

REPAIR RESPONSIBILITY

<u>What we are responsible for</u>	<u>What you are responsible for</u>	
In general, we are responsible for the structure of your home, communal areas and any fixtures and fittings that we have provided.	You will need to look after your home and any fixtures and fittings you install, garden areas that aren't communal, internal decorations and electrical appliances. Plus, getting rid of pests in your home or garden.	
STRUCTURAL Repairs	Us	You
Roof	✓	
Walls	✓	
Chimney	✓	
Guttering	✓	
Floors (Except floor coverings other than kitchen and bathroom)	✓	
EXTERNAL Repairs	Us	You
Steps and Pathways	✓	
Drains and Soakaways	✓	
Garages	✓	
Frames and Fittings	✓	
Brick Sheds	✓	
Timber Sheds and Greenhouses		✓
Fencing and Gates where boundary with a public area	✓	
Fencing and Gates where within property boundary or adjoining neighbouring private property (ie. Garden fence private separating gardens)		✓
Decoration (outside only)	✓	
Gardens (Unless communal)		✓
Clothes Lines (Unless communal)		✓
INTERNAL Repairs	Us	You
Lost or Broken Keys (Except where due to criminal activity and where a crime reference number is provided to Solon)		✓
Doors and Frames (Unless damaged by misuse)	✓	
Ceilings (Unless damaged by misuse)	✓	
Walls (Unless damaged by misuse)	✓	
Small cracks in plaster or walls (cracks wider than a 50p to be reported to Solon to investigate)		✓
Fixtures and Fittings (unless fitted by Solon and not gifted to the resident)		✓
Internal decorations		✓
Glass (Except where due to criminal activity and where a crime reference number is provided to Solon)		✓
KITCHEN Repairs	Us	You
Cooker (Unless owned by Solon & not gifted to the resident)		✓
Cooker Socket	✓	
Whites Goods (Unless owned by Solon and not gifted to the resident)		✓
Kitchen Units and Worktops (Unless damaged by misuse)	✓	
PLUMBING Repairs	Us	You
Toilets, Baths, Basins and Sinks (Unless damaged by misuse)	✓	
Leaking Pipes, Tanks and Taps	✓	
Replacing Plugs to Baths, Basins and Sinks		✓
Blocked Toilet and Main Drains (Unless they are blocked by misuse)	✓	
Shower Unit	✓	

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Toilet Seat		✓
Water Supply (Unless caused by the water company)	✓	
ELECTRICAL Repairs	Us	You
Fuses (Unless it is the main fuse)		✓
Light Bulbs, Fluorescent Tubes and Starter Motors (Unless it is a sealed unit)		✓
Restore Supply (Unless this is caused by the electric company, and/or by using faulty electrical equipment)	✓	
Repair or Renew Fittings (Unless damaged by misuse)	✓	
Repair extractor fan	✓	
Smoke alarms (Except your own battery powered smoke alarm)	✓	
TV Aerials and Satellite Dishes (Except for communal aerials)		✓
Door Bell (unless fitted by Solon)		✓
HEATING SYSTEM Repairs	Us	You
Gas Heating (You must report gas leaks to the National Gas Emergency Service on 0800 111 999)	✓	
Electric Heating	✓	
Solid Fuel Heating	✓	
Chimney Flues	✓	

How long will you have to wait for repairs to be completed?

We aim to carry out repairs as quickly as possible and at a time to suit you. Our standard Response times are:

Emergency (within 24 Hours): We'll come out to emergency repairs within 24 hours. A repair is an emergency if it threatens your safety or could seriously damage the property. Examples of emergencies are:

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|--|--|---------------------|
| -blocked drains | -dangerous electrical faults | -burst pipes |
| -gas leak | -dangerous structures | - faulty door locks |
| -replacing broken windows (if it affects security) | -heating that isn't working where our customer is elderly or has disabilities. | |

When we respond to an emergency, we may do a temporary job that makes the property safe. We'll get someone to come back to do a permanent repair.

Urgent (within 5 Working Days): An urgent repair is a repair that is not immediately dangerous, but could become an emergency if it is not fixed quickly. Examples are; a slow water leak, a blocked toilet or sink, a partial loss of water or electricity (eg in one room).

Routine Repair (20 working Days): A repair as outlined in the above table that isn't classified as an Emergency or urgent.

How to contact us

If you have any further questions about your responsibilities or would like to report a repair please contact us by:

- Telephone: 0117 9167777
- Email: maintenance@solonswha.co.uk
- Text: 07712 670 228
- WhatsApp: 07712 670 228
- Facebook: @SolonSWHA
- Tweet: @SolonSWHA
- Visit us: 1 Newfoundland Court, St Paul Street, Bristol