

Repairs and Maintenance Policy

Our repair service is available to keep your home safe and in good condition.



Your tenancy agreement lets you know what maintenance and repairs we will do in your home. These can include repairs to:

- Roofs
- Chimneys
- Windows
- Walls
- Drains
- Gutters
- Heating and thermostats
- Wall sockets
- External doors
- Ovens
- Light switches

We always try to complete any repairs as quickly as possible. We have four different priority types:

Emergency repairs: We will attend within **4** hours

These are repairs that we will carry out to make sure you are safe. This also includes where there is extensive damage to your home or surrounding buildings.

Urgent repairs: We will attend within **5** working days

These are repairs that can stop you from living normally. If left for a long time, the repair will worsen or affect your health.

Routine repairs: We will attend within **10** working days

These are day-to-day repairs that may cause you to change your everyday routine. The repair is not likely to get any worse if left and will not affect your health.

Scheduled: We will attend within **25** working days

These are repairs that will not affect your everyday routine. We will group repairs together and complete them at the same time when we can. We can update your appointment if anything changes.

Emergency repairs under Awaab's Law

If a repair poses imminent and significant risk to your health or safety, we'll make your home safe within 24 hours, investigate serious damp or mould within 10 working days, send you a written summary within 3 working days after the investigation, remove the hazard within 5 working days, and complete complex repairs as soon as reasonably practicable, and within 12 weeks.

We will try to finish repairs in one visit. If we can't, we will keep you updated on the next steps. We cover most repairs in your home. You will need to arrange for some repairs to be completed yourself. including:

- Plugs and toilet seats
- Shower heads and hoses
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- Shower heads and hoses
- Doorbells (unless part of the door entry system)
- Clothes posts or lines
- Plumbing of washing machines or dishwashers
- Fitting or removal of non-fixed kitchen and electrical appliances, not covered under warranty
- Electrical plugs, fuses, light bulbs, fluorescent tubes
- Replacement of lost or stolen keys
- Additional bolts or locks to doors, outbuildings, and gates
- Repairs to internal doors and ironmongery
- Treatment of pests and vermin (not including rats inside the home)
- Decoration (including filling in small cracks and holes).

Please let us know if you or someone else in your household has any vulnerabilities. You can report a repair by phone, email, Live Chat or My Livin app. If your repair poses an imminent risk to your health and safety please call us immediately on 0800 587 4538. If you have a non-emergency repair, you can book an appointment up to 7pm Monday to Friday and between 8am and 5pm on Saturday.

What next? [Read the full policy at livin.co.uk/policies](https://www.livin.co.uk/policies) [Not satisfied with this service? Let us know at livin.co.uk/complaints](https://www.livin.co.uk/complaints)

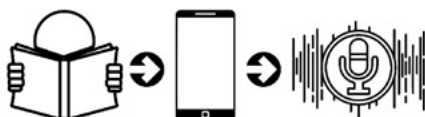
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) یسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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Call us on 0800 587 4538

email us on contactus@livin.co.uk or
Live Chat with us at www.livin.co.uk



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