



Maintenance & Repairs

What to do

As soon as you notice something in your home needs repair, you should contact the WECH office. We have a contract with a company who is paid to do repairs in your home.

You can request a repair using the WECH website, by sending an email, phoning us or by walking into the office during opening hours.

In emergency cases, please contact:

- Out-of-hours: you should check the newsletter for the most up-to-date information of regarding what number to call.

Or

- Gas Contractor: you should contact our gas contractor immediately. You can find the contact number in the welcome pack. When there is a change in telephone number or contractor, you will be informed. The information will also be in the newsletter.

Inspections

To ensure the quality of repairs undertaken, all major works and 10% of minor works are quality checked by qualified professionals.

Categories and Time Span

All requests for repairs are placed into different categories. This helps us to ensure that all repairs are dealt with in a reasonable timeframe. The categories are:

- 1) Emergency
- 2) Urgent
- 3) Non-urgent
- 4) Routine

The table below shows how we categorise a repair and how long you can expect any repair to take:

| Category | What falls into this category | Time span | Examples of the category |
|-------------------|--|------------------|--|
| <i>Emergency</i> | Something falls into this category when it could cause danger to health, resident's safety or serious damage or destruction the building | 1 working day | <ul style="list-style-type: none"> • Gas leaks • Severe water leaks • Complete loss of electrical power • Loss of water supply Blockage to only toilet in the property |
| <i>Urgent</i> | This category means the problem materially affect your comfort and convenience. | 5 working days | <ul style="list-style-type: none"> • Partial loss of electricity/light • Taps that can't be turned • Blocked sinks, toilet, baths and basins |
| <i>Non-urgent</i> | Something is placed in this category when it affects your comfort slightly. | 15 working days | <ul style="list-style-type: none"> • Minor plumbing leaks • Gutters and external drainage not working optimally |
| <i>Routine</i> | Routine repairs are all other repairs of minor nature. | 28 working days | |

Division of Responsibilities

The table on the next page gives an overview of the division of responsibilities. Keep in mind that even when the responsibility lies with WECH, you are still responsible for reporting possible issues.

Lastly, if you are unsure of whose responsibility something is, please contact the office as we can provide more advice.

| | What | You | WECH |
|-----------------------------|---|------------|-------------|
| <i>Inside</i> | Internal Decorations | √ | |
| | Plumbing in washing machines/dishwashers | √ | |
| | Shower heads & hose | √ | |
| | Plugs & chains on sinks, baths or basins | √ | |
| | Changing of domestic fuses | √ | |
| | Replacement of dustbins | √ | |
| | Doors | | √ |
| | Ceilings | | √ |
| | Basins, sinks, baths & toilets | | √ |
| | Flushing systems & waste pipes | | √ |
| | Electric wiring | | √ |
| | Gas & water pipes/taps | | √ |
| | Water & space heaters | | √ |
| | Fireplaces & fitted fires | | √ |
| | Sockets & light fittings | | √ |
| | Stairways | | √ |
| | Lifts | | √ |
| | Lighting common parts | | √ |
| | Internal walls | | √ |
| | <i>Outside</i> | The roof | |
| External walls | | | √ |
| Windows | | | √ |
| Doors | | | √ |
| Drains | | | √ |
| Gutters & chimneys | | | √ |
| Pathways | | | √ |
| Steps/other means of access | | | √ |
| Fences | | | √ |
| Passageway | | | √ |
| <i>General</i> | Replacing locks when keys are lost | √ | |
| | Integral garages & stores | | √ |
| | Common Entrances | | √ |
| | Rubbish chutes | | √ |
| | Entry phones | | √ |
| | The cost of any repair arising out of tenant neglect/misuse | √ | |