

INTERIM REPAIRS POLICY (INCLUDING DAMP, MOULD AND CONDENSATION)



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1. INTRODUCTION

This Interim Repairs Policy document has been developed to help manage a time of considerable change at Cornwall Housing Limited (CHL).

CHL is changing the way CHL deliver responsive repairs, home safety checks and planned repairs to our residents through our Repairs Project, which CHL announced to residents in July 2024. More information about the Repairs Project can be found on CHL's website at [Repairs Project \(cornwallhousing.org.uk\)](https://www.cornwallhousing.org.uk). CHL are also focusing resources on delivering essential safety works in our homes most in need of improvement.

To help make the changeover of contractors as smooth as possible and manage resident expectations, plus to ensure resources are directed to the areas of safety works most needed, this interim policy sets out the standards for CHL's repairs service.

This will be in place until CHL introduces its new Repairs Policy by working with residents and the new contractors over the coming months whilst the 2-year interim contract is in place, and until such a time that CHL have successfully tackled the most important safety issues in people's homes. It explains the standards of the interim repairs service and how requests for repairs will be managed during the time this policy is in place.

Resident safety continues to be Cornwall Housing's top priority and tenants will still be able to contact us 24 hours a day, 7 days a week to report emergency and urgent repairs.

The Interim Repairs Policy is effective from 10 October 2024.

2. MAIN PRINCIPLES OF THE INTERIM REPAIRS SERVICE

- To assess requests for repairs and determine whether a job is emergency, urgent, routine or planned.
- To provide an emergency repairs service 24 hours a day, every day.
- To respond to urgent heating repairs within 3 working days.
- To respond to other urgent responsive repairs (not heating related) within 7 working days.
- To fix repairs assessed as 'routine' within 9-months.
- To fix repairs assessed as 'planned' within 12-months.
- To provide a friendly and consistent service
- To conduct all repairs work in a way that is safe for you, our employees and contractors.
- To make sure all contractors working on our behalf deliver quality repairs in line with legislation and within company policies, procedures, and service standards.

- To treat everyone fairly in line with the Equality Act 2010, associated company policies, procedures, and service standards.
- To use data from our systems to highlight your service delivery needs, vulnerabilities and disabilities, and tailor our service to meet these where reasonable and practical.
- To clearly define our and your responsibilities.
- To check all personal and contact details to ensure CHL are able to deliver the service that meets your personal circumstances and requirements. CHL will check your mobile, email or landline telephone contact details.

3. BEFORE CARRYING OUT A REPAIR CHL WILL

- Assess how urgent the repair is and explain what category it has been placed into when you report it.
- If your repair is considered to be 'routine' or 'planned', it will be placed on a waiting list until after the new interim contractors are in place. Therefore, no routine or planned repairs will take place before **1 April 2025**.
- If your repair is considered to be emergency or urgent, it will be booked in the following way:
 - For an emergency repair - at the time of booking, you will be asked whether it is possible for you to remain at home until a contractor can attend to 'make safe', this could be up to 24 hours.
 - For an urgent heating repair - at the time of booking, you will be asked to give a convenient time slot within the next 3 working days, which the contractor will do their best to honour. If they cannot fulfil this timeslot request, they will call you to arrange an alternative date and timeslot.
 - For an urgent responsive repair (not heating related) – your repair will be sent to the relevant contractor for your area who will contact you to book in a convenient date and timeslot within the next 7 working days.
 - When the contractor is on their way, they will send a text to let you know.
 - If the contractor is delayed or unable to attend, the contractor will call you and arrange a suitable alternative appointment.

4. IF YOUR REPAIR IS CLASSED AS 'ROUTINE' OR 'PLANNED'

To make sure CHL keep our residents informed of what is happening with their repair, which has been placed on the routine or planned waiting lists, CHL will carry out the

following actions:

- At the time of reporting, CHL will send you an email confirming your repair has been raised and the target date for completion.
- Our Repairs Team will assess your repair within the first 4 months from the date of reporting.
- One of our contractors will contact you after the initial 4-month period has passed to book in a date for the works to begin, which will be before the target date for completion.
- CHL will aim to complete a routine repair within 9 months from the date it was raised.
- CHL will aim to complete a planned repair within 12 months of the date it was raised.
- Therefore, throughout this process, a resident should not go for a period of longer than 6 months without being contacted by CHL or our contractors to make progress on the repair.

If your routine or planned repair gets worse, please call our Customer Service Centre to tell us about the change and CHL will reassess the repair to see if it has become an emergency or urgent job.

5. WHILE CARRYING OUT YOUR REPAIR

- Our contractors will introduce themselves and show you their ID before entering your home.
- Our contractors will be polite, respectful and wear appropriate personal protective equipment (PPE).
- Our contractors will explain what work is going to be carried out and any disruption that might be caused.
- Our contractors will take care that your belongings are protected from damage and dust.
- Our contractors will keep mess and rubbish to a minimum, making sure it is all removed at the end of the working day or when the job has been completed.
- Our contractors will reconnect your electricity, water, and gas supply at the end of each day wherever possible, check the supplies and key amenities within your property, such as heating and hot water, are working correctly.
- Our contractors will explain what they have done. If more work is needed to fully complete the repair, which cannot be done that day or by that trade, our contractors will book a new appointment for the work to be completed before leaving your home.
- Our contractors will contact you to ask for feedback after the repair has been completed.

You can report a repair in the following ways:

- Online through www.cornwallhousing.org.uk/residents-area/repairs-and-maintenance/report-a-repair/or email to info@cornwallhousing.org.uk
- Phone 0300 1234 161 from Monday to Friday 9am to 5pm excluding bank holidays.
- If you have an emergency outside of business hours, phone 0300 1234 161 to speak to our Emergency Out of Hours service.
- In the event of a gas leak phone Wales and west Utilities on 0800 111 999

If you have an emergency repair, rather than email, where possible please ring us so that you can speak to our team.

In some cases, it may be possible for us to help you fix simple issues yourself, meaning you don't have to wait for someone to visit you.

CHL can offer morning (8am to midday) and/or afternoon (midday to 5pm) appointments, with an option to avoid the school runs. Normal operating hours for our repairs service is 9am to 5pm, Monday to Friday, excluding bank holidays. By prior arrangement only, it may be possible to arrange Saturday or early evening appointments.

6. REPAIRS SERVICE STANDARDS

Item	Target time	Definition	Points of Note
Emergency repair	24 hours	<ul style="list-style-type: none"> • Uncontainable water/roof leaks • Total loss of heating or hot water (in winter) • Dangerous or exposed wires • Blocked, leaking or damaged toilet • Blocked/damaged flue or chimney • No electricity • Total loss of water • Report of gas leak or carbon monoxide alarm sounding 	<ul style="list-style-type: none"> • Emergency repairs are necessary to prevent severe damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property. • They are generally completed within 24 hours - and include 'right to repair' repairs that in CHL's opinion meets the definition of an emergency repair. This may mean including some repairs as an emergency that have a longer time than stated.

Urgent repair	3 working days	<ul style="list-style-type: none"> • Clearing blocked sink, bath, or basin • Repairing electrical supply (if supply not completely lost) • Repairing water supply (if supply not completely lost) • Total loss of heating and hot water (outside winter) • Repairing or replacing a broken, unusable, or blocked toilet pan if there is another toilet in the property • Repairing a running overflow • Repairing lighting in common areas 	<ul style="list-style-type: none"> • Urgent Repairs are carried out when situations are not of an emergency nature but could pose a health hazard or cause significant inconvenience, discomfort, or nuisance to the occupants or third party and are likely to lead to further deterioration of the building if the problem persists.
	7 working days	<ul style="list-style-type: none"> • Repairing a door entry phone • Extract fan not working • Repairing a minor leaking roof • Faulty or dripping tap • Loose or detached banister or handrail • Repairing doors and windows (unless the property is not safe) • Insecure external window, door or lock 	

Routine repair	9 calendar months	<ul style="list-style-type: none"> • Shower head leaking • One radiator / night storage heater not working • Blocked or broken guttering • Containable water leaks • Painting and decoration after completing repairs (making right/cosmetic) • Stained baths or sanitary ware if repair possible • Replacing misted double glazing Replacing glass after boarding-up (provided crime number is provided) • Insulation improvements • Any garage repairs • Replacing letter boxes unless a fire door • Refixing replacing kitchen cupboard doors • Replacing refixing noisy floorboards • Repairing or clearing guttering unless water is penetrating the property • Out-house repairs (unless faulty electrics) • Replace shower over a bath • Internal plastering • Replacement ceiling (unless collapsed or collapsing) • Outside works on paths 	<ul style="list-style-type: none"> • Routine repairs are carried out when situations do not pose a health hazard but cause some inconvenience, discomfort, or nuisance to the occupants or third party and are likely to lead to further deterioration of the building if the problem persists. • Standard repairs may be reported by the resident or identified and reported by others.
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Planned repair	12 calendar months	<ul style="list-style-type: none"> • Concrete and path repairs • Replacement of windows and doors • Substantial (and permanent) roof repairs • Plastering works • Roof and gutter repairs • Pointing and brickwork • Timber infestation/damp and rot • PV panel or system repairs • External security lights (unless lighting steps) • Door entry systems • CCTV and security systems 	<ul style="list-style-type: none"> • Planned repairs which are those external or larger repairs which have a high value or are multiple trades. • They are carried out when situations do not pose a risk to the health, safety and security of the occupants or third party and/or specific/specialist materials may be required.
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Please note working days are considered to be Monday to Friday from 9am to 5pm.

7. CUSTOMER SATISFACTION SURVEYS AND FEEDBACK

After your repair has been completed, our contractors will contact you either by email, text or phone so CHL can get feedback about how satisfied you are with the repair work carried out.

Please take this opportunity to provide constructive feedback on the service you received from our contractors as this will help us to continually improve our services to residents.

8. CHL REPAIRS RESPONSIBILITIES

CHL share the responsibility for home maintenance with you. CHL will repair your home if it is for something that CHL are responsible for maintaining.

This includes:

- the outside of the property
- electrical wiring
- communal areas
- heating
- fixtures and fittings
- plumbing and electrics
- other areas deemed a hazard or a risk to health and safety.

9. RESIDENT'S REPAIRS RESPONSIBILITIES

CHL share the responsibility for home maintenance with you.

- It is a requirement under your Tenancy Agreement that you allow CHL and our contractors access to your home to carry out repairs given a reasonable amount of notice.
- CHL will not reimburse lost wages or income as a result of someone needing to be at home in order for a repair to be carried out.
- On occasion, where it is proven that our contractor has missed a pre-planned/booked appointment, you may be compensated for the inconvenience caused. See CHL's Compensation Policy for details.
- You will need to pay for any repairs to your home that you are responsible for maintaining.

This includes:

- internal decoration e.g., internal doors, handles and hinges
- damage beyond the usual fair wear and tear
- pest control
- damage caused by neglect, deliberate or reckless behaviour
- shower curtains, toilet seats, work surfaces
- decorating your home
- replacing fittings, like batteries in heating controls and smoke detectors
- light bulbs
- fencing and gates (including boundary)
- clearing blocked sinks, basins and baths
- replacing broken glass (unless a crime number is provided)
- gaining entry to a property after being locked out
- washing lines (unless communal)
- garden works
- bleeding radiators
- bath panels (unless damaged by us carrying out a repair)
- damage caused by a resident or visitor

If you experience difficulties with any of the above, please contact us for advice, particularly if you have sealed bathroom lights or are experiencing difficulties with replacing fluorescent light fittings, and smoke detector batteries.

10. PESTS

You are responsible for pest control within your home, and you need to contact environmental health for advice, support and help in the first instance. Useful advice can be found on Cornwall Council website at [Pest control - Cornwall Council](#). If you are still experiencing problems after initial treatment, then please contact us for advice.

Where pests are present in a communal building, or are present in more than one home, CHL are responsible. To help keep gardens and communal areas clear, if you have any large items of furniture, white goods or similar to dispose of, the council offers a bulk collection service. Please see Cornwall Council's website for details:

www.cornwall.gov.uk

11. CONTENTS INSURANCE

Your possessions are not protected by us as part of your tenancy. It is a good idea to get contents insurance for your possessions, in case they are damaged or lost.

12. GARDENS

Your responsibilities include cutting grass, hedges, shrubs within your property, sheds, trees within your garden, washing lines or rotary dryers (if you do not live in an apartment block). The table at Appendix 1 gives details of who is responsible for which repair.

13. ACCESS ARRANGEMENTS – REPAIRS

If an inspection is needed to determine whether your repair is an emergency or urgent job, an appointment will be agreed at a mutually convenient time. CHL will contact you to arrange access. If, after two no access (you are not at home or do not let us in) visits are made to your home, and there is no contact after seven working days, your repair will be cancelled.

14. COMMENTS, COMPLIMENTS, AND COMPLAINTS

CHL want you to be happy with the services you receive. Sometimes you may feel like you wish to share comments, give a compliment, or want to complain about our service or something you feel CHL should have done or failed to do.

You can do this in a variety of ways:

Online using: www.cornwallhousing.org.uk/about-cornwallhousing/comments-compliments-and-complaints/online-form-comments-compliments-and-complaints/

By emailing info@cornwallhousing.org.uk By letter, to Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, PL31 2FR

By calling 0300 1234 161

In person

Alternatively, further information can be found on our website

www.cornwallhousing.org.uk/about-cornwall-housing/commentscompliments-and-complaints/

15. TABLE OF REPAIR RESPONSIBILITIES

Repair request	Cornwall Housing responsibility	Tenant responsible
Communal areas		
Dustbins and the removal of household rubbish		X
Shared areas such as lifts, stairs, rubbish chutes and communal TV aerials	X	
Replacement of extra key fobs for communal entry systems		X
Door entry systems for shared areas	X	
Driveways and shared driveways *	X	X
Roof		
Chimney and stacks	X	
Chimney sweep - annual one by Cornwall Housing	X	
Roof structure and coverings	X	
Guttering, rainwater pipes and clip	X	
Fascia and soffits	X	
Windows and doors		
Window frames, external sills, ironmongery, and locks if damage is fair wear and tear (tenants' responsibility if damage is caused by misuse including accidental damage)	X	
Damaged glazing – unless a crime reference number is provided		X
Security chains, key safes, and spy holes		X
Internal timber, UPVC or tile windowsills (unless affected by rot or woodworm)		X
Internal doors and associated ironmongery (unless affected by rot or woodworm)		X
External doors, frames, locks, ironmongery, other boards, and threshold strips caused by fair wear and tear	X	
Provision of additional door locks		X
New or replacement keys (unless undertaken via a Sanctuary scheme - domestic violence protection scheme)		X
Locked out of a property		X
Pipes and drains		

Soil and vent pipes and clips	X	
Clearing blocked gulley grids**		X
Clearing gulley's**		X
Blocked drains (affecting one property only)	X	
Blocked drains (affecting more than one property)	Refer to Southwest Water	
Inspection chambers	X	
Gardens and boundaries		
Work conducted to gardens and flooded gardens (unless caused by an underground leak)		X
Garden walls if built by the landlord	X	
Front boundary and gate, unless it leads directly to a hazard such as a main road and there are young children, or an emergency repair is required. This excludes boundaries and gates covering off street parking		X
Dividing and rear boundaries and gates (unless it leads directly to a hazard such as a main road and there are young children - or an emergency repair is required)		X
Pathways and steps which provide main access to the front and/or back door of the property	X	
Washing lines and posts (except in communal areas or where these are part of an independent living scheme)		X
Replacement or repairs to garden sheds		X
Garages and outbuildings		
Garages or solid brick garden buildings, if provided by CHL	X	
Locked out of a garage (unless lock is faulty)		X
Providing additional keys to garages		X
Coal bunkers	X	
Walls		
Structural walls inside a property	X	
Major plaster repairs	X	
Minor repairs to plasterwork. For example, small holes and cracks (less than 5mm)		X
Wall tiles (to match existing as closely as possible where damage is due to fair wear and tear)	X	
Skirting boards, picture rails, battens (unless affected by rot or woodworm)		X
Floors		
Concrete floors and kitchen and bathroom floor coverings (not including floor tiles)	X	
Replacement thermoplastic floor tiles	X	
Floorboards and joists but not including laminate flooring	X	
Fireplaces		
Fireplaces and surround if fitted by CHL	X	
Open fireplaces	X	
Staircases		
Staircase, banisters, and handrails	X	
Bathroom		

Bath panels (unless damaged by us while conducting a repair – replacement may not match existing suite)		X
Internal pipe work boxing if CHL provided it originally	X	
Kitchens		
Kitchen cupboards, drawers, door catches, hinges, and handles where damage is due to fair wear and tear (tenants' responsibility if damage is not fair wear and tear. Replacement may not match existing styles and/or colour)	X	
Worktops where damage is due to fair wear and tear (tenants' responsibility if damage is not fair wear and tear. Replacement may not match existing worktops)	X	
Electrical items		
Electrical wiring sockets and light fittings if fitted by Cornwall Housing	X	
Hard wired smoke or carbon monoxide alarms	X	
Plugs on tenant's appliances		X
Electrical consumer units	X	
Electrical storage heaters (if installed by us)	X	
Electric fires (if installed by us)	X	
Immersion heaters	X	
Extractor fans (if installed by us)	X	
Electric shower units (if installed by us)	X	
Electrical safety checks – every five years	X	
Plumbing		
Water service pipes (from boundary to stop tap/ Surestop) overflow pipes and water tanks	X	
Blocked toilet, sinks, baths, and hand basin waste pipes where the tenant has previously tried to clear the blockage	X	
Taps, stop taps, SureStops and wheel valves	X	
CIRCLE Sink units and hand basins where damage is not fair wear and tear		X
Toilet flushing mechanism	X	
Toilet seats (CHL will only supply one at the start of each tenancy)		X

Bath or shower trays (where supplied and installed by us)	X	
Shower curtains		X
Sink and bath plugs and chains		X
Bath seals and two rows of splash back tiles or a continual splash back	X	
Kitchen sink seals and two rows of splash back tiles or a continual splash back	X	
Boxing in of new or existing pipe work if damaged by us	X	
Gas		
Gas pipe work inside the property	X	
Supply of gas and gas meters		X
Annual gas servicing of appliances	X	
Allowing access for annual gas servicing		X
Gas fires (if installed and supplied by us)	X	
Bleeding radiators**		X
Topping up heating systems, water pressure	X	
Radiants for gas fires	X	
Gas water heaters	X	
Radiator valves, time clock and thermostats	X	
Gas boilers	X	
Other heating sources		
Ground and air source heat pumps	X	
Heat exchange units	X	
District heating	X	
Solar panels	X	
Oil boilers	X	
Solid fuel	X	
Adaptations		
Adaptations (installed by us)	X	
Cookers installed by us in an adapted kitchen	X	
Shower tray or seat (installed by us)	X	
Adapted toilet seat (installed by us)	X	
Home energy efficiency		
Hot water cylinder jackets (first will be provided by us)	X	
Low energy light bulbs/light bulbs in general (please contact us for advice, particularly if you have sealed bathroom lights or are experiencing difficulties with replacing fluorescent light fittings)		X
Loft insulation	X	
Radon PIV	X	

*Where permission has been granted for a driveway and CHL have approved this, any repairing obligation on change of tenancy will fall to us, except in the case of mutual exchange. However, where a driveway has been installed without our permission, CHL reserve the right to either remove this and recharge you for making the area good or recharge an appropriate amount for repairs carried out on an ongoing basis. Any shared driveways where remedial works have been unavoidable because there is a

hazard and/or a risk to health and safety may also be recharged.

**unless you experience difficulty with this

16. DAMP AND MOULD AND CONDENSATION

Your safety and wellbeing are our top priority. We take any reports of damp or mould seriously because living in a safe, healthy home is essential. Our main focus is to find and fix the root cause of the problem, not just treat the symptoms.

Condensation is often the main cause of mould in the home. It happens when moisture in the air can't escape. Everyday activities such as cooking, drying clothes, showering, and even breathing all release moisture. When that moisture settles on cold surfaces, mould can start to grow.

You can help reduce condensation by following some simple steps:

- Wipe down surfaces where moisture settles
- Cover boiling pans when cooking
- Cover fish tanks to stop water evaporating
- Dry clothes outside when possible, or in a small room with the window open
- Make sure tumble dryers are ventilated to the outside
- Open windows or use extractor fans while cooking and for 20 minutes afterwards
- Open windows for a short time each day, or use trickle vents
- Leave space between furniture and walls so air can circulate
- Don't overfill cupboards and wardrobes
- Keep air vents clear
- Maintain a steady, low heat in your home when it's cold or wet
- Close kitchen and bathroom doors when cooking, bathing or washing

More tips on how to reduce condensation can be found on our website: [Help with damp, mould and other common problems \(cornwallhousing.org.uk\)](https://www.cornwallhousing.org.uk/help-with-damp-mould-and-other-common-problems).

If you follow these steps, you should notice an improvement within four to six weeks. If you've already tried these changes and can see a 'tidemark' or damage to the wall or ceiling, this may be caused by another issue, such as:

- Leaking pipes, wastes or overflows
- Rainwater getting in through missing roof tiles or damaged pointing
- Blocked or overflowing gutters
- Water entering around window frames

If you notice any of these signs, please email pictures and a short description to info@cornwallhousing.org.uk. If you don't have access to email, please call our customer advisors on **0300 1234 161**.

We will assess all reports of damp and mould as a priority.

- **Emergency cases** (where there is an immediate health or safety risk) will be attended to within **24 hours**.
- **Urgent cases** (where the issue could worsen or affect health if not treated quickly) will be inspected and made safe within **7 days**.
- **Routine cases** will be investigated and repairs planned within **14 days**, ensuring that the root cause is properly identified and resolved.

DIVERSITY & INCLUSION

CHL are committed to treating all people with fairness and respect. CHL aim to create an inclusive environment where people are treated with dignity, inequalities are challenged, and CHL anticipate and respond positively to different needs and circumstances to enable individuals to achieve their potential and foster good relations within the communities CHL serve. CHL want to be recognised as an organisation delivering fair, inclusive, accessible services and an employer and partner of choice.

When applying this policy, CHL act sensitively towards the diverse needs of individuals and to reduce discrimination and harassment by making reasonable adjustments such as:

- eliminating discrimination – by providing support to those who need it and information in accessible formats and languages on request.
- tailoring the policy to meet both the specific needs of the individual, including those with additional support needs, and the diverse needs of the wider community.
- advancing equality of opportunity – treating all tenants fairly
- fostering good relationships – listening to customers and responding appropriately
- compliant with all aspects of Equality & Diversity legislation, and specifically the Equality Act 2010.

Contact us:

Email: info@cornwallhousing.org.uk

Telephone: **0300 1234 161**

By letter: **Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, PL31 2FR** Cornwallhousing.org.uk

Alternative formats:

If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact info@cornwallhousing.org.uk

