

A Quick Guide to:

The Repairs and Maintenance Policy 2023



Introduction

The council, as your landlord, has to keep the inside and the outside of your home in good repair. These repairs will be done by Unitas, the council's repairs and maintenance company.



Reporting a repair

You can report a repair in different ways:

- Use the Unitas Portal - <https://onlinerepairs.unitas.co.uk/#/>
- On-line at: www.Unitas.co.uk or www.Stoke.gov.uk
- Downloading the **My Stoke App** from Google Play Store or the Apple App Store
- Telephone: 01782 234100
- In person at a Customer Service Centre



Day to Day Repairs

Repairs will be dealt with as either an emergency repair or a routine repair, depending on the urgency of the work needed.



Emergency Repairs

Emergency repairs are carried out when there may be either a danger to the health or safety to people, or serious damage to the building.

Examples are: a major water leak, complete power failure or a major drainage problem.

We will complete or make safe emergency repairs within 24 hours.



Routine Repairs

You can make an appointment for general repairs to be done.

We will carry out routine repairs within 28 full calendar days.

We will provide you with a choice of appointments and send a confirmation text immediately after it is booked.

We will then text you a reminder 24 hours before your appointment.



Estate Based Repairs

We can see from our records where there has been lots of requests for repairs for the same things. From this, we can arrange to work in an area where similar repairs are needed, at the same time.



Planned Maintenance

We want to keep your homes in good repair, so we have a 30 year plan for this. The Planned Maintenance Program sets out when and where this work will be done, for example fitting new kitchens or bathrooms when they need to be updated. When this work is due in your property, we will try to fit this work around times that suit you.



Service, Testing and Inspection

We will come to your home to check that it is safe to live in by carrying out testing and servicing. Examples of this are gas safety checks and electrical testing.



Tenants Responsibilities

It's important that tenants follow the guidelines set out in their tenancy agreement and handbooks including:

- Taking care of the property, fixtures and fittings
 - Letting staff in to carry out inspections, repairs and maintenance work.
 - Paying for anything that is damaged or broken by the tenant or a visitor.
 - Ask the council if you want to make changes or improvements to your home before any work is started.
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Access

If we can't get in to your home to carry out a repair, we will:

- Leave a card to ask for another time to visit you.
- Telephone you to make another date.
- Send a letter asking you to contact us for another visit.
- Send a surveyor out if there is danger or a health and safety risk.

If we still can't gain access we could charge you

The council Responsibilities

We will:



- Tidy up before we leave.
 - Work to Health and Safety legislation.
 - Use a 'safe' password when needed.
 - Offer compensation for some repairs if they are not finished in a set time
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Related Policies

You may also find it useful to have a look at these other policies:

- HRA Asset Compliance Strategy
- Tenancy Agreement
- Major Adaptations Policy
- Tenant and Leaseholder Compensation Policy
- Rechargeable Repairs Policy
- Void Management Policy