

A GUIDE

to Repairs



We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders, shared owners and those people living in supported or sheltered accommodation.

Repairs Policy

Cosmopolitan guarantees to provide a 24 hour 365 day a year repair service. To this end a freephone service **0808 100 2578** is provided.

Cosmopolitan's maintenance service partner KHT Services will take your call at their dedicated contact centre.

Day-to-Day Repair Priorities

Repairs will be given priority according to their urgency.

Each category shows a maximum time period within which the repair is to be actioned. In deciding in which category to place the repair, the nature and urgency of the request and the circumstances of the resident will be taken into account.

Priority 1 - Emergency Works

Completion within 24 hours.

1. Roof leaks will be inspected and temporary repair works carried out (this is subject to weather conditions and health & safety implications)
2. Dangerous structures such as falling ceilings and brickwork
3. Blockages and backing up of drains, toilets, sinks, basins and baths
4. No electricity. Fault isolated and power restored
5. Gas leaks and fumes from flues
6. Repairs to burst pipes severely affecting the resident's own possessions or the structure of the property
7. No hot water
8. Boarding-up and securing of empty premises
9. Fencing off only of external works, such as paving slabs, where subsidence has taken place

10. Order to gain access where the resident is locked out of property, this is rechargeable through the resident's own fault
11. Repair to front door and access level windows, where absolutely necessary to ensure the security of the premises
12. Respond to and make safe incidents relating to any harassment.

Priority 2 - Urgent Works

Completion within 7 calendar days.

1. Major roof repairs
2. Any general repairs resulting from electrical faults
3. Minor plumbing repairs
4. Minor repairs to central heating boilers
5. General repairs to front entrance doors/locks
6. Any internal glazing repairs where security or danger involved
7. Staircase lighting
8. Repairs to staircase
9. Handrails.

Priority 3 - Normal Repairs

Completion within 28 calendar days of placing the order with the contractor.

1. Minor roof repair
2. Blocked gutters
3. Repairs to gutters and downspouts
4. Any general carpentry including kitchen units
5. Internal floor screeds
6. Any plastering works
7. Replacement of sanitary-ware, unless a health hazard exists
8. Fence/gate repairs
9. Brickwork & paving etc.

