

Our Repairs Standard Guidance for Tenants

10 July 2017

Location or type of repair	Responsibility	Priority time	Information for tenants
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Shared outside areas

Communal aerials	Paradigm	Average of 15 working days	
Communal washing lines	Paradigm	Average of 15 working days	
Door entry systems & main, external doors	Paradigm	Average of 15 working days	Repair will be dealt with within 24 hours if entry to the block is restricted. Other repairs may take longer.
External decoration	Paradigm	Cyclical programme	We have a cyclical programme for external decorations in communal and single properties - this includes timber windows, soffits, fascias, doors and external painted walls.
Graffiti	Paradigm	Average of 15 working days	If graffiti is offensive it will be removed or painted over as a priority.
Shared gardens and estates	Paradigm	Programme	Information about grounds maintenance and communal cleaning services can be found on your noticeboard.
Window catches and frames	Paradigm	Average of 15 working days	If there is a health and safety risk, attendance will be within 24 hours.

Shared indoor areas

Bannister rails	Paradigm	Average of 15 working days	If there is a health and safety risk, attendance will be within 24 hours.
Broken timber flooring or stair tread to be made safe	Paradigm	Within 24 hours	
Communal plumbing & pipework	Paradigm	Average 15 working days	
Fire equipment	Paradigm	Within 24 hours	
Flooring	Paradigm	Within 60 working days	Paradigm is not responsible for floor coverings other than kitchens and bathrooms. If a trip hazard, we will act more urgently.
Mailboxes	Paradigm	Average of 15 working days	
Making safe glass in windows / doors	Paradigm	Within 24 hours	
Passenger lifts	Paradigm	Within 24 hours	We recognise the urgency of these repairs and will attend as an emergency.

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General plumbing

Burst or leaking pipes up to and including the main stopcock	Paradigm	Average of 15 working days	We will attend as an emergency if leak cannot be contained and is a risk to yourself or the property. You may be able to claim on your contents insurance for any damage to your belongings or furnishings.
Repairs to a water storage tank	Paradigm	Average of 15 working days	We will attend as an emergency where you are unable to contain a leak and it is a risk to yourself or the property. You may be able to claim on your contents insurance for any damage to belongings or furnishings.
Clearing blockages to rainwater pipes and gutters & repairs to gutters	Paradigm	Within 60 working days	
Blocked mains drains	Tenant	Average of 15 working days	Contact the water company to unblock the drain. If the water board says the blockage is our responsibility or cannot attend we will attend but we may recharge if the blockage is a result of actions by the tenant, for example, excess toilet paper.
	Paradigm		If water/sewage is overflowing inside or outside the property
Heating	Paradigm	Average of 15 working days	Between 1 October - 31 March: 24hr emergency for total loss of heating.
Hot water	Paradigm	Average of 15 working days	Between 1 October and 31 March: 24hr emergency for total loss of hot water.

Bathroom

Bath tub	Paradigm	Within 60 working days	We will repair or replace baths which are unsafe due to age (ie rusty or handles broken) or fair wear and tear. We will not attend to cosmetic repairs such as discolouration. You will be responsible to repair the bath if you have caused it to be chipped or cracked.
Bath/ sink plugs & chains	Tenant	n/a	Plugs and chains for baths or sinks are your responsibility.
Bath panels	Tenant	Average of 15 working days	We will repair and replace as a result of fair wear and tear - if damage is negligent/deliberate or accidental this will be the tenant's responsibility.
	Paradigm		
Blocked toilet, washbasin, sink, baths, shower or gulley	Tenant	Average of 15 working days	If you cannot clear the blockage yourself and are left without a toilet we will attend as an emergency and you will be charged for the work, unless the blockage has been caused by a failure in the drains. If you have a second toilet we will not attend as an emergency.
	Paradigm		
Showers	Paradigm	Average of 15 working days	We will maintain or repair showers we have fitted where the repair is needed because of fair wear and tear. If your shower is beyond repair we will replace it with a standard mixer shower.
Shower cubicle	Tenant	Average of 15 working days	We will maintain or repair cubicles where the repair is needed because of fair wear and tear if we fitted the cubicle, or where the property was let with it already there.
	Paradigm		
Shower heads and hoses	Tenant	n/a	Paradigm supply these when the property is let but it is the tenant's responsibility to maintain and replace these.

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Shower curtains and poles	Tenant	n/a	Paradigm supply these when the property is let but it is the tenant's responsibility to maintain and replace.
Wall tiles	Paradigm	Average of 15 working days	If Paradigm has put up the wall tiles we will repair/replace with the closest match, we may not be able to match the colour of current tiles and will only repair or replace those which are damaged or missing.
Taps including washers	Paradigm	Average of 15 working days	If a tap needs replacing it will be with our standard taps.
Toilet pan and cistern	Paradigm	Average of 15 working days	If the cistern is not flushing the toilet, you will need to flush the toilet with a bucket of water until we can attend. If you or your family/guests have caused the toilet to be chipped or cracked, this will be your responsibility. If you are unable to use the toilet which is chipped/cracked, and it is your only toilet, we may attend and recharge you for the work if the damage was caused by you.
Toilet seats and bathroom accessories (including soap dishes & towel rails)	Tenant	n/a	
Heated towel rails in bathrooms	Paradigm	Average of 15 working days	Paradigm maintain heated towel rails provided as part of the heating system.

Kitchen

Kitchen sink/bowl or drainer	Paradigm	Average of 15 working days	Paradigm will maintain or repair sinks and drainers where the repair is needed because of the age of the item (ie if it is rusty or the drainer is not properly fitted). If damage has occurred due to misuse you will be responsible for replacing it. You are responsible for replacing sink plugs and chains.
Kitchen tiles / splash back	Paradigm	Average of 15 working days	Paradigm will repair/replace tiles/splash backs that we have fitted with the closest match. We may not be able to match the colour of your current tiles and will only repair or replace those which are damaged or missing.
Washing machine fittings	Tenant	n/a	We provide a cold feed and waste for a washing machine, you will be responsible for all other fittings and the washing machine itself.
Kitchen cupboards and worktops	Paradigm	Average of 15 working days	Paradigm will repair/replace kitchen cupboards and worktops that we have fitted with the closest match where there is fair wear and tear.
Freestanding ovens / hobs	Tenant	n/a	
Integrated ovens / hobs fitted by PHG	Paradigm	Average of 15 working days	
White goods / appliances (fridges, freezers, washing machines etc)	Tenant	n/a	

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Doors and windows

Door chain / additional security	Tenant	n/a	
Door keys	Tenant	n/a	If you have lost your key it is your responsibility to call a locksmith or your contents insurance provider.
Door bell	Tenant	n/a	Paradigm does not maintain door bells. Some chimes can be restored by changing the battery, otherwise you should contact an electrician.
Doors inside your home - handles, hinges, jamb and frame	Paradigm	Average of 15 working days	Paradigm is responsible for repairing doors inside your home where they are faulty or as a result of fair wear and tear. For example we would repair or replace hinges which are rusty or worn, but would not replace a door which has a hole in the panel. You are responsible for adjusting doors to allow for floor coverings.
Front and back doors (external) including locks	Paradigm	Average of 15 working days	If your property is left insecure we will attend as an emergency, but if the door has been damaged by you or a visitor you will be responsible for the cost of the work. If the key/lock is not working it may be our responsibility and we can attend but this may be recharged. If the door has been damaged as a result of a crime, we will need a valid crime reference number from the police before attending.
Water between panes of glass in double glazed windows or doors	Paradigm	Within 60 working days	If there is standing water between panes of glass in double glazed windows or doors we will replace.
Condensation between panes of glass in double glazed windows or doors	Paradigm	Programme	If there is condensation between panes of glass in double glazed windows or doors these will be referred to our blown windows programme and we will notify you if we are able to replace the window/s.
Broken glass in windows & doors (external)	Paradigm	Average of 15 working days	If glass is broken on external windows and doors and poses a health and safety or a security risk we will make safe within 24 hours. If the glass has been broken by accident you will be responsible for replacing it. If it has been broken as a result of crime, we will need a valid crime reference number from the police.
Broken glass in windows & doors (internal)	Tenant	n/a	You should clear as much of the glass as possible - if there is remaining glass in the frame which poses a serious health and safety risk, we will attend to make it safe. If the glass has been broken by accident or misuse by a member of your household, friend or guest, you will be responsible for replacing it, or we can attend and recharge.
Keeping windows and frames clean	Tenant	n/a	

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Window keys	Tenant	n/a	Paradigm do not provide additional or new keys for windows. However if the key provided is not working we will attend and replace the key handle with a push-button handle.
Window frames, fittings and catches	Paradigm	Average of 15 working days	If your property is insecure and on the ground floor we will attend within 24 hrs. If damage has been caused by you or a guest you will be recharged. If damage has occurred as a result of a crime, we will attend to repair the damage when provided with a valid crime reference number which you can get from the police.
Window restrictors	Paradigm	Average of 15 working days	We will maintain existing fittings and provide these upon request for properties above the ground floor.

Other - inside

Skirting boards	Paradigm	Within 60 working days	If Paradigm needs to replace a portion of skirting board, we will do so with the closest possible match and will not paint/decorate.
Stairs	Paradigm	Within 60 working days	If there is no bannister or the existing one is loose posing a health and safety risk, we will attend as an emergency.
Stair lifts	Tenant	n/a	
Fitted cupboards / wardrobes	Paradigm	Within 60 working days	Paradigm is responsible for repairing fitted cupboards and wardrobes we have provided unless due to your misuse.
Coat hooks	Tenant	n/a	
Curtain rails	Tenant	n/a	
Curtain battens	Paradigm	Within 60 working days	
Chimney flue	Paradigm	15 working days	
Chimney sweeping	Tenant		If you are using the chimney for an open fire, it is your responsibility to have this swept. If your chimney is your only source of heating we will arrange this. If you do not have a CO alarm and use an open fire we will provide one.
Electrics, including switches, power points, main switches, fuse boxes and circuit breakers	Paradigm	Average of 15 working days	We will attend as an emergency where there is a total loss of electricity and this is not caused by an appliance or a power outage from the utility provider. It is your responsibility to check with the utility provider and to ensure that the fault is not caused by an appliance. If we attend and the fault is caused by an appliance you will be recharged for the visit.
Extractor fans	Paradigm	Average of 15 working days	

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Fluorescent tubes & light bulbs	Tenant	n/a	
Cooker wall socket	Paradigm	Average of 15 working days	
Carbon Monoxide alarm and mains fitted smoke alarms	Paradigm	Average of 15 working days	We will maintain Carbon Monoxide (CO) alarms and mains fitted smoke alarms we have fitted and test these annually. If a CO alarm is sounding please contact National Grid immediately.
Battery operated smoke alarms and CO alarms	Tenant	Average of 15 working days	We will maintain battery operated smoke alarms we have fitted and test these annually.
	Paradigm		It is your responsibility to test the alarm monthly and replace the battery.
Ceilings	Paradigm	Within 60 working days	Paradigm carries out repairs to ceilings where damage is no fault of the tenant.
Damp proof course	Paradigm	Within 60 working days	
Damp, mould and condensation	Tenant	Within 60 working days	Tenants need to manage condensation in the home through your heating and ventilation. Please see information on our website.
	Paradigm		
Floors	Paradigm	Within 60 working days	We will make floors safe by repairing or replacing cracked tiles. Any tiles we replace will be the closest match.
Carpets	Tenant	n/a	
Laminate flooring	Tenant	n/a	
Plastering inside your home	Tenant	Within 60 working days	It is your responsibility to fill small cracks or holes, or where larger damage has been caused by you or a guest.
	Paradigm		
Internal decoration	Tenant	n/a	It is your responsibility to decorate inside your home.
Rodents and pests	Tenant	Average 15 working days	Pest control is the responsibility of the tenant. Paradigm will attend to pests reported in communal areas and communal gardens managed by us. We will not attend to any pests in gardens of individual homes.
	Paradigm		Paradigm will attend where rodents may have got in through a hole or gap to the exterior of the property. This will be recharged if the contractor finds no fault with the fabric of the building. We will not normally attend to insects, birds or other pests unless the infestation is reported in the first month of the tenancy.

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Other - outside

Aerials / satellite dishes	Tenant	n/a	Paradigm only maintain communal aerials.
Solar panels	Paradigm	Within 60 working days	If a solar panel poses a health and safety risk we will make safe.
Inspection chamber covers	Paradigm	Within 24 hours	Paradigm only attends to make safe and replace inspection covers which are on Paradigm owned and managed land. In some cases you may need to contact the local authority or managing agent.
Outside stairs or steps to entrances	Paradigm	Within 60 working days	If there is a trip hazard or health and safety risk we will attend as an emergency.
Outside woodwork - fascias, soffits, cladding	Paradigm	Within 60 working days	
Roof tiles and leaks	Paradigm	Average 15 working days	
Brickwork	Paradigm	Within 60 working days	If any structure is in danger of falling we will attend as an emergency.
Garages	Paradigm	Within 60 working days	

Garden

Brick or concrete sheds	Paradigm	Within 60 working days	We will attend to keep existing structures safe and secure.
Wooden sheds	Tenant	n/a	
Coal bunker or outside WC	Paradigm	Within 60 working days	We will attend to keep existing structures safe and secure.
Fences and walls	Paradigm	Within 60 working days	Where it is financially viable, we will repair any wooden fencing that we have previously provided. If total replacement is required, we do not replace like for like. Our fencing standard is to provide two wooden privacy panels between neighbouring properties, followed by chain link fencing to a height of 0.9m. Where your garden adjoins a public area, the height of chain link will be 1.8m.
Gates	Paradigm	Within 60 working days	We will maintain one gate.
Footpaths and patios	Paradigm	Within 60 working days	We will maintain a pathway from the boundary to the front door. We will also maintain up to 2m ² hardstanding area outside one door.

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Hard standing parking	Tenant	Within 60 working days	If drop kerb, concrete, tarmac or block paving we will inspect with a view to repair or make safe.
	Paradigm		
Grass, flowerbeds, decking, shrubs and trees	Tenant	n/a	Grass, flowerbeds, shrubs and trees in individual gardens are the responsibility of the tenant. We do not attend to decking unless it is a health and safety hazard in which case we will make it safe or remove. If tenant installed the decking it is their responsibility.
Outside water taps	Tenant	Average 15 working days	
Washing lines, posts or rotary driers	Tenant	n/a	