Portus
Supported Housing

# Repairs handbook

Safe spaces for independent living

| Location or type of repair | Responsibility | Priority time | Information for Customers |
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| **Shared outside areas** | | | |
| **Communal aerials** | Portus | **7 Days** | |
| **Communal washing lines** | Portus | **28 Days** | |
| **Door entry systems & main, external doors** | Portus | **28 Days** | Repair will be dealt with within 24 hours if entry to the block is restricted. Other repairs may take longer. |
| **External decoration** | Portus | **Programme** | We have a cyclical programme for external decorations in communal and single properties - this includes timber windows, soffits, fascia's, doors, and external painted walls. |
| **Graffiti** | Portus | **28 Days** | If graffiti is offensive, it will be removed or painted over as a priority. |
| **Shared gardens and estates** | Portus | **Programme** | Between March and October, Grass Cutting and Weeding will be monthly.<br>Hedges will be cut back twice a year. |
| **Window catches and frames** | Portus | **28 Days** | If there is a health and safety risk, attendance will be within 24 hours. |
| **Shared indoor areas** | | | |
| **Bannister rails** | Portus | **28 Days** | If there is a health and safety risk, attendance will be within 24 hours. |
| **Broken timber flooring or stair tread. Carpets to be made safe** | Portus | **Within 24 hours** | |
| **Communal plumbing & pipework** | Portus | **7 Days** | If there is a health and safety risk, attendance will be within 24 hours. |
| **Fire equipment** | Portus | **7 Days** | |
| **Fire Alarm – Panel** | Portus | **Within 24 hours** | Faults that cannot be cleared and prevent the use of the fire alarm panel will be responded to within 24hrs |

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| **Fire Alarm – Detectors and equipment (manual call points, flashing beacons etc.)** | Customer | **7 Days** | Where domestic detectors are installed with battery backup, these batteries are Customer responsibility to replace where accessible.<br>Failed detectors will be Portus responsibility.<br>For fire alarm panel systems linked equipment including alarm are Portus's responsibility to repair and maintain. |
| | Portus | | |
| **Flooring** | Portus | **28 Days / Programme** | If there is a health and safety risk, attendance will be within 24 hours.<br>For flooring replacements, this is done under our planned programme. |
| **Mailboxes** | Portus | **28 Days** | |
| **Making safe glass in windows / doors** | Portus | **Within 24 hours** | |
| **Passenger lifts** | Portus | **7 days** | We recognise the urgency of these repairs and will attend as such. |
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| **General plumbing** | | | |
| **Burst or leaking pipes up to and including the main stopcock** | Portus | **28 Days** | We will attend as an emergency if leak cannot be contained and is a risk to yourself or the property. You may be able to claim on your content's insurance for any damage to your belongings or furnishings. |
| **Repairs to a water storage tank** | Portus | **28 Days** | We will attend as an emergency where you are unable to contain a leak, and it is a risk to yourself or the property. You may be able to claim on your content's insurance for any damage to belongings or furnishings. |
| **Clearing blockages to rainwater pipes and gutters & repairs to gutters** | Portus | **28 Days** | |

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| **Blocked mains drain** | Customer<br>Portus | **24 Hours** | For blocked mains drainage outside of the home, please contact your water company in the first instance. If the water company says the blockage is our responsibility or cannot attend, we will attend but we may recharge if the blockage is a result of actions by you, your household, or visitors. For example, excess toilet paper or fat poured down the sink. |
| **Heating** | Portus | **7 Days** | Between 1 October - 31 March: 24hr emergency for total loss of heating. If we are unable to fix the heating.<br>Within 24hrs, we will provide temporary heaters during these months. |
| **Hot water** | Portus | **7 Days** | Between 1 October and 31 March: 24hr emergency for total loss of hot water.<br>If longer than 7 days to restore hot water, we will find a temporary solution. |
| **Bathroom** | | | |
| **Bathtub** | Portus | **28 Days** | We will repair or replace baths which are unsafe due to age (i.e. rusty or handles broken) or fair wear and tear. We will not attend to cosmetic repairs such as discolouration. |
| **The sink plugs & chains** | Customer | **N/A** | Loose plugs and chains for baths or sinks are Customer responsibility to replace if lost or damaged. |
| **Pop of waste fittings** | Portus | **28 Days** | Where the plug is integrated into the waste fitting (pop up) Portus will maintain and replace. |
| **Bath panels** | Portus | **28 Days** | If damage is negligent/deliberate or accidental this will be the Customer's responsibility. |
| **Blocked toilet, basin, sink, baths, shower, or gulley** | Portus | **7 Days**<br>**Within 24 hours, if** | If you cannot clear the blockage yourself and are left without a toilet we will attend as an emergency. You may be charged if the blockage has been caused by foods or |

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| | Customer | **there is no alternative toilet available** | substances such as fat and oil being poured down the drain or excess toilet paper or wipes being flushed down the toilet. |
| **Showers** | Portus | **7 Days** | We will maintain or repair cubicles where the repair is needed because of fair wear and tear if we fitted the cubicle, or where the property was let with it already there.<br>Where aids have been supplied by the local authority Portus will not adopt unless they have been provided as part of a disabled facilities grant. |
| **Shower cubicles and screens** | Customer | **7 Days** | |
| | Portus | | |
| **Shower heads and hoses** | Portus | **7 Days** | |
| **Shower curtains and poles** | Customer | **28 Days** | For all communal bath/shower rooms Portus will maintain where required for the correct use of the facilities.<br>Private bathrooms Portus supply these before the property is let. Portus will maintain and replace the poles and brackets but will not replace curtains which will remain a customer's responsibility. |
| **Wall tiles** | Portus | **28 Days** | We will repair/ replace with the closest match; we may not be able to match the colour of current tiles and will only repair or replace those which are damaged or missing. |
| **Taps including washers** | Portus | **28 Days** | If a tap needs replacing it will be with our standard taps. |
| **Toilet pan and cistern** | Portus | **7 Days** | If the cistern is not flushing the toilet, you will need to flush the toilet with a bucket of water until we can attend. |

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| **Toilet seats and bathroom accessories including soap dishes & towel rails)** | Customer<br>Portus | **28 Days** | For all communal areas Portus will maintain<br>Private bathrooms Portus supply these when the property is let. but it is the Customer's responsibility to maintain and replace these. |
| **Kitchen** | | | |
| **Kitchen sink/bowl or drainer** | Portus | **28 Days** | You are responsible for replacing sink plugs and chains. |
| **Kitchen tiles / splash back** | Portus | **28 Days** | Portus will repair/replace tiles/splash backs that we have fitted with the closest match. We may not be able to match the colour of your current tiles and will only repair or replace those which are damaged or missing. |
| **Washing machine's / Ovens /**<br>**Fridges / Freezers** | Portus | **7 Days** | Portus are responsible for all shared white goods and items supplied by Portus. Customers are responsible for all own items. |
| **Kitchen cupboards and worktops** | Portus | **28 Days** | Portus will repair/replace kitchen cupboards and worktops that we have fitted with the closest match where there is fair wear and tear. |
| **Doors and windows** | | | |
| **Door keys** | Customer | **N/A** | If you have lost your key, it is your responsibility to call a locksmith or your contents insurance provider.<br>We can attend but this may be recharged. |
| **Door Access systems (yale smart locks, door entry systems)** | Portus | **24hrs** | Where failed access systems are preventing access to or security of dwellings these will be attended to as an emergency. |

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| **Doorbell** | Customer | **N/A** | Portus does not maintain battery operated doorbells. Some chimes can be restored by changing the battery.<br>Portus will maintain wired doorbells preexisting in a building. |
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| **Doors inside your home - handles, hinges, jamb, and frame** | Portus | **28 Days** | |
| **Front and back doors (external) including locks** | Portus | **28 Days** | If your property is left insecure, we will attend as an emergency 24hrs, but if the door has been damaged by you or a visitor you will be responsible for the cost of the work.<br>If the key/lock is not working, it may be our responsibility, and we can attend but this may be recharged.<br>If the door has been damaged as a result of a crime, we will need a valid crime reference number from the police before attending. |
| **Fire Doors** | Portus | **28 days** | If your fire doors require maintenance due to normal wear and tear, we will attend to these as a routine repair. |
| | | **7 days** | Where fire doors are unable to be manually closed or where the main body of the door has been broken repairs will be attended to within 7 days. |
| **Water between panes of glass in double glazed windows or doors** | Portus | **28 Days** | If there is standing water between panes of glass in double glazed windows or doors, we will replace. |
| **Condensation between panes of glass in double glazed windows or doors** | Portus | **Programme** | If there is condensation between panes of glass in double glazed windows or doors these will be referred to our blown windows programme, and we will notify you if we are able to replace the window/s. |

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| **Broken glass in windows & doors** | Portus | **28 Days** | If glass is broken on external windows and doors and poses a health and safety or a security risk, we will make safe within 24 hours.<br>If the glass has been broken by accident you will be responsible for replacing it. If it has been broken as a result of crime, we will need a valid crime reference number from the police. |
| **Window frames, fittings, and catches** | Portus | **28 Days** | If your property is insecure and on the ground floor we will attend within 24 hrs. If damage has been caused by you or a guest, you will be recharged. If damage has occurred as a result of a crime, we will attend to repair the damage when provided with a valid crime reference number which you can get from the police. |
| **Window keys** | Customer | **N/A** | Portus do not provide additional or new keys for windows. However, if the key provided is not working, we will attend and replace the key handle with a push-button handle. |
| **Window restrictors** | Portus | **28 Days** | We will maintain existing fittings and provide these upon request for properties above the ground floor or a risk assessment recommends them. |

| **Other - inside** | | | |
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| **Skirting boards** | Portus | **28 Days** | If Portus needs to replace a portion of skirting board, we will do so with the closest possible match and will patch paint/decorate. |
| **Stairs** | Portus | **28 Days** | A health and safety risk, we will attend as an emergency. |

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| **Hold open devices (fire doors)** | Portus | **28 days** | Where present fire door hold open devices such as dorgards are the responsibility of Portus to maintain and repair<br>Customers are responsible for replacing batteries in hold open devices. These should be checked before any repairs are reported. |
| **Stair lifts** | Portus | **7 Days** | |
| **Fitted cupboards / wardrobes** | Portus | **28 Days** | Portus is responsible for repairing fitted cupboards and wardrobes we have provided unless due to your misuse. |
| **Coat hooks** | Customer | **N/A** | |
| **Curtain rails and blinds within residents' rooms and apartments** | Customer | **N/A** | |
| **Curtain battens** | Portus | **28 Days** | |
| **Chimney flue** | Portus | **28 Days** | |
| **Electrics, including switches, power points, main switches, fuse boxes, and circuit breakers** | Portus | **28 Days** | We will attend as an emergency where there is a total loss of electricity, and this is not caused by an appliance or a power outage from the utility provider.<br>It is your responsibility to check with the utility provider and to ensure that the fault is not caused by an appliance. If we attend and the fault is caused by an appliance you will be recharged for the visit. |
| **Extractor fans** | Portus | **28 Days** | |
| **Emergency lighting** | Portus | **28 Days / 7 Days** | Portus will repair failed emergency lighting as a routine repair unless is an area of high risk where a quicker response will be given. |
| **Fluorescent tubes & light bulbs** | Customer<br>Portus | **28 Days** | It is expected that Customers will change bulbs and tubes in lights that can be accessed. This does not include sealed units such as those normally found in bathrooms or LED fittings such as emergency lights. |

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| **Cooker wall socket** | Portus | **28 Days** | |
| **Carbon Monoxide alarm and mains fitted smoke alarms** | Portus | **7 Days** | We will maintain Carbon Monoxide (CO) alarms and mains fitted smoke alarms we have fitted and test these annually. If a CO alarm is sounding, please contact National Grid immediately. |
| **Ceilings** | Portus | **28 Days** | Portus carries out repairs to ceilings where damage is no fault of the Customer. |
| **Damp proof course** | Portus | **28 Days** | |
| **Damp, mould and condensation** | Customer<br>Portus | **7 days** | If you are experiencing damp and mould in your home Portus will aim to attend within 7days to investigate and complete mitigation works. This may be followed with a surveyor visit if required.<br>Customers need to ensure their homes are sufficiently heated (18-22 degrees) and ventilated through use of the extractor fans. |
| **Flooring** | Portus | **28 Days** | We will make floors safe by repairing or replacing cracked tiles. Any tiles we replace will be the closest match. |
| **Plastering inside your home** | Customer<br>Portus | **28 Days** | Portus repair and make good, failed plaster.<br>Where damage has been caused by impact, wear and tear or Customer damage, it is your responsibility to make good. |
| **Internal decoration** | Customer | **N/A** | It is your responsibility to decorate inside your room or apartment.<br>Portus will redecorate communal areas as part of the regular planned maintenance. |

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| **Rodents and pests** | Customer<br>Portus | **7 Days** | Pest control is the responsibility of Portus. We will attend to pests reported in Internal areas. We will not attend to any pests in gardens of homes.<br>Portus will attend where rodents may have got in through a hole or gap to the exterior of the property.<br>We will not attend to insects, other pests unless the infestation is reported in the first month of the tenancy. |

| **Other - outside** | | | |
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| **Aerials / satellite dishes** | Customer<br>Portus | **N/A** | Portus only maintain communal aerials. |
| **Solar panels** | Portus | **28 Days** | If a solar panel poses a health and safety risk, we will make safe. |
| **Inspection chamber covers** | Portus | **Within 24 hours** | Portus only attends to make safe and replace inspection covers which are on Portus owned and managed land. In some cases, you may need to contact the local authority or managing agent. |
| **Outside stairs or steps to entrances** | Portus | **28 Days** | If there are a trip hazard or health and safety risk, we will attend as an emergency. |
| **Outside woodwork - fascia's, soffits, cladding** | Portus | **28 Days** | |
| **Roof tiles and leaks** | Portus | **28 Days** | If there is a health and safety risk, we will attend as an emergency. |
| **Brickwork** | Portus | **28 Days** | If any structure is in danger of falling, we will attend as an emergency. |
| **Garages** | Portus | **28 Days** | |
| **Garden** | | | |
| **Brick or concrete sheds** | Portus | **28 Days** | We will attend to keep existing structures safe and secure. |

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| **Wooden sheds** | Portus | **28 Days** | We will attend to keep existing structures safe and secure. |
| **Gates** | Portus | **28 Days** | We will maintain one gate. |
| **Footpaths and patios** | Portus | **28 Days** | We will maintain a pathway from the boundary to the front door. We will also maintain up to 2m² hardstanding area outside one door. |
| **Fences and walls** | Portus | **28 Days** | Where it is financially viable, we will repair any wooden fencing that we have previously provided. If total replacement is required, we do not replace like for like. Our fencing standard is to provide two wooden privacy panels between neighbouring properties, followed by chain link fencing to a height of 0.9m. Where your garden adjoins a public area, the height of chain link will be 1.8m. |
| **Hardstanding driveways** | Portus | | If drop kerb, concrete, tarmac, or block paving we will inspect with a view to repair or make safe. |
| **Flowerbeds, shrubs, and trees** | Customer | **N/A** | Grass, weeding shrubs and trees in gardens are the responsibility of Portus.<br>Flowerbeds are responsibility of the Customers. |
| **CCTV** | Portus | **28 Days** | Portus responsibility to maintain CCTV systems where the persons operating have a compliant CCTV policy to ensure compliance with GDPR and CQC requirements where this is not present Portus will not maintain. |