line or rotary driers			
Communal only	✓		20
Damp			
Due to leaks from pipe/roof	✓		20
Due to minor condensation (an inspection will be carried out where damp issues are considered more than just minor condensation problems)		✓	
Decoration			
Inside – painting, papering, woodwork or coving		✓	
Outside – painting (as part of planned works)	✓		Planned works
Plaster work, extensive for example not minor cracks, unless damaged)	✓		20
Doors			
Insecure outside door or lock (unless tenant damage, possible recharge) crime reference number will be required if due to criminal damage	✓		1
Door entry phone not working	✓		5
Inside door repairs (due to fair wear and tear only) will be recharged if through tenant damage	✓		20
Inside fire door repairs- general repair	✓		20
Re-glaze door after crime (if crime ref number supplied) if made safe already	✓		20

Type of repair	Responsibility		Target working days
	Sage	Tenant	
Outside door furniture – letterbox plate, spy hole or security chain (discretionary for elderly or disabled persons)		✓	
Meter and bin stores	✓		20
Door steps, unless considered dangerous	✓		20
Outside door frame repairs or replacement (except planned) unless due to tenant damage, possible recharge	✓		20
Draught proofing strips on windows and doors		✓	
Drains			
Main drain blockage (possible recharge if through misuse)	✓		1
Electricity			
Total loss of electricity – lighting or sockets	✓		1
Partial loss of electricity – lighting or sockets	✓		5
Mechanical extractor fan in kitchen or bathroom not working	✓		20
Communal hall and landing lights (complete failure)	✓		5
Fuses and plugs		✓	
Light bulbs and tubes (not communal)		✓	
Panel Heaters or Storage heaters, if fitted by Sage Homes	✓		5
Fences and gates			
Full replacement as part of planned programme	✓		Planned works
Minor repairs / panel replacement of boundary fencing only (only where the fence borders a communal or public footpath or road)	✓		20
Fencing between neighbouring properties		✓	
Floors and stairs			
Make safe any damage to timber floor or stair tread	✓		5
Loose banister or handrail	✓		5
Floorboard and joist repairs (other than minor cracks)	✓		20
Skirting board	✓		20

Type of repair	Responsibility		Target working days
	Sage	Tenant	
Repairing or renewing floor tiles, vinyl or laminate flooring, carpet or flooring fitted by Sage but gifted to you		✓	
Garages and carports			
Door repairs and replacement	✓		20
Roof repairs and down pipes	✓		20
Guttering	✓		20
Garage locks (crime ref must be obtained if broken into)	✓		20
Gardens			
Dwarf walls, ponds, trellis or landscaping		✓	
Pruning trees within boundary		✓	
Fell trees, in garden (following inspection and considered a hazard)	✓		20
Decking		✓	
Paving and patio (if provided by Sage)	✓		20
Gas and heating			
Loss of hot water/heating – 1 st May to 30 th September	✓		1
- 1 st October to 30 th April	✓		1
Blocked flue to fire or boiler	✓		1
Cooker connection and tenants' appliances (Gas Safe registered)		✓	
Immersion heater repair			
- If only source of hot water	✓		1
- other hot water source present	✓		1
All other central heating and water heater repairs not listed	✓		20
Leaking radiator – as result of being removed to re-decorate etc		✓	
Leaking radiator – minor pipe leaks	✓		20
Glazing – domestic and shared			
Make safe and board up, if crime reference number supplied	✓		1

Type of repair	Responsibility		Target working days
	Sage	Tenant	
Replace glazing , if crime reference supplied	✓		20
Graffiti racist or offensive	✓		1
Gutters and rainwater pipes			
Gutter clearance	✓		20
Repairs and replacement	✓		20
Clearing Gully grids	✓		20
Kitchens			
Cupboards, worktops and sinks, unless tenant misuse	✓		20
Cupboard door catches, hinges and handles (discretionary disabled/vulnerable tenants)		✓	
Drawers – runners and drawer fronts, unless tenant misuse	✓		20
Locks			
Communal locks	✓		5
Gain access (lost or stolen keys) Sage does not keep spare keys once the tenancy has started		✓	
Ease or adjust (emergency if insecure)	✓		20
Additional locks & bolts		✓	
Paths and walkways			
Shared	✓		20
Access paths	✓		20

Type of repair	Responsibility		Target working days
	Sage	Tenant	
Pests , generally tenant responsibility except communal		✓	
Wasps – unless inside house/building		✓	
Bees		✓	
Biscuit beetle		✓	
Mice (Sage will block up access points and treat communal areas where necessary)		✓	
Rats (Sage will block up access points and treat communal areas where necessary)		✓	
Pigeons (Sage will treat communal areas where necessary)		✓	
Squirrels (Sage will block up access points and treat communal areas where necessary)		✓	
Ants general		✓	
Ants – pharaoh, very small ant light yellow to redish brown with the hind body somewhat darker. These ants are capable of transmitting diseases	✓		
Pipes			
Air locks	✓		20
Loose pipes - refix	✓		20
Porch and canopy			
Repairs	✓		20
Roofs			
Refix or replace – loose or cracked tiles or slates (requires scaffolding)	✓		20
Leaking roof (temporary repair providing safe access can be obtained)	✓		5
Leaking roof (major storm damage/make safe, providing safe access can be obtained)	✓		1
Major roof repairs – flat or tiled	✓		20
Fascia board and soffit (planned works)	✓		planned
Flashing repairs	✓		20

Type of repair	Responsibility		Target working days
	Sage	Tenant	
Sheds			
Sheds		✓	
Showers			
Showers fitted by Sage	✓		20
Showers fitted by tenant		✓	
Shower rails/track (unless customer damage)	✓		20
Shower curtains		✓	
Smoke Alarms			
Wired in	✓		
Battery operated		✓	
Taps (see also bath, basin and sink)			
Tap which can't be turned (on or off)	✓		5
Toilets			
Blocked toilet pan (if only one in property) If block is due to misuse the tenant will be re-charged	✓		1
Blocked toilet pan (more than one in property)	✓		20
Toilet won't flush (if the only one in property)	✓		1
Toilet won't flush (more than one in property)	✓		5
Loose fitting toilet pan (if not dangerous and leaking)	✓		5
Toilet seat – refix or replace		✓	
Flush – handle and mechanism, ball cock etc causing overflow, (only toilet in property)	✓		1
Flush – handle and mechanism, ball cock etc causing overflow – handle and mechanism (more than one in property)	✓		5

Type of repair	Responsibility		Target working days
	Sage	Tenant	
Vents			
Gas	✓		1
Ventilation/condensation	✓		20
TV Aerials communal only	✓		20
Walls, masonry and walkways			
Make safe if dangerous	✓		1
Outside – re-pointing - rendering will require inspection	✓		20
Water			
Leaking from burst water or heating pipe, tank or cistern	✓		1
Total loss of water supply	✓		1
Partial loss of water supply. Advice - check whether the supply problem is in the local area, check with neighbours etc	✓		5
Minor leak from, water or supply pipes (inside – isolate water supply to component)	✓		5
Overflows and ball valves	✓		5
Burst service pipe (outside and if Sage responsibility)	✓		1
Stopcock repairs – ease internal and external	✓		5
Windows			
Insecure outside window (make safe)	✓		1
Frame or panel repairs	✓		20
Frame or panel repairs	✓		20
Lock and stay repairs	✓		20
Additional locks - repairing		✓	
Window restrainers/locks	✓		20

3. Equality and diversity

- 3.1. Sage is committed to making sure all services are accessible to all our residents. Our staff will be trained to make sure they are communicating appropriately with our

customers, and they have the relevant information.

- 3.2. This procedure will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the [Equality Act 2010](#).
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print.

4. Delivery of this procedure

- 4.1. This policy should be read alongside:
 - Responsive Repairs Policy
 - Gas Access Procedure
 - Access Procedure
 - Repairs Issuing Procedure
 - Controlling Repairs Procedure
 - Inspections Procedure
- 4.2. The effective delivery of this procedure including training, guidance and support required by staff for implementation of this procedure will be provided by the Repairs and Voids Team and the Property Compliance Team.

5. Procedure review

- 5.1. We will review this policy at least once every three years to make sure it remains relevant and accurate unless:
 - Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice.
 - We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.0	Head of Responsive Repairs & Voids			February 24		February 27
1.1	Head of Responsive Repairs & Voids			May 25		May 28