

ROUTINE REPAIRS

Repair location	Type of repair	Responsibility	Comment
Boilers – Solid Fuel	Repair back boiler	Plymouth Community Homes	Emergency if only source of heating or hot water
Chimneys	Repairs to chimneys	Plymouth Community Homes	Following emergency making safe repairs
Clothes Line	Communal area clothesline	Plymouth Community Homes	
Condensation	Assess and advise on causes	Plymouth Community Homes	See separate Damp Guidance on website
Doors	Glass replacement after boarding	Tenant	Following payment of recharge.
Doors	Replace faulty seals to external door	Plymouth Community Homes	
Doors	Repairs to internal door locks and handles	Plymouth Community Homes	Rechargeable if tenant damaged.
Doors	Kitchen cupboard doors	Plymouth Community Homes	Rechargeable if tenant damaged.
Doors	Letter box	Plymouth Community Homes	Unless a fire door then urgent.
Doors	Ease and adjust internal doors	Plymouth Community Homes	
Drains	Repairs to rainwater drains – PCH owned	Plymouth Community Homes	
Electrics	Other internal electrical work	Plymouth Community Homes	
Extractor Fan	Extractor fan in kitchen / bathroom not working	Plymouth Community Homes	See separate Damp Guidance on website
Garages	Light	Plymouth Community Homes	
Outhouses / Sheds	Lights in outhouse	Plymouth Community Homes	Only brick or concrete structures.
Pipes / Tanks / Cylinders	Replace section of soil pipe	Plymouth Community Homes	

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Pipes / Tanks / Cylinders	Water hammer / pipe vibration	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Re-fix rainwater pipe	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Hot water cylinder insulation	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Drainage inspection cover	Plymouth Community Homes	If dangerous, Emergency to make safe.
Plumbing	Re-fix / replace WC pan	Plymouth Community Homes	If unusable – Emergency.
Plumbing	Re-fix loose bathroom tiles	Plymouth Community Homes	Tenant damage is rechargeable.
Plumbing	Taps dripping	Plymouth Community Homes	Urgent if water meter installed.
Plumbing	Replacement taps	Plymouth Community Homes	Urgent if unusable.
Stairs and Lifts	Repair banister/ handrail	Plymouth Community Homes	Emergency if dangerous.
Stairs and Lifts	Re-fix loose stair tread	Plymouth Community Homes	Emergency if dangerous.
Window Glazing	Broken glazing where boarded	Plymouth Community Homes	Rechargeable to tenant.
Window Glazing	Re-putty glazing	Plymouth Community Homes	
Window Repairs	Ease / adjust	Plymouth Community Homes	
Window Repairs	Window catches	Plymouth Community Homes	Emergency if cannot secure.
Window Repairs	Faulty seals	Plymouth Community Homes	

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REPAIRS THAT MAY BE ROUTINE, NON-RESPONSIVE OR PROGRAMMED DEPENDING ON SEVERITY

Repair location	Type of repair	Category	Responsibility	Comment
Decoration	Damaged decorations caused through PCH repairs	Routine or decoration voucher	Plymouth Community Homes	
Floor	Re-fix loose and/or squeaking floorboards if not unsafe	Routine, non-responsive or programmed works.	Plymouth Community Homes	Tenant damage – rechargeable.
Floor	Floor/quarry tiles	Routine, non-responsive or programmed works.	Plymouth Community Homes	Where fitted by PCH only
Floor	Other floor surface	Routine, non-responsive or programmed works.	Plymouth Community Homes	Where fitted by PCH only.
Floor	Re-screen concrete floor	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Floor	Skirting boards	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Garages	Defective roof	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if dangerous.
Gutters	Clear blocked gutter	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Gutters	Replace broken gutter	Routine, non-responsive or programmed works.	Plymouth Community Homes	Urgent if during wet weather.
Gutters	Re-make leaking gutter joint	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Gutters	Replace fascia board	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Kitchen Fixtures	Kitchen units provided by PCH	Routine, non-responsive or programmed works.	Plymouth Community Homes	Rechargeable if tenant damage.

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Kitchen Fixtures	Kitchen worktops provided by PCH	Routine, non-responsive or programmed works.	Plymouth Community Homes	Rechargeable if tenant damage.
Kitchen Fixtures	Kitchen sink	Routine, non-responsive or programmed works.	Plymouth Community Homes	Rechargeable if tenant damage.
Outhouses / Sheds	Outhouse repairs	Routine, non-responsive or programmed works.	Plymouth Community Homes	Only brick or concrete structures.
Paths / External Steps / Handrails	Repairs to existing paths	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if trip hazard – make safe.
Paths / External Steps / Handrails	Repairs to existing driveways, hard standings and patio areas	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if trip hazard – make safe
Paths / External Steps / Handrails	Repairs to existing steps	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if trip hazard – make safe.
Paths / External Steps / Handrails	Repairs to handrails	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if health and safety hazard.
Plumbing	Replace shower over bath	Routine, non-responsive or programmed works.	Plymouth Community Homes	Urgent if cultural / medical issues.
Roofs	Garage or outhouse roofs	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if dangerous.
Roofs	Lead flashings	Routine, non-responsive or programmed works.	Plymouth Community Homes	

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Roofs	Re-bed/re-point roof ridge tiles	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Walls	External brickwork	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Walls	Existing cavity wall insulation	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Walls	External rendering	Routine, non-responsive or programmed works.	Plymouth Community Homes	Major repairs if planned maintenance.
Walls	Internal plastering	Routine, non-responsive or programmed works.	Plymouth Community Homes	Minor/hairline cracks are tenants' responsibility.
Window Repairs	Sill boards	Routine, non-responsive or programmed works.	Plymouth Community Homes	