

REPAIRS POLICY

Our approach

Falcon Point Management Group (FPMG) aims to provide a repairs service which is:

- quick and efficient
- convenient and flexible
- provides value for money

We aim to provide a service which exceeds the standards set by Southwark Council in its tenancy agreement / handbook and which is delivered in a way which is caring to our residents and ensures that the environment of the estate is beautifully maintained.

FPMG has agreed a list of approved contractors to cover all likely types of repair required. The list is kept under review on at least an annual basis.

There are some repairs which are the responsibility of Southwark Council under the terms of the management agreement we have with them. Where a repair is Southwark's responsibility we will liaise with them in order to ensure that it is carried out as quickly and as effectively as possible.

Council tenants: repairs to your home

As the Council's managing agents we will arrange to carry out all repairs to the interior of your property that the council is required to carry out under your tenancy agreement. In some cases we will exceed the council's standards and carry out works which would otherwise be your responsibility. Please see page 3 for our service standards.

Examples of repairs that FPMG will carry out:

- structural works to floors and ceilings
- internal plumbing
- electrical system
- internal doors and frames
- kitchen units and bath panels
- floor tiles
- wall tiles
- glazing – internal and external

Repairs that FPMG will not normally carry out, unless you pay for them (see below under 'rechargeable repairs'). These are the tenant's responsibility:

- any repair which has been caused by, or results from negligence by, you, your family or your visitors
- shelving in cupboards
- boxing-in pipe-work
- minor cracks to plaster
- bath or sink plugs and chains
- draft excluders
- decorations
- WC seats and covers
- changing locks

Council tenants or leaseholders: common services

1. Heating and hot water systems and the TV aerial system

Under FPMG's management agreement with the council, they are responsible for the maintenance of the communal boiler and the heating and hot water systems in the flats. The same applies to the communal TV aerial system.

2. Repairs to the structure and communal areas

FPMG is responsible on behalf of the council, for the care, upkeep and repair of the communal areas of the staircases and of the paved areas immediately around the building. In carrying out our work we aim to ensure that the estate is very well looked after, whilst providing good value for money to our leaseholders.

FPMG is responsible for communal areas, entrances and fire doors, bin rooms, lifts, extractor fans and communal lighting.

Southwark Council is responsible for the structure of the buildings including walls, roof, landlord's electrical equipment, water tanks and pumps, and the shops on the ground floor.

3. Rechargeable repairs (for tenants or leaseholders)

We can help you with repairs that are your responsibility, either by recommending a builder or by carrying out the work for you at your expense.

4. Condensation damp

FPMG will give advice to any resident about preventing and responding to condensation damp and mould growth. Contact the estate office.

5. Secondary repairs

Secondary repairs are repairs that are caused by factors outside the property such as a leak from the flat above. FPMG will not carry out any such repairs unless they are the council's responsibility under the tenancy agreement or lease or they appear in the list above of repairs we will carry out. You are strongly advised to take out insurance against these risks, such as damage to decorations from leaks from the flat above. The Estate Manager will give advice in this situation and help you deal with the person responsible.

How to report repairs and how we respond

if the council is responsible

You may report problems with heating, hot water or TV reception directly to the council by ringing **0800 952 4444 or 020 7525 2600** or emailing repairs@southwark.gov.uk. Alternatively, you may ask the Estate Manager to report these repairs for you and chase up the council's contractors. However, remember that the Estate Manager does not work every day, so this risks an initial delay.

if FPMG is responsible

You may report lift repairs direct to **Kleemann** Lifts by phoning **01322 665 677**

You should report all repairs which are FPMG's responsibility to the Estate Office by emailing estatemanager@falconpoint.co.uk, ringing 020 7633 0873 or attending the office during published opening hours. The Estate Manager normally works on Mondays, Tuesdays and Wednesdays. On Thursdays and Fridays emergency repairs only which are FPMG's responsibility may be reported to the Estate Manager on the number given on the voicemail message you can hear by ringing 020 7633 0873.

Outside the hours of 9 to 5 and at weekends and bank holidays any emergencies that cannot wait until the next working day should be reported to the Council on 0800 952 4444 or 020 7525 2600.

You may opt for a repair to be carried out on a particular day but in that case you must give plenty of notice. Otherwise you may expect the contractor to contact you so that you can agree a specific morning or afternoon that is convenient to you. In case of emergency repairs you will need to stay at home as we will come as soon as possible.

In rare instances where a repair job will cost over £700 we may seek more than one quote. Where a repair job will cost over £1,100 we will normally obtain two quotes.

Often the Estate Manager will visit the property before ordering the work. Appointments for such visits can normally be made on **Monday, Tuesday or Wednesdays**.

Repair service standards for tenants

FPMG aims to complete repairs within the following timescales:

Priority 1: Emergency repairs are those which are causing serious inconvenience to the tenant or risk causing damage to the property or a neighbouring property. Examples are:

- a leaking pipe
- a blocked sink or toilet

These will be carried out within **24 hours** if you are able to provide access during that period.

Priority 2: Urgent repairs are most other repairs which are causing you inconvenience. These include most plumbing, electrical jobs and less urgent heating repairs.

We will ask the contractor to complete the work within **one week**.

Priority 3: Other responsive repairs. These include minor carpentry repairs.

We aim to complete these jobs within **a month**.

Priority 4: Programmed work. This includes improvement work and external redecorations where the work is all carried out at the same time across the estate.

No repair should take longer than the timescales set out in your Southwark Council tenant's handbook.

Home insurance – peace of mind

FPMG or Southwark Council is not responsible for your furniture, belongings, or decorations which may be affected by theft, fire, vandalism or water leaks. To ensure you can replace any such items, you need to have house contents insurance. Southwark Council have negotiated a tailor-made pay-as-you-go insurance policy which covers these risks. Look at the Council's website.

The building insurance that leaseholder's pay for within the service charge does not cover house contents or repairs to other people's homes caused by maintenance problems such as water leaks.

Making sure you are happy with your repair

After a repair has been completed and before we pay the contractor, we may contact you by phone, in writing or by email to ensure that you are happy with the work carried out. At your request, or at random, we may also visit to check on the quality of repairs.

Repair inspections

The Estate Manager will be happy to visit any property (whether tenanted or leasehold) in order to advise:

- whether any repair is FPMG's responsibility
- whether any repair is Southwark Council's responsibility
- whether any repair is the responsibility of a leaseholder
- to determine the cause of the problem and advise on likely solutions
- to establish who is liable to resolve the problem