

# What will the new repairs and maintenance service deliver?

<b>Services</b>	<b>Repair Description</b>	<b>Detail</b>
<b>Kitchen</b>	Repair or replace the splashback and wall tiling in the Kitchen where it has been damaged	If vinyl tiling or sheeting was previously installed to your kitchen the new repairs and maintenance service will repair this
	Sealant around a kitchen	
	Kitchen replacements	Kitchens are generally replaced every 20 years and you will be contacted by the Council when your kitchen is due for renewal. Each kitchen is considered on a case-by-case basis, and will be surveyed to confirm a renewal is needed before work starts.
<b>Damp and Mould</b>	Carrying out damp and mould treatment	
	Repairs or decoration works to your home where damp and mould has caused damage	
	Repairs to windows and external walls where the structure is the cause of damp and mould	
<b>Bathroom fittings and fixtures</b>	Repairing and/or replacing the toilet flush	
	Sealant to baths and/or showers	The Council will repair sealant to baths and showers where it is causing leaks and water damage.  If vinyl tiling or sheeting was previously installed to your bathroom the new repairs and maintenance will repair this
	Bathroom replacements	Bathrooms are generally replaced every 30 years and you will be contacted by the Council when your kitchen is due for renewal. Each bathroom is considered on a case-by-case basis, and will be surveyed to confirm a renewal is needed before work starts.
<b>Internal doors</b>	Fittings or replacing internal door ironmongery e.g. latches, handles, hinges	
	Repair and replacement of kitchen fire safe doors	
	The fitting of pipe work for washing machines and dishwashers and vents for tumble driers	It is your responsibility to keep pipes clear of blockages by not flushing solid materials such as food waste, wipes and sanitary products down the drains or toilet.

<b>Plumbing</b>		If a blockage happens, it is your responsibility to try to clear it yourself first (for example, using a plunger). If you're not able to remove the blockage, then the Council will send a repairs operative to do it.
	Leaks on water supply to baths, showers, toilets, sinks and taps and all waste drainage from these appliances	
	Replacement of pipework in homes and communal areas	
	Replacement of water stacks	
<b>Heating</b>	Replacement of boilers	If you report an issue with heating or hot water, the Council will need to ask questions to make sure it isn't something that can be fixed quickly and easily by you, without needing to send a contractor operative e.g. resetting the boiler/pressure
	Replacement of radiators and pipework	
<b>Electrics</b>	Replacement or repairs of plug sockets where there is damage	
	Re-wiring or and repairs required that relate to a power outage	
<b>Windows and external doors (front door and back door)</b>	Doors or windows that cannot be secured	
	Changing locks that have been damaged because of a crime	
	Repairs to defective elements due to general wear and tear	
	Replacement of outside doors where they are no longer secured or meet fire regulations (applicable to flats and maisonettes only)	
<b>Inside communal areas</b>	Repainting and decorating communal hallways	
	Repairs flooring and stair's including bannisters inside a communal area	
	Repair or replacement of communal lighting	
	Repair or replacement of door entry systems	

<b>Outside areas, walls and built structures</b>	Slipped or missing roof tiles and coverings	The Council will repair roof tiles and coverings where they are affecting water/weather tightness and/or are a health and safety risk to anyone living in the home
	Blocked, loose or missing guttering, downpipes and soffit or fascia boarding	
	Broken brickwork, rendering and cladding	The Council will repair broken brickwork, rendering or cladding where it is required to ensure water tightness, structural integrity and/or is a risk to the health and safety of anyone living in the home
	External stairs/steps and private balconies, including railing and floor surfaces	
	Maintenance and repairs to garages	
	Fitting of additional security locks and any subsequent repairs and/or replacement	This work is considered on an individual basis, for example in instances of domestic abuse cases where the police have advised it is needed. Additional security locks are not fitted as standard.
	Maintaining and repairing fencing, railings and walls around your property boundary, including garden gates	
	Access paths and steps from your property boundary to your front and rear doors	Repairs will be completed to access paths and steps from your property boundary to your front and back doors to allow safe access.
	Private patios or hard standings that were installed by the Council	The Council will not provide repairs or maintenance to patios or hardstanding installed by you.
	Roof replacements	