

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.
Floor	Re-fix loose and/or squeaking floorboards	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	

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Repair location	Type of repair	Category	Responsibility	Comment
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.
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.

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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	Major roof repairs	Non-responsive or programmed works.	Plymouth Community Homes	Planned contractor only.
Roofs	Repair to existing insulation	Programmed work	Plymouth Community Homes	
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	
Roofs	Re-bed/re-point roof ridge tiles	Routine, non-responsive or programmed works.	Plymouth Community Homes	

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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	Double glazed unit failed e.g. misted.	Programmed works.	Plymouth Community Homes	Unless main contributor to damp and mould issues.
Window Repairs	Sill boards	Routine, non-responsive or programmed works.	Plymouth Community Homes	