



Repair Responsibilities – A Guide for Sadeh Lok Residents

Sadeh Lok is responsible for most of the repairs that may arise in and around your home, but not all.

Each repair type is given a likely priority code. Some repairs will have more than one priority code. If so, Sadeh Lok staff will make a decision of the priority based on the urgency of the repair as agreed with you at the time you report the repair. For example, an external door may need adjustment and this will be treated as a priority C. But if the door was insecure, the repair would be given a priority A.

Because of the diverse nature of repairs, this guide cannot be fully comprehensive. It is provided with the intention of promoting consistency in dealing with repair issues. Sadeh Lok's staff will still need to apply a degree of discretion depending on the exact nature of the fault/defect being reported and your circumstances.

The priorities used are defined as follows:

Priority A: 24 hours (Emergency)

Priority B: 7 calendar days (Urgent)

Priority C: 28 calendar days (Routine)

Priority D: Non-urgent work of a special nature, timescale will be set by the type of work

REPAIRS TO THE INSIDE OF HOMES THAT ARE SADEH LOK'S RESPONSIBILITY:

Item	Priority	Notes
Basin	C, D	
Baths	C, D	
Chimney Flues	A	Chimney flues are examined as part of the annual heating servicing – if a flue to a gas fire is found to be defective, Sadeh Lok reserves the right to provide alternative heating if it is considered that to repair a chimney flue to be uneconomical

Cooker Point	A, B, C	Homes are generally provided with both a gas and electric point for a cooker to be connected. It is the residents responsibility to arrange for your appliance to be connected to the connection point provided: gas cookers should be connected by a competent and CORGI registered gas installer
Cupboards (fitted)	C, D	Only if fitted by Sadeh Lok
Disabled adaptations, i.e., ramps, handrails etc	A, B, C	Category dependent upon impact on residents enjoyment of their home
Doors locks and fittings (internal)	-	Except where due to lost keys or deliberate misuse or additional lock/s fitted by resident - in which case residents are responsible For information on main external entrance doors see 'Repairs to the outside of homes' section
Doors (internal)	C, D	Residents are responsible for adjusting doors following the fitting of carpets
Drain blockages	A, B	Sadeh Lok will attend to all reported blockages, but costs will be recharged to residents if blockage has been caused by inappropriate/ misuse
Electric heating	A, B, C	Only if fitted by Sadeh Lok. Priority allocated will depend on time of year
Electric faults	A, B, C	Residents will be recharged if the fault is due to an appliance or inappropriate/ misuse
Electric fittings and Wiring	A, B, C, D	
Extractor fans	B, C	

Item	Priority	Notes
Non-slip Floor coverings	C	Only in kitchen and bathroom and if previously fitted by Sadeh Lok in these areas



Floorboards	A, C	It is Sadeh Lok's responsibility to repair the floorboards to a serviceable condition but not to a decorative condition. If Residents have fitted laminate flooring over the floorboards, the resident is responsible for removal of the laminate flooring to allow the floor boards to be accessed for repair
Gas heating/ heating appliances	Priority is allocated as per the separate table shown at the end of this section	Sadeh Lok has in a place arrangements for annual gas safety testing and service of all appliances and flues and Residents have a responsibility to co-operate with Sadeh Lok in providing access for the completion of annual gas safety tests and service The relighting of boilers, adjustment of time-clocks and/or temperature controls is the responsibility of Residents
Gas leaks (property side of meter)	A	All gas leaks must be reported on 0800 111999
Gas water heaters	A	
Glazing	A, B, C	This will be a rechargeable repair unless Residents are able to provide a crime number which must be verified with the police
Handrails	A, C	
Heating	A, B	See "Gas heating" or "Electrical heating" (above)
Hot water cylinder	A, B	Priority A if only source of hot water and/or is leaking
Immersion heater	A, B	Priority A if it is the only source of hot water
Kitchen cupboards	C, D	
Kitchen sink tops	C, D	For leaks see "Water leaks"
Light fittings	B, C	Only if fitted by Sadeh Lok
Overflows	B, C	
Plaster	C, D	Unless minor decorative type; residents are responsible for minor patching and filling of cracks



Item	Priority	Notes
Porch (internal)	B, C, D	
Radiators	A, B, C	Bleeding of air from radiators is the Residents responsibility – CST have a stock of air tap keys for issue to Residents
Showers	B	Only if fitted by Sadeh Lok or part of an approved Disabled Adaptation scheme
Shower Screens	B	Only if fitted by Sadeh Lok
Skirting boards	C, D	Only if fitted by us
Smoke Alarms	A, B	Category A were resident reports all smoke alarms are not working, category B were only one of number is reported not working
Stairs	A, C	
Tap washers	B	
Tap renewal	C	Sadeh Lok reserves the right to replace with standard taps
Toilet	A, B	Will only be treated as priority A if it is the only toilet in the property
Toilet overflow	B	
Walls tiles (ceramic)	C, D	3 rows high to kitchens & bathrooms or as otherwise provided by Sadeh Lok, but not additional tiling done by residents themselves
Wash basins	C, D	
Waste pipe repair	A, B	But not blockages, which will be recharged – see also Blockages to basins, baths or sinks
Water leaks	A, B	
Water stop cocks/ valves	A, B, C	
Water storage tank	C	Also see “Overflows”
Window – glass	-	See “Glass”
Window fastenings	A, C	



Gas Heating Repair Categorise	Completion Times (Days from Notification)
Emergency Out-of-hours calls	Initial call Within 4 hours
Replacement of any essential part	Within 24 Hours of availability of parts
Any health, safety or welfare issue	Within same day
Gas Leak (Attendance in addition to Transco)	Within same day
Gas pressure loss	Within same day
No heating – total loss of heating	Within same day- where a vulnerable resident has been identified, it shall be deemed to be an emergency call out
No hot water	Within same day
System pressure loss	Within same day
Water leak	Within same day
Partial loss of heating	2 - where a vulnerable resident has been identified, it shall be deemed to be an emergency call out
Partial loss of hot water	2
Faulty heating controls	2
Faulty hot water controls	2
Noisy system	7
Overflow pipe dripping	7
Refitting radiator	7
Replacement of any non essential part	Within 7 Days of availability of parts

Note: 'Within the same day' shall be deemed to apply to notification of the repair before 12 Noon. For breakdown notifications after 12 Noon, it shall be deemed to mean attendance by 12 Noon the following day. **The expectation shall be in cases of total loss of heating, which shall be deemed to be emergency call-outs and shall be attended to within the same day regardless of the time of notification**

REPAIRS TO THE OUTSIDE OF HOMES THAT ARE SADEH LOK'S RESPONSIBILITY:

Item	Priority	Notes
Brickwork to free standing external walls	D	Priority A to make safe if Health & Safety risk Sadeh Lok reserves the right to replace walling with another kind of boundary division

Brickwork to structure	D	Priority A to make safe if Health & Safety risk
Chimney flues – (for sweeping see internal)	A, B	Sadeh Lok reserves the right to provide alternative heating if it is considered that to repair a chimney flue to be uneconomical
Chimney pots	C, D	Priority A to make safe if Health & Safety risk
Chimney stacks	A, D	
Decorations (external)	-	Carried out on a cyclical programme basis usually painted every 5 to 6-years
Door locks (external)	-	Except where due to lost keys or deliberate misuse or additional lock/s fitted by resident - in which case residents responsibility
Door numbers	C	
Doors (external)	A, C, D	Only insecure doors will be treated as priority A. Replacement doors will be given a priority D All replacement doors will be done using a GRP specification, unless other circumstances dictate (i.e. conservation area)
Drain (below ground) - for internal blockages see "Waste pipes")	A, B	Rechargeable if blockage has been caused by inappropriate use/misuse
Drain gully grates	A, B, C	Priority A to make safe if Health & Safety risk
Drain gully renewal	C	Priority A to make safe if Health & Safety risk
Drainage inspection chamber	C, D	
Driveways	D	Priority A to make safe if Health & Safety risk
Fascia boards/ soffits	C, D	
Fences and gates (front)	C, D	Sadeh Lok reserves the right to decide on the most appropriate type of boundary division to be used in terms of economy and suitability



Glazing	A,C	This will be a rechargeable repair unless Residents are able to provide a crime number which must be verified with the police
Guttering blockages or leaks	C	
Guttering renewals	C, D	
Handrails	C	If originally fitted by us
Lighting low rise external estate lighting	C	If originally fitted by Sadeh Lok – check if Local Authority adopted – lamps will have a number painted on them
Sheds/ Outbuildings	C, D	Provision and replacement/repair of security fittings of sheds and outbuildings is the responsibility of Residents, including locks,
Paths giving access to front/rear door	C, D	Priority A to make safe if Health & Safety risk
Path to garden or other concrete or paved areas.	C, D	Only if previously laid by Sadeh Lok Priority A to make safe if Health & Safety risk
Porch (integral)	A, C, D	Priority A to make safe if Health & Safety risk
Roof	A, B, C, D	Priority A to make safe if Health & Safety/rain water ingress risk and weather permitting
Water leaks	A, B	B only if not threat of damage etc from the water leak
Window – glazing	-	See “Glazing”
Window frames	A, C, D	Priority A if a security risk – temporary boarding/steeling maybe appropriate

