

## Maintaining Your Home

To make sure your home is safe and well maintained we need you to work with us to report repairs that we should do. You need to look after your home and do the repairs that you are responsible for.

You will:	We will:
<p>Repairs</p> <p>Repairs that are your responsibility and which are ours (includes how quickly we will do the work)</p>	
<ul style="list-style-type: none"> <li>• Keep the inside of the property clean and in good condition.</li> <li>• Tell us promptly about any faults or damage that we are responsible for repairing.</li> <li>• Repair any damage to your home or fixtures and fittings caused by you, anyone who lives with you or visits you, or anyone you have asked to do repairs for you. (This also covers damage to shared areas of West Kent's land)</li> <li>• Pay costs we incur putting right any damage you do not repair. You should consider contents insurance that will cover personal items and any glass in windows</li> </ul>	<p>Keep the property in good repair and complete any maintenance repairs.</p> <p>Our timescales are:</p> <ul style="list-style-type: none"> <li>• <b>Emergency (by the end of the next working day)</b> <p>This priority is used when there is an immediate risk to the resident's health or security or serious damage to the resident's home. We will make it safe but may finish the repair at a later date.</p> </li> <li>• <b>Urgent repair (up to 3 full working days)</b> <p>This priority is used where there is a risk to the resident's health or security</p> </li> <li>• <b>Routine (up to 21 full days)</b> <p>All other repairs will be completed by appointment made with you.</p> </li> <li>• <b>Planned (up to 12 months)</b> <p>Some repairs involving large scale replacement or improvement work may be scheduled outside routine repairs.</p> </li> <li>• <b>Further works</b> <p>If we identify further work we will advise you when these will be completed.</p> </li> </ul>

The list below shows the repairs you are responsible for:

- Accidental or malicious damage, by you, your family or visitors in your home or shared areas - If we repair any damage caused by you, your family or visitors we will recharge you (including when you move out of your home).
- Adaptations – If we installed your adaptation then we will repair it. If your adaptation was installed by someone else then it is your responsibility.
- Adjustment of doors for carpets or other flooring.
- Bleeding radiators – If you need to bleed your radiator you can use our short video which will guide you through how to do this [Minor Repairs Videos | West Kent](#)
- Boiler controls (maintaining water pressure in your system) – We will ask you to check the boiler controls to help diagnose what the problem is. If the water pressure is low you can top this up yourself. You can use our short video to guide you through how to do this: [Minor Repairs Videos | West Kent](#).
- Batteries in smoke/heat/carbon monoxide detectors and door bells – You are responsible for changing the battery. For a guide on how to test your smoke and carbon monoxide detector we have a short video: [Minor Repairs Videos | West Kent](#).
- Bath panels – You need to replace these.
- Blockages to sinks, washbasins, baths, toilets (except customers living in flats where shared drainage is blocked) – You are responsible for clearing blockages caused by the wrong items being put down drains such as nappies, wipes, food and cooking fats. For a guide on how to do this we have short video: [Minor Repairs Videos | West Kent](#). If the problem remains after you have tried we will arrange to attend and repair the problem. We still may recharge you if we find that the blockage was caused by you, your family or visitors.
- Clothes lines and posts (except communal areas) – You are responsible for buying and repairing your own
- Condensation/mould prevention – Our website has some useful tips on preventing condensation and mould growth: [Advice on Tackling Condensation in Your West Kent Home | West Kent](#). If after you have followed all the advice and there is no improvement after four weeks, we will visit to investigate the cause.
- Cupboard catches.
- Damage due to forced entry, including by the emergency services.
- Decorating – You are responsible for all internal decorations unless your tenancy agreement says otherwise. Where West Kent have caused damage we will decorate or provide a decorating pack.
- Door numbers, nameplates, doorbells, chains, door stops, letterplates and letterboxes.
- Door locks and cutting extra keys – If keys are lost, stolen or there is damage through force then you are responsible. If the lock is faulty then West Kent will repair it.
- Draught proofing – You are responsible for ensuring there are draught excluders.
- Fencing – Please refer to our website where we answer the most common questions regarding fencing: [What Front or Back Garden Fences We Repair or Replace | West Kent](#)
- Floor coverings – You are responsible for replacing floor coverings such as carpets and laminate/wood flooring unless they were fitted by West Kent (this is usually your kitchen and bathroom).
- Glazing – You are responsible for glazing which includes glass in windows and doors even if you have a crime reference number. You should claim for damage on your home contents insurance. We can make safe but we will recharge you for this.
- Home improvements including extensions.
- Individual appliances that you own for example cookers or washing machines. You are also responsible for the fitting and plumbing of these.

- Internal doors, handles and hinges – You are responsible for repairing the internal doors however West Kent will repair the frame. We will repair fire doors.
- Light bulbs, fluorescent tubes and starters, fuses and batteries. We will repair and replace communal lighting.
- Plaster repairs – You are responsible for filling minor cracks and minor patching to walls and ceilings.
- Plugs and chains to sinks, baths and washbasins.
- Resetting the trip switch at the fuse board and carrying out appliance tests if the fuse board keeps tripping.
- Sheds.
- Shower heads and hoses, shower rails and shower curtains.
- Tap washers – It is your responsibility to change tap washers. We will repair mixer taps.
- Toilet seats and covers including replacement.
- Trees and hedges – You are responsible for pruning trees in your garden.
- TV aerials and satellites dishes, except communal areas.

**If you live in one of our Emerald schemes some of the responsibilities may be different. Please contact Customer Services to find out who is responsible for what.**

#### **Repairs in homes where West Kent are not the Freeholder**

- Residents should report all repairs to West Kent
- If it is the responsibility of West Kent, the normal repairs process will apply
- If the repair is the responsibility of the Freeholder, West Kent will make them aware and ask for timescales
- If this deadline is not met West Kent may carry out the repair
- West Kent will keep the resident updated at each stage of the repair
- West Kent will always respond to emergency repairs regardless of responsibility and then discuss with the freeholder

With regard to timescales the freeholder must be given a reasonable amount of time to investigate and arrange any necessary remedial works. If they fail to investigate or fail to act after their investigation then West Kent may step in to resolve the matter; this would be considered on a case by case basis and normally if there is continued damage within a residents home.

\*Please note that this may not always be possible. For example West Kent may not be given access by the Freeholder or Trespass law may prohibit us from carrying out a repair.

**You must ensure you have home contents insurance.**

When we will carry out repairs and example of types of repairs.

<b>EMERGENCY (BY THE END OF THE NEXT WORKING DAY)</b>	<b>URGENT (up to 3 FULL WORKING DAYS)</b>	<b>ROUTINE (up to 21 DAYS)</b>	<b>PLANNED (up to 12 MONTHS)</b>
<ul style="list-style-type: none"> <li>• Total loss of water supply – we will recharge if a supplier issue.</li> <li>• Major water leaks from pipes, tank or cistern and it is not containable.</li> <li>• Total loss of electrical supply – we will recharge if a supplier issue.</li> <li>• Unsafe power, lighting or electrical fitting.</li> <li>• Board up for security.</li> <li>• Blocked toilet (where there is only one in the property) – we will recharge if you cause the damage.</li> <li>• Blocked drain causing waste water to surge into basin, bath, sink or WC.</li> <li>• Make safe after flooding, storm or fire.</li> <li>• Make safe major damage to roof.</li> <li>• Make safe major structural damage.</li> <li>• Failure of warden alarms.</li> <li>• Faults to door entry systems that leave block closed.</li> <li>• Blocked flues.</li> <li>• Offensive and racist graffiti.</li> <li>• Broken down lifts.</li> <li>• Loss of heating or hot water in a cat 1 scheme or above (full list in appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>• Loss of heating or hot water.</li> <li>• Partial loss of water supply – we will recharge if a supplier issue.</li> <li>• Loss of gas supply – we will recharge if a supplier issue.</li> <li>• Faults to door entry systems that leave block open.</li> <li>• Door or window security issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Faulty electrical fittings and minor electrical faults.</li> <li>• A faulty extractor fan.</li> <li>• Fly tipping and rubbish clearance.</li> <li>• Faulty communal TV aerial.</li> <li>• Severe dampness.</li> <li>• Graffiti.</li> <li>• Damage to stair tread or hand rail/banister.</li> <li>• Defective kitchen or bathroom flooring which is not an immediate health and safety problem.</li> <li>• Partial loss of heating.</li> <li>• Partial loss of hot water.</li> <li>• Repairing and cleaning of gutters and downpipes.</li> <li>• Plumbing repairs and day to day replacements.</li> <li>• Repairs to doors, floors and windows (not internal doors).</li> <li>• Repairs to a kitchen.</li> <li>• Repair to flooring which is not a health and safety issue.</li> <li>• Leaking roof, missing roof tiles and faulty or blocked guttering causing serious water penetration.</li> <li>• Blocked sink, basin, baths, or second WC.</li> </ul>	<ul style="list-style-type: none"> <li>• Repair all damage arising from major water leaks, fire, flood, storm or structural collapse. This means we will repair any structural damage and leave your home ready to decorate. You will be responsible for decorating.</li> <li>• Repairs to external walls and paths.</li> <li>• Plaster repairs – not minor cracks to plaster.</li> <li>• Replacement of skirting boards.</li> <li>• Replacement of misted double-glazed units.</li> <li>• Replacement of wall tiles – kitchen/bathroom.</li> <li>• Repair to damaged lifts.</li> <li>• Fencing/boundary wall works.</li> <li>• Any other major component replacements such as windows, kitchens and bathrooms.</li> </ul>

You will:	We will:
<p>Annual gas safety and asbestos survey</p> <p>We are legally responsible for the maintenance of your gas heating and we are committed to ensuring the safety of you and your family in your home.</p>	
<ul style="list-style-type: none"> <li>• Provide access before the expiration date of the gas safety certificate.</li> <li>• Test your smoke alarm every week.</li> <li>• Contact us immediately if the CO alarm goes off. If this happens please turn off the all gas appliances and ventilate the room.</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange an appointment and complete an annual gas safety inspection and at the same time we will do an asbestos check.</li> <li>• Check and replace your CO alarm and smoke alarm if required.</li> <li>• Give you a copy of your survey results and confirm any further work is required.</li> </ul>
<p>Electrical safety inspection</p> <p>We are legally responsible for the safety of your home electrics and will complete a survey at least once every ten years.</p>	
<ul style="list-style-type: none"> <li>• Be at home for the appointment. If it is inconvenient contact us to make a new appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange an appointment or complete a survey while we are completing other repairs.</li> <li>• Give you a copy of your survey results and confirm any further work is required.</li> </ul>
<p>Other health and safety checks</p> <p>Depending on your home we will have to carry out other checks to ensure your home is safe, these include testing your water system for legionella.</p>	
<ul style="list-style-type: none"> <li>• Be at home for the appointment. If it is inconvenient contact us to make a new appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange an appointment to complete the tests.</li> <li>• Tell you if there are any concerns.</li> </ul>
<p>When you report an emergency repair</p>	
<ul style="list-style-type: none"> <li>• Ring us to report the emergency</li> <li>• Minimise any potential damage to your home (if there is a leak) by turning the water off at the stopcock.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend by the end of the next day</li> <li>• Try to fix it first time. If this is not possible we will make it safe and arrange a convenient date to complete the repair.</li> <li>• If the repair is reported out of working hours (between 5 pm and 8 am) we offer a make safe service only. A follow on repair will be arranged.</li> <li>• Make sure essential services are restored by the end of the next day wherever possible.</li> <li>• Provide substitutes where appropriate, such as fan heaters or bottled water/standpipe/bowser (where there is a pumped water system we are responsible for) if we cannot restore services.</li> </ul>

When you report a routine repair	
<ul style="list-style-type: none"> <li>• Provide as much detail as you can about the repair to help us diagnose the issue.</li> <li>• Provide up to date contact information so we can contact you about the progress of your repair</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a range of ways you can report your repair: <ul style="list-style-type: none"> <li>○ Website</li> <li>○ Email</li> <li>○ Portal</li> </ul> </li> <li>• Respond to your repair request within two days.</li> <li>• Confirm if the work is our responsibility and when we will complete it for you.</li> </ul>
For routine repairs we will make an appointment to do the work	
<ul style="list-style-type: none"> <li>• Keep to the appointment or let us know by 10am on the day of the appointment if you are unable to make it.</li> <li>• Let us know as soon as possible of any unavoidable issue with being in for the appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Agree an appointment with you.</li> <li>• Keep you informed of any delays and the progress of your repair.</li> </ul>
For planned improvement and replacements, we will make an appointment to do the work	
<ul style="list-style-type: none"> <li>• Keep to the appointment or let us know by 10am on the day of the appointment if you are unable to make it.</li> <li>• Let us know as soon as possible of any unavoidable issue with being in for the appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Tell you when something will be reviewed for replacement or is due for improvement.</li> <li>• Agree a date with you to arrange the work to be completed.</li> <li>• Keep you informed of any delays and the progress of your repair.</li> </ul>
When we are in your home	
<ul style="list-style-type: none"> <li>• Clear any obstacles.</li> <li>• Confirm to the engineer the problem you are having with your home.</li> <li>• Treat the engineer with respect and allow them to complete the work.</li> </ul>	<ul style="list-style-type: none"> <li>• Carry out the work safely.</li> <li>• Keep you informed if for any reason our engineer is delayed.</li> <li>• Tell you if we will recharge you for the repair.</li> </ul>
After the repair	
<ul style="list-style-type: none"> <li>• Tell us what you think of the service by responding to our repairs survey.</li> </ul>	<ul style="list-style-type: none"> <li>• Investigate all cases where you have told us the service was not acceptable and take action to resolve the matter.</li> <li>• Monitor and report how our staff and contractors are performing.</li> </ul>
Tailoring our service	
<ul style="list-style-type: none"> <li>• Tell us if we need to tailor our service to your needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Take your needs into account and tailor our service.</li> </ul>

## Appendix 1 – Cat 1 and above schemes

Name	Address
Alder Way	Even no. 104-118 Alder Way, Swanley BR8 7XB / Odd no. 107-117 Alder Way, Swanley BR8 7XF
Bentleys Bungalows	1-4 Bentleys Bungalows, Childsbridge Lane, Seal, Sevenoaks TN15 0BU / 5-8 Bentleys Bungalows TN15 0BX
Bonney Court	1-22 Bonney Court, Bonney Way, Swanley BR8 7GJ
Chantlers Mead	Chantlers Mead, Cowden, Edenbridge TN8 7HU
Charlotte Cottages	2-5 Charlotte Cottages, High Street Leigh, Tonbridge TN11 8RH
Church Farm Close	1 - 17 Church Farm Close, Crockenhill, Swanley BR8 8NA
Church Lane	1-16 Church Lane, Kemsing, Sevenoaks TN15 6LU
Church Road	Church Road, West Kingsdown, Sevenoaks TN15 6LN
Church Street	Church Street, Edenbridge TN8 5BG
Church Street	36, 36A, 37, 37A Church Street, Seal, Sevenoaks TN15 0AS
Clare Way	2-30 (even no.s) Clare Way, Sevenoaks TN13 1QL
Cobden Road	31A, 31B, 31C, 31D Cobden Road, Sevenoaks TN13 3UB
Forge Close	1-10 Forge Close, Penshurst, Tonbridge TN11 8DA
Fountain Court	1 - 13 Fountain Court, Eynsford, Dartford DA4 0AD
Garden Court	Garden Court, Garden Road, Sevenoaks TN13 3QR
Harmsworth Court	1-27 Harmsworth Court, Rothermere Close, Benenden, Cranbrook TN17 4DZ
Harnetts Close	1-6 Harnetts Close, Crockenhill, Swanley BR8 8JZ
Hollybush Court	Hollybush Close, Sevenoaks, TN13 3UX
Hollytree Avenue	Even no. 62-68 Hollytree Avenue, Swanley BR8 7BB / Odd no. 21-43 Hollytree Avenue BR8 7BD
Hoselands View	1, 2, 13, 14 Hoselands View, Hartley, Longfield DA3 7ED
Kingswood Court	68 Church Road, West Kingsdown, TN15 6LN
Knole Close	1-8 Knole Close, Weald, Sevenoaks TN14 6RB
Knox Court	1-14 Knox Court, Middle Lane, Seal, Sevenoaks TN15 0DS
Lilac Gardens	Lilac Garden, Swanley BR8 7DQ
Linden House	16 Mount Harry Road, Sevenoaks, TN13 3JH
Mary Burrows Gardens	1-4 Mary Burrows Gardens, Kemsing, Sevenoaks TN15 6LR
Montgomery Court	Choir Close Wainscott Rochester Kent ME3 8FP
Montgomery Road	Montgomery Road, South Darenth, Dartford DA4 9BH / DA4 9AL for no. 46 & 48)
Mount Pleasant Road	7-21 (odd no.s) Mount Pleasant Road, Weald, Sevenoaks TN14 6QA
Northview	110-130 (even no.) Northview, Swanley BR8 7BH
Panters	Panters, Hextable, Swanley BR8 7RW
Pym Orchard	1-10 Pym Orchard, Brasted, Westerham TN16 1JT
Queens Court	Frantfield, Edenbridge, TN8 5DN

Queens Drive	1-39 (odd no.s) Queens Drive, Sevenoaks TN14 5DB
Reeves Court	5-8 Reeves Court, The Lane, Fordcombe, Tunbridge Wells TN3 0RP
Repton Park	1A Repton Avenue, Ashford, Kent TN23 3TL
Saxby Wood	1-12 Saxby Wood, Leigh, Tonbridge TN11 8RR
Seal House	1-8 Seal House, High Street, Seal, Sevenoaks TN15 0AF
Solefields Road	1-71 (odd no.s) Solefields Road, Sevenoaks TN13 1PG
The Plat	1-12 The Plat, Edenbridge TN8 5 BJ / 53-60 The Plat, Edenbridge TN8 5 BL
Wellfield	Hartley, Longfield, DA3 7EG
White Oak Court	Sycamore Drive, Swanley, BR8 7WF
Wisteria Gardens	Wisteria Gardens, Swanley BR8 7TY
Woodlands	1-31 Woodlands Court, Northview, Swanley BR8 7FR