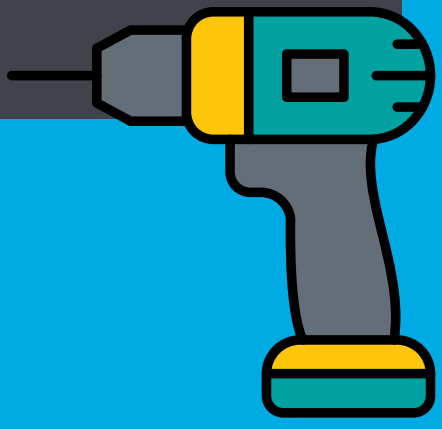
gentoo



Our Repairs and Maintenance Standard



www.gentoogroup.com

Our Repairs and Maintenance Standard

We are committed to providing warm, safe and decent homes for our customers of today and tomorrow and will make sure all homes and communal areas are well-maintained, safe and secure.

We will provide an efficient and responsive repairs and maintenance service which provides value for money, takes advantage of the latest innovative technology and develops ways to reduce responsive demand.

Our Repairs and Maintenance Standard outlines our responsibilities and the standards we will work to when it comes to carrying out responsive repairs in your home. It also sets out the things that you are responsible for as a Gentoo customer. This also aligns with the Gentoo Customer Promise.

This document also establishes the Group's approach to identifying, investigating, managing, and resolving hazards that fall within the scope of Awaab's Law and associated statutory requirements. It applies to all repairs, maintenance and property-related activities undertaken by the Group, its contractors and supply chain partners.



We will:

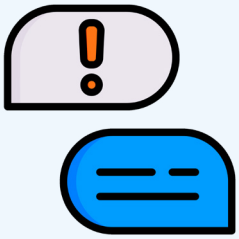


Aim to carry out all repairs within our agreed response times and during the first visit, wherever possible

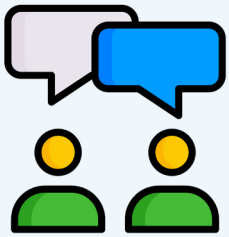


Offer an appointment to carry out repairs at your convenience:

- AM (8am - 12pm)
- PM (12:30pm - 4pm)
- All day (8am - 4pm)
- Avoiding the school run



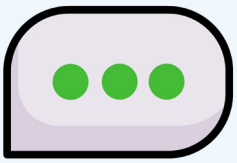
Offer a variety of easy-to-use and easy to access methods for reporting repairs, including access to a 24/7 365 emergency repairs service



Provide information and communications that are accessible and appropriate to your needs



Inspect a percentage of completed repairs to assess the quality of the repair, satisfaction and offer the opportunity for independent direct feedback from you on your repair



Consult with you on potential changes that directly affect you and the way we deliver the repairs and maintenance service

Put customer safety first and act promptly where an emergency or significant hazard is reported or identified.

Take account of customer vulnerability and individual circumstances.

Prioritise making homes safe as quickly as possible and maintain clear communication with customers throughout the process.

Keep accurate and auditable records.



Reporting repairs

Our repairs service is available to all customers so we can ensure your home is safe and secure. We prioritise repairs for vulnerable customers, and repairs that would affect your health, safety and wellbeing.

If you think there is an immediate risk to the health or safety of you or anyone in your home, please call us straight away on 0191 525 5000.



To report a repair, you can:

- call **0191 525 5000** and select **option 2**
- email **cscenquiries@gentoogroup.com**
- use **My Gentoo**
- send us a message on **Facebook** or **X** with your address and repair details

If you live in a building with communal areas and facilities, you can report repairs for your building too. If you live in a sheltered housing scheme, you can also report repairs to your Scheme Manager.

When you report a repair

We will:

- aim to give you a date and time slot for the appointment where necessary*
- send a text to your mobile to confirm the appointment date and time slot
- send text reminders 7 days before your appointment and at 9am the day before
- call you on the day of the appointment to let you know we are on our way
- We will carry out an initial hazard investigation and triage to determine the priority of the repair

* this excludes external repairs

What we expect from you:

- always ask to see a tradesperson's identification. Please be aware to also ask contractors working on behalf of Gentoo to see ID. Call us on **0191 525 5000** and select **option 2** if you would like to confirm someone's identity
- clean and clear the area around the repair as much as possible
- have someone aged 18 or over at your home for your appointment
- keep pets out of the way and under control
- not smoke or vape inside your home while we are completing a repair
- treat our colleagues with respect

Getting in touch

If you have any questions or concerns about the condition of your home, current or recent repair, call **0191 525 5000** and select **option 2** or visit **www.gentoogroup.com/contact**

Cancelling or rearranging a repair appointment

You cannot cancel your gas or electrical safety checks, but you can rearrange them.
If your repair appointment is in less than 24 hours, call **0191 525 5000** and select **option 2**.

If we cannot access your home for an arranged appointment we will leave a card for you to contact us to re-book your appointment.

If you fail to allow access for your repair to be completed, your repair may be cancelled, providing it doesn't affect your safety.



Repair priorities

Emergency repairs and hazards (attend and make safe/ repair where possible within 24 hours)

Emergency repairs are repairs that pose an immediate risk to your safety or could cause serious damage to your home or building.

They include:

Types of emergency repairs		
Total or partial electrical failure (this does not include power cuts or loss of power due to pre-payment meter card running out)	Unsafe electrical fittings including light fittings and sockets	No power to medical equipment e.g. stair lifts
Gas leaks/escapes (these MUST be reported immediately to Northern Gas Networks on 0800 111 999)	Total loss of heating with no secondary source available (e.g. fire) between 31st October and 1st May	
Water dripping on electrics	Uncontrollable water leaks that cannot be contained	
Total loss of water supply (where this is not Northumbrian Water's responsibility)	Blocked toilet (if only one in the house)	Blocked or leaking foul drain or soil stack (where this is not Northumbrian Water's responsibility)
External communal doors not secure, opening or closing	Front/rear door or ground floor window not secure	Full sounding of fire, smoke or CO2 alarms
Wash down and treatment of severe damp and mould (to comply with Awaab's Law)	Lock changes (this will be rechargeable unless the lock is found to be a manufacturers defect)	Entrapment in communal lifts



Urgent repairs and significant hazards (complete within 5 working days from investigation)

Urgent repairs are those where there is no immediate threat to your safety, your home or building however, they need attention sooner than a routine repair.

Types of urgent repairs				
Total loss of heating with no secondary source available (e.g fire) between 1st May and 31 October		Minor roof damage causing water ingress (may need temporary repair to stop water ingress)		Blocked sink, bath or basin
Tap that cannot be turned off	Partially blocked drains or waste pipes	Minor plumbing leaks or faults	Partial loss of water supply	Loose or detached banister or handrails
Door entry phone not working	Mechanical extractor fan not working	Moderate and slight wash down and treatment of damp, mould and condensation (to comply with Awaab's Law) If mould returns within this time frame, we will respond appropriately		

Routine repairs (completed within 20 working days)

All other repairs that fall outside of the emergency, urgent and planned categories are classed as routine repairs. Routine repairs are those that can be left without affecting your health and safety or damage to your home or building.

Types of routine repairs				
Waste pipe repairs	Wall and floor tiles	Grab rails	Seized water stop taps and valves	Damaged sinks and basins
Main front and back door repairs	Internal doors and frames	Window repairs (where the window is secure)	Broken glazing (this will be rechargeable unless we can be provided with a crime reference number)	General repairs to gas central heating (including boilers and radiators)
Non-emergency external lighting fitted by Gentoo	Large cracks and areas of plastering	Skirting boards and architraves	General repairs to floorboards (unless causing a significant hazard)	Bath/shower repairs (previously fitted by Gentoo)
General repairs to stairs, bannisters and handrails	Insulation to pipes	Roof repairs with no water ingress	Fascia boards and soffits	Chimneys and chimney pots
Paths to your front and back doors (unless causing a tripping hazard)	Kitchen cupboard door hinges, drawer handles and runners	Electricals, including plug sockets, light switches, light fittings and other electrical fittings fitted by Gentoo		

Planning and coordination of complex works (completed within 90 working days)

Planned responsive repairs are bigger repairs that are likely to take longer than our standard 20 working days to complete. We work to complete complex repairs within a 90 working day target and often complete the work before this timescale.

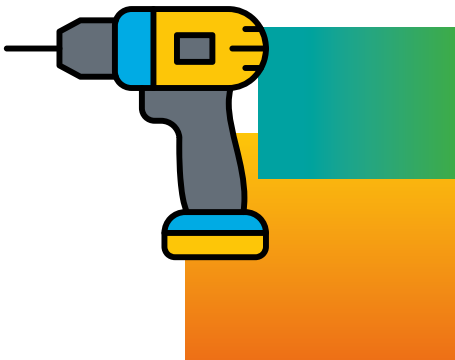
They usually involve at least one of the following:

- extensive works, often requiring multiple trades people
- measuring and ordering of materials
- manufacture of specific items
- scaffolding or specialist access equipment
- specialist surveys and inspections
- planning or building control consent

Types of planned responsive repairs				
Preservation and damp proofing works	Blocked or leaking gutters	Front or back door replacements	Contained structural repairs to concrete and brick-built sheds and outbuildings	Loft and roof insulation
External walls – brickwork, render and cladding	Replacement fences and gates	Window frame replacement	Kitchen replacement	Bathroom or wet room replacement
Pitched or flat roof replacement	Electrical fuse board replacement	Garage door replacement	Full guttering replacements	Extensive structured wall repairs
Planned heating or boiler replacements	One off roof replacements or roof recovering replacements	Repairs requiring scaffolding or specialist access equipment	Floor coverings (wet room/ communal flooring only)	Gable wall repairs

We will make sure your information is up to date in our system, including any specific needs you might have, so we can give you the right support. We're also flexible with repair priorities and timings, so if you have a vulnerability or particular need, we can make sure those repairs are treated as a priority.

Some repairs may require follow up works where you will be offered a follow up appointment at a convenient time for you, within 48 hours of our visit and still within the appropriate repair priority timescale.



Customer repair responsibilities

Customers also have responsibilities when it comes to repair works.

These are also set out in the Customer Handbook and cover:

- decorating
- floor coverings
- identification and reporting of repairs
- W.C seats
- bleeding radiators
- replacement of lost/ missing keys

Your repair responsibilities				
Decorate and clean your home and windows, including nicotine-stained walls	Supply and fit floor coverings (excludes wet room floorings)	Take care of your garden and cut your grass	Maintain and repair any fixture, fitting or appliances you or a previous customer installed	Install, maintain and replace clothes posts, washing lines and rotary dryers
Maintain your garden shed	Maintain doorbells, door knockers, door numbers and door stoppers*	Curtain rails, riser rails and clips	Deal with any pests in your home**	Replace lost keys, fobs or locks when you are locked outside your house
Get extra keys for your home	Remove and refit radiators when you decorate	Check and bleed your radiators	Get our permission before you get a smart meter or change any woodwork or build cupboards around meters	Use a qualified tradesperson to fit pipework for washing machines and dishwashers
Use a qualified tradesperson to fit vents for tumble dryers	Clear small blockages from basins, baths, sinks and toilets	Replace plugs and chains to basins, baths and sinks	Replace toilet seats	Provide a shower curtain
Maintain outside taps not previously installed by Gentoo	Keep your external gully clear of leaves and rubbish	Supply and repair aerials, satellite dishes and telephones, except in communal areas	Replace lightbulbs and fluorescent tubes on standard light fittings	Press the button on smoke detectors and carbon monoxide detectors once a week to make sure they work
Plaster small/ decorative cracks and small holes on internal walls or ceilings	Grout tiles to repair damage caused by mould and mildew	Tighten screws, handles and hinges on kitchen cupboards and doors	Get our permission to alter kitchen units for things like cookers, fridges and freezers	Adjust doors if you fit new carpets, except fire doors
Use a Gas Safe Registered tradesperson to: • service gas cooking appliances you own • install pipework for gas cookers • fit the gas bayonet on gas appliances. You must get our permission before you get any pipework installed or gas bayonets			Use an Approved Electrician for any electrical alterations you carry out in your home, that you had prior permission for	

*If you live in a sheltered housing or extra care scheme and your doorbell is hardwired to your electricity, we will repair it

Pests include rats, mice, birds ants and wasps. If your home needs a major repair, we may need to do this repair before you can do any pest control work. For support with pest control, please contact Sunderland City Council by calling **0191 520 5550