

PROGRAMMED AND/OR NON-RESPONSE

Depending on severity, work will either be prioritised as routine, non-response repair or a programmed repair.

Repair location	Type of repair	Category	Responsibility	Comment
Chimney sweeping	Chimney sweeping	Programmed.	Plymouth Community Homes	Twice yearly.
Coal Storage	Coal outhouses	Non-responsive or programmed works.	Plymouth Community Homes	
Door Entry Systems	Additional phone or move phone	Non-responsive or programmed works.	Tenant	PCH responsibility if disabled.
Fences / Gates	Repairs to existing posts, fences (all types) and gates	Non-responsive or programmed works.	Plymouth Community Homes	Unless health and safety implications.
Garages	New roofs	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Kitchen Fixtures	New Kitchen units provided by PCH	Routine, non-responsive or programmed works.	Plymouth Community Homes	Rechargeable if tenant damage.
Kitchen Fixtures	New Kitchen worktops provided by PCH	Routine, non-responsive or programmed works.	Plymouth Community Homes	Rechargeable if tenant damage.
Kitchen Fixtures	New Kitchen sink	Routine, non-responsive or programmed works.	Plymouth Community Homes	Rechargeable if tenant damage.
Paths / External Steps / Handrails	Extensive repairs/renewals to paths	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if trip hazard – make safe.

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Repair location	Type of repair	Category	Responsibility	Comment
Paths / External Steps / Handrails	Extensive repairs/renewals 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	Replacement steps	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if trip hazard – make safe.
Roofs	Major roof repairs/renewals	Non-responsive or programmed works.	Plymouth Community Homes	Planned contractor only.
Roofs	Garage or outhouse roof renewals	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if dangerous.
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.
Windows	New windows	Routine, non-responsive or programmed works.	Plymouth Community Homes	