

We're committed to keeping your home safe, warm, and in good repair. This standard sets out what you can expect from us when you report a repair - and what we ask of you to help us get it right first time.

We will:

- provide customers with a repair service 24 hours a day, 365 days a year
- usually carry out work in your home between Monday and Friday 8am to 5pm
- prioritise repairs and offer appointments - all responsive repairs are prioritised based on urgency, risk, and statutory responsibility - we will always consider a customer's vulnerability and information given to us at the time of reporting a repair to increase our speed of response
- prioritise emergency repairs where people are in danger or a customer's home could be seriously damaged
- arrange for a contractor to attend if your home is less than 12 months old and it is within the warranty period, or where fixtures and fittings are still under warranty - you should contact us in the usual way
- adopt the standards and behaviours set out in the Contractors Code of Conduct service standard when working in and around your home
- carry out repairs that are our responsibility - our responsibility is different across the types of homes we manage - leaseholder repair responsibilities are set out in the lease - if you live in one of our supported schemes, please talk to your scheme manager
- develop our responsive repair service through customer feedback with customers influencing the way in which the service is set up
- deliver a compliant service meeting all legal responsibilities and regulatory standards, such as health and safety and building safety compliance

We ask you to:

- report repairs early so they do not cause a larger problem in the longer term - you can do this via Bromford's customer portal or by telephone Monday to Friday 8am to 6pm on **0330 1234 034**
- report emergency repairs via telephone - if you have an emergency outside working hours the team will make the area safe - permanent repairs are rebooked during normal working hours
- tell us when you need us to make alternative arrangements in your home so we can adapt our service where possible
- test your smoke alarm once a month, ensuring that it is clean and dust free
- tell us if you are experiencing condensation, damp and mould - we want you to live in a good quality home and damp and mould can affect your health and the condition of your home
- undertake minor repairs where you are able and avoid anything which may result in blockages to pipes and drains, such as disposing of fat, oil, wipes and nappies
- keep your home and garden in good condition - this includes maintaining grass, plants and tree branches within the property boundary so as not to cause nuisance to other customers

We can support:

- with repairs which have been identified as your responsibility, in some instances we may be able to support you by carrying out a repair and charging you for it

Repair responsibilities

The responsibility of looking after your home is a joint one. We will be clear about our responsibilities and those things that you are responsible for:

	Your responsibility	Our responsibility
Plumbing and water supply		
Cold and hot water supply systems (pipes and tanks)		Y
Baths, basins, and toilets, excluding seats and plugs		Y
Showers, if originally installed by us		Y
Waste pipes and soil stacks		Y
Guttering, downpipes, and drainage systems		Y
Kitchen sink and taps, if provided by us		Y
Basin taps and bath taps		Y
Maintaining outside taps installed by us		Y
Leaks and escapes of water		Y
Unblocking sinks, baths, and toilets if caused by misuse	Y	
Replacing shower heads and hoses (unless integrated system)	Y	
Toilet seats, chains, plugs, and sink strainers	Y	
Bleeding radiators	Y	
Maintaining outside taps installed by you	Y	
Heating and hot water		
Central heating systems, including radiators, controls, and pipework for heating and hot water		Y
Boilers and gas fires supplied by us		Y
Hot water cylinders, immersion heaters		Y
Electric storage heaters		Y
Safety equipment		
Replacing batteries in smoke and carbon monoxide alarms (if battery-operated and customer-fitted)	Y	
Testing alarms regularly and reporting faults if fitted by us (6 Monthly)	Y	

	Your responsibility	Our responsibility
Electrics		
Electrical wiring and consumer unit (fuse box)		Y
Sockets, light switches, and ceiling roses		Y
Smoke and carbon monoxide detectors		Y
Extractor fans		Y
Communal lighting (stairwells and walkways)		Y
Doorbells		Y
Replacing fuses and resetting trip switches	Y	
Replacing light bulbs, fluorescent tubes, starters, and lampshades (unless vulnerabilities identified)	Y	
Providing and maintaining own electrical appliances (unless supplied by us)	Y	
Security and access		
Door entry systems		Y
Fire doors (in communal areas and flats)		Y
Window locks		Y
Window restrictors		Y
Emergency exits and lighting in communal areas		Y
Regaining access if door locks or mechanisms fail		Y
Regaining access if locked out or keys are lost	Y	
Maintaining personal locks and bolts added by you	Y	
General internal maintenance		
Internal decoration (painting and wallpapering)	Y	
Filling small cracks (3mm or less) or holes from picture hooks	Y	
Cleaning and maintenance of your home	Y	
Removing condensation and preventing mould by adequately heating and ventilating the property	Y	
Maintaining own floor coverings (carpets and laminate)	Y	
Repairing damage caused by the customer or visitors	Y	

	Your responsibility	Our responsibility
Furnishings and fixtures		
Curtains, curtain rails, blinds (unless fitted by us)	Y	
Installing and maintaining own appliances (cookers, washing machines)	Y	
Maintaining personal furniture and fittings	Y	
Internal doors		
Fire doors under regulation, if there is a health and safety concern, or the door is part of a vulnerable customer support arrangement		Y
Adjusting internal doors to accommodate flooring		Y
Handles and latches		Y
Hinges and locks		Y
Repainting or decoration	Y	
Repairing minor damage (dents, loose fittings)	Y	
Replacing internal doors	Y	
Other internal features		
Kitchen units (cupboards and worktops originally installed)		Y
Flooring in communal areas		Y
Kitchen and bathroom floor coverings		Y
Structure and exterior		
Roof, including tiles, slates, felt, and structure		Y
Walls (external and structural internal), including rendering and pointing		Y
Chimneys and flues		Y
External doors, door frames, thresholds, letterboxes and locks		Y
Windows, including frames, sills, catches, and handles		Y
Damp-proof courses and treatment of structural damp		Y
Foundations and structural floors		Y
Ceilings (excluding decorative finishes)		Y
Pathways and steps providing access to the main entrance		Y
Fencing and gates forming a boundary		Y
Party fencing such as between gardens	Y	

	Your responsibility	Our responsibility
Other		
TV aerials (unless communal system)	Y	
Keeping air vents and extractor fans clear of obstructions	Y	
Installing child safety devices	Y	
Gardens and outside		
General garden maintenance (mowing lawns, pruning shrubs)	Y	
Personal garden fencing or sheds	Y	
Pathways within private gardens	Y	
Disposal of garden waste	Y	
Communal areas - where applicable		
Communal lifts		Y
Shared stairways and corridors		Y
Door entry systems and communal doors		Y
Fire-fighting and safety equipment		Y
TV aerials (communal systems)		Y

Pest and Vermin service standard on our website [here](#)

Tree Works service standard on our website [here](#)



Timescales for repair

Bromford will prioritise the most serious repairs based on statutory responsibility, risk and urgency and apply the following principles:

Priority of repair	Description	Working day target completion time
Emergency in and out of hours	Works that present an immediate danger to customers or member of the public and/or will result in severe damage to property. Make safe/ secure / isolate as minimum, repair if possible.	24 hours
Urgent repairs	Work such as fitting window restrictors, which requires attention within 3 days to prevent future property damage but does not present an immediate risk to people or the property.	3 days
Urgent repairs	Repairs that should be addressed within 5 days to avoid future property damage, without posing an immediate danger.	5 days
Routine repairs	Work that does not pose a significant risk to customers or public welfare or safety and will not cause further damage in the short term.	20 days
Complex repair or Specialist works, preventative maintenance	Work that falls outside of the usual scope of responsive repairs that require additional time due to manufacture, complexity, or specialist trade, examples include window replacements, roofing works with scaffolding, plastering.	90 days

How we'll review this standard

- customers will influence the responsive repair service so we understand what they value most and expect from our repairs and maintenance service to inform our decision making
- we will use feedback from surveys, compliments, complaints and general comments to understand how we can further improve and identify gaps in our services
- continually review our repairs performance including customer advocacy and performance against this standard and make changes to ensure this standard is met

We will review this standard

When:

- we update our policies or review our services
- your valued feedback is telling us we need to look at things again

How to contact us

 Visit our website for the latest information at [bromford.co.uk](https://www.bromford.co.uk)

 Call us on **0330 1234 034**

 Contact your neighbourhood coach [bromford.co.uk/neighbourhoodcoach](https://www.bromford.co.uk/neighbourhoodcoach)