



Anchor Property Holdings Ltd

## ***Easy Read Maintenance Policy***



### Introduction

We have a responsibility to keep the inside and outside of our properties in good repair.

The aim of this document is to let tenants know how we will deal with maintenance issues.

### Planned Maintenance & Periodic Maintenance

We have a Planned Maintenance Program that includes the improvements we would like to make to our properties, for example, fitting new kitchens or bathrooms.

We try to arrange these sorts of improvements around times that are suitable for our tenants.

Tenants should let us know if they feel jobs need to be done in their home and we will take their requests into consideration when making our plans.

To ensure our properties are safe, periodic work is carried out which involves inspections and servicing. Examples of periodic maintenance include Gas Safety Checks and Fire Safety Inspections.

### Responsive Maintenance Issues and Repairs

When things need to be repaired that we haven't planned for it is called a responsive issue, for example a leaking tap or broken washing machine.



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Company Registration UK: 4714960 - Registered Number: 4722  
Anchor Properties is a trading name of Anchor Property Holdings Ltd

These issues and repairs are categorised as:



**Routine**

**Urgent**

**Emergency**

Response times will depend on which category the repair comes under.

### **Routine Issues**

A routine maintenance issue is a minor repair that is not unsafe and causes no real inconvenience. For example, a sticking door or window or a dripping tap.

Tenants can use a Repairs and Maintenance Sheet to report routine issues.

**Routine issues have a response time of within 28 days.**

### **Urgent Issues**

An urgent maintenance issue is something that is safe but will require attention before it becomes unsafe and something that causes a real inconvenience. For example, a toilet not flushing properly or a small water leak.

Urgent maintenance issues should be reported to the office as soon as possible.

**Urgent issues have a response time of within 7 days.**

### **Emergency Issues**

An emergency repair is something that is unsafe or likely to cause further damage to the property, or something that makes the property unsecure. For example, a major water leak, total loss of power or loss of hot water.

Emergency issues should be reported to the office **immediately**. If it is outside of office hours tenants should



contact our out of hours on-call number or use the Lifeline facility if they have one and it is appropriate to do so.




**Emergency issues need to be dealt with immediately by the appropriate people.**

### Tenants Responsibilities

Tenants must meet their obligations as described in their tenancy documents including:

- taking reasonable care of the property, furniture, fixtures and fittings
- allowing us access to carry out inspections, repairs and maintenance works
- paying for anything caused by wilful acts of damage or neglect by the tenant or their visitors

 More details about tenant's responsibilities can be found in our tenancy documents and Tenant Handbook.



### Anchor Properties Responsibilities

Our maintenance team will:

- carry identity cards
- minimise disruption to tenants and tidy up before they leave
- comply with relevant Health and Safety legislation

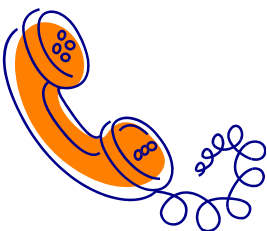


### Reporting Maintenance Issues

Tenants can use the Repairs and Maintenance sheets to report **Routine Issues**.

**Urgent Issues** should be reported to the office straight away.

**Emergency Maintenance Issues** should be reported to the office **immediately**. If it is outside of office hours tenants





should contact our out of hours on-call number or use their Lifeline facility if they have one and it is appropriate to do so.

Once a maintenance issue has been reported to the office it will be categorised and we will let tenants know the maximum response time.

Tenants should let us know if they feel that a maintenance issue needs to be elevated to a more urgent category.



### [Access](#)

We will try to send appointment letters and inform tenants before maintenance work is carried out but this is not always possible.

If tenants are not in the maintenance team will use master keys, unless tenants have specifically requested that we do not access the property without their consent and it is not an emergency, in which case we will arrange access at a convenient time.



### [Properties that we do not Own](#)

We may not be responsible for all of the repairs and maintenance issues in properties that we do not own. Issues should still be reported to us in the same way and we will make arrangements for them to be dealt with in line with our normal response times.

### [Related Policies](#)



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

Statutory Checks Policy

Rechargeable Repairs Policy

Keys Policy

## Examples of Maintenance Issues

### Routine Maintenance Issues – Attend Within 28 days

Sticking door or window	Loose fixtures/fittings that do not present a Health & Safety risk
Dripping tap	
Loose drawer/cupboard handles/doors	Loose tiles
Door frame repairs	Furniture moving/removal
	Bathroom seal repairs

### Urgent Maintenance Issues – Attend Within 7 days

Blocked or non-flushing toilet (if 2 or more toilets in the property)	Washing machine repairs
Loose or detached banister or handrail	Partial loss of electricity supply
Small water leak	Partial loss of water supply
	Damaged flooring
	Loose toilet seat

### Emergency Issues – To Be Dealt With Immediately

Gas leak	No water supply at all
Burst pipe	Blocked or non-flushing toilet (only 1 toilet in the property)
No heating at all	
Total loss of power	Unsecured external window or door
Unsafe power, lighting socket or electrical fitting	Faulty cooker (with no other means or cooking food, ie, hob/microwave)
No hot water	