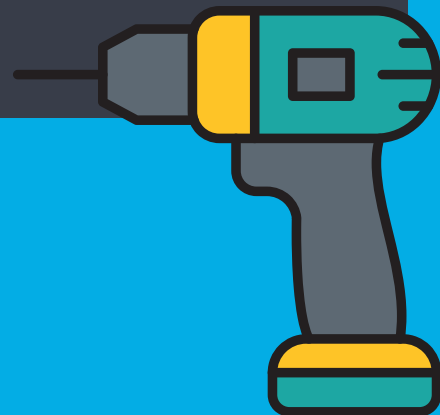


gentoo



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.



We will:

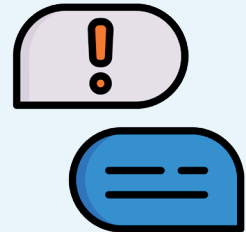


Aim to carry out all repairs within our agreed response times and during the first visit, wherever possible

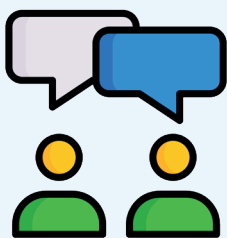


Offer an appointment to carry out repairs at your convenience:

- 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

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.

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

* 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

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

Emergency repairs are those that may compromise your safety or the integrity of our property.

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 (including taps, water pipes or cisterns running constant) | |
| 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 (from October 2025 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 (complete within 7 calendar days)

Urgent repairs are those where there is no immediate threat to your safety or to the integrity of our property, 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 | | Minor roof damage causing water ingress (may need temporary repair to stop water ingress) | | Blocked sink, bath or basin |
| Tap that cannot be turned | 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 (from October 2025 to comply with Awaab's Law) If mould returns within this time frame, we will respond appropriately | | |

Routine repairs (completed within 28 calendar 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 the property.

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 180 calendar day target)

Planned responsive repairs are bigger repairs that are likely to take longer than our standard 28 calendar days to complete. We work to complete complex repairs within a 180 calendar 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 | 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: <ul style="list-style-type: none"> • 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