

Chapter 3

Maintenance and repairs responsibilities

CDHA aims to provide our tenants with an efficient repairs and maintenance service and to perform cyclical and planned maintenance to our properties in order to keep them in good condition. All our properties are inspected annually.

All reports of repairs are logged when they are received and are categorised under the following headings:

Emergency repairs – works to be completed within 24 hours

These repairs are carried out where there could be a danger to life. The following would fall into this category:

- Faulty electrical board
- Burst pipes internally
- No drinking water
- No heating (*Nov – Feb*), not caused by lack of fuel.

Urgent repairs – works to be completed within 5 working days

These repairs are carried out where there is a risk of serious damage to the dwelling.

The following would fall into this category:

- Empty water tank/no hot water
- Repair to Heating System
- Tiles falling off a roof of a dwelling
- No heating, not caused by lack of fuel
- Faulty electrics

Routine repairs – works to be completed within 20 working days

These are repairs that may cause inconvenience but can wait until emergency and urgent repairs have been completed. The following would fall into this category:

- Damaged path, driveway, gates or fencing
- Repairs to intercom system.

Cyclical repairs – works carried out at regular intervals

These maintain the property in good condition. The following would fall into this category:

- Gutter cleaning
- Chimney cleaning
- Annual servicing of the heating system.