



berneslai
homes

Repairs & Maintenance Policy

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Type	Details
Consultation	<i>Tenants, SMT, EMT, Customer Services Committee, Board & Barnsley Metropolitan Borough Council</i>
Distribution	<i>Everyone</i>

Introduction

Berneslai Homes (BH) is an Arm's Length Management Organisation providing housing services across Barnsley and managing a diverse portfolio of 18,000 properties on behalf of Barnsley Metropolitan Borough Council (BMBC). BMBC are the landlord, and Berneslai Homes are the managing agent appointed by the landlord. The development and management of a repairs policy is delegated to Berneslai Homes.

Purpose

The purpose of this Repairs and Maintenance Policy is to provide clear guidance for staff, our tenants (people who occupy property rented from a landlord) and residents (people who live somewhere long-term), and wider stakeholders of Berneslai Homes regarding the management of repairs and maintenance services.

In line with requirements from BMBC, the Regulator of Social Housing (RSH) and other statutory bodies, this policy meets current statutory and regulatory requirements and aims to ensure that all properties are well-maintained, safe, and in good repair, whilst also promoting efficiency, transparency, and effective communication in the repair processes.

It establishes the statutory responsibility of BMBC, roles and responsibilities of both Berneslai Homes and tenants, outlines the procedures for reporting and addressing repairs and ensures that repairs are conducted promptly, fairly, and to a high standard.

By implementing this policy, Berneslai Homes aims to ensure that all repairs and maintenance activities are conducted efficiently, effectively, and with utmost transparency, leading to the provision of safe, well-maintained properties and a positive customer experience.

Berneslai Homes recognises the needs and requirements of its diverse customer profile, and acts within the scope of the Equality, Diversity, and Inclusion Policy and the Equality Act 2010 to ensure that every tenant can access the same quality and consistency of service.

Scope

This policy applies to all properties managed by Berneslai Homes and includes statutory repairs, routine maintenance, urgent repairs, and planned improvements.

Where properties are managed on behalf of external property owners [such as Together Housing Association], this policy will apply; except for where specific repairs and maintenance responsibilities apply, as outlined in dedicated management agreements for each property.

For leaseholder properties, the respective repairs and maintenance responsibilities will be outlined in individual leaseholder agreements.

Compliance

By implementing this Repairs Policy, Berneslai Homes aims to uphold compliance with all applicable legislation and regulatory requirements and fulfil its obligations on behalf of BMBC.

These are set out in Appendix 1.

Responsibilities

This section sets out the different responsibilities Berneslai Homes and its tenants have in relation to repairs and maintenance.

Berneslai Homes responsibilities include the following:

- Maintaining the structure and exterior of the property, including the roof, walls, windows, doors, and drains. This responsibility also extends to common areas and shared facilities in multi-unit complexes.
- Ensuring homes are safe and free from damp, mould & disrepair.
- Maintaining essential services, such as water, gas, and electricity supply systems. They must ensure these services are in proper working order and safe for tenants to use.
- Ensuring homes meet the Decent Homes Standard. This standard sets out requirements for safety, thermal efficiency, and basic amenities in social housing, including the provision of adequate heating, hot water, and sanitation facilities.
- Ensuring homes are kept in good repair.
- Ensuring homes are Housing Health & Safety Rating System HHSRS compliant.

Tenants are responsible for keeping the interior of their homes and external areas within the boundary of their home in good order. Tenants' responsibilities include the following:

- Reporting repairs promptly, where Berneslai Homes is responsible in line with tenancy agreements.

- Providing access for repairs ensuring belongings are moved to enable the work to be undertaken and to provide a clean, safe, smoke free environment for employees and contractors to work in.
- Maintaining any items that they have installed themselves.
- Having chimneys swept on wood or solid fuel burning appliances which have been installed by themselves with historical Berneslai Homes Permissions granted.
- Where able, carrying out all basic DIY tasks such as (but not limited to) changing bulbs, unblocking sinks and toilets.
- Maintain decoration to a good standard.
- Ensuring vents are not restricted to maintain adequate ventilation in the property.
- Maintaining any items that have been gifted to them by Berneslai Homes.
- Keeping gardens, external spaces, and boundaries in a good, tidy and safe condition free from rubbish and weeds.

We will support the needs of our diverse residents by making reasonable adjustments to the above where identified (please see Equality, Diversity & Inclusion section on page 14).

Repairs & Maintenance

Berneslai Homes operates three classifications for repairs:

1. Responsive Repairs
2. Programmed Replacements
3. Planned Repairs

Please note, Cyclical Maintenance such as Gas Servicing, Electrical Testing etc are covered by their own Policies and Procedures as referred to in Appendix 1 of this document.

Responsive Repairs

Responsive repairs are usually requested by the tenant. Responsive repairs should be ordered through one of the 4 categories below.

- **Priority 1 – Emergency [including Out of Hours jobs]** repair - to be completed within **24 hours**. This priority applies when there is a serious risk to tenants or their home. Berneslai Homes will attend as soon as possible, but within 24 hours. Some repair work may be undertaken dependent on the nature of the works. The main aim is to contain or eliminate the immediate risk.
- **Priority 2 – Urgent** repair - to be completed within **3 working days**. This repair affects a tenant's ability to live comfortably in their home. A convenient appointment will be arranged to complete this repair.
- **Priority 3 – Priority** repair - to be completed within **7 working days**. This repair affects a tenant's ability to live comfortably in their home; however,

is less urgent than a Priority 2 repair. A convenient appointment will be arranged to complete this repair.

- **Priority 4 – Routine** repair - to be completed within **25 working days**. These repairs pose no immediate risk and are arranged for a convenient appointment.

Examples of repairs and associated priorities are set out in the Repairs Summary section of this policy.

Out of Hours Repairs

We offer an out of hours service for tenants to report emergency repairs.

Out of hours is outside of our staff's core working hours and covers the following:

- Monday to Friday – 4pm until 8am the next working day
- Saturday & Sunday – 24-hour cover
- Any non-working days such as Bank Holidays – 24-hour cover

All out of hour's requests will be deemed Priority 1 – Emergency repairs to be carried out within 24 hours if they meet the required definition below:

- There is a serious health and safety risk.
- A vulnerable tenant cannot manage without the service.
- The problem will become more expensive if it is not immediately repaired e.g. a serious leak.
- The job requires immediate attention to make the property secure.
- The repair is required to protect the asset.

Awaab's Law [presently in consultation] and HHSRS

The Housing Health and Safety Rating System (HHSRS) is a risk assessment tool used to assess 29 hazards to determine whether a property is safe to live in and rates the hazards in your home depending on the likely impact it will have on your health.

We ensure we meet our health and safety obligations under HHSRS by actioning and visiting any report of HHSRS hazard within 24 Hours.

The proposed Awaab's Law will require Berneslai Homes to respond to tenants' requests in relation to potential hazards in their homes within specified timeframes:

- Berneslai Homes would be required to carry out initial investigations within 14 days of a relevant request and provide a written summary of findings to the tenant within 48 hours.

- If a potential hazard is judged to pose a significant risk, Berneslai Homes must commence repairs within 7 days, with completion within a 'reasonable' period.
- Emergency repairs to make the home safe must be actioned within 24 hours if a hazard is deemed significant and 'imminent' to health or safety.

These requirements would be implied clauses in every tenancy agreement.

Reporting a Responsive Repair

Berneslai Homes tenants can report repairs by:

- Telephone – Berneslai Homes Tenants have access to a **24hour Repairs Hotline – 01226 787878**
- Online through the Berneslai homes app (Non-Emergency Repairs Only)
- In person through any member of our Staff
- Email or letter to Berneslai Homes
- Through a third party such as a councillor or MP

Across all channels for reporting repairs, Berneslai Homes aim is to arrange a convenient appointment at first contact with the tenant and complete the repair, where reasonably practicable, within one visit.

Repair Appointments and Access

Repair appointments are provided for non-emergency repairs and Berneslai Homes will ensure that repair appointments, wherever possible allow for the needs of our tenants.

When a repair is reported, we always ask if there are any vulnerabilities or health concerns, we need to be aware of to make any reasonable adjustments to our service to meet the specific needs of the household. (Please see Equality, Diversity & Inclusion section of this policy).

For non-emergency repairs Berneslai Homes will offer a flexible appointment and tenants reporting a repair will be offered a time when the repair can be carried out within the appropriate repair category.

Appointments to complete the repair will be made within the repair categories set out:

- **Urgent** repair - to be completed within 3 working days
- **Priority** repair - to be completed within 7 working days
- **Routine** repair - to be completed within 25 working days

Appointment time slots for repairs are:

- AM – Monday to Friday between 8:00am and 12pm

- PM – Monday to Thursday between 12pm and 4pm and Friday between 12pm and 3.30pm
- All day – Monday to Thursday between 8:00am and 4pm and between 8:00am and 3:30pm Friday.
- Avoid school run - Monday to Friday attending between 10:00am and 2:00pm.

Where the scope of the repair is unclear or needs an inspection, Berneslai Homes will offer an appointment for a technical inspection within 30 working days to diagnose the required works.

Following the technical inspection, the repair will be diagnosed and planned within the appropriate timescales and repairs category and/or programme with end-to-end timescales captured.

All technical inspections will be organised under the direction of Property Services.

For communal area responsive repairs where no tenant access is required (for example corridors, stairwells, shared entrances, communal kitchens etc), appointments will still be scheduled.

If appointments are no longer convenient, tenants are required to inform Berneslai Homes to rearrange to a more suitable time.

Where there is an immediate risk or hazard to property or people Berneslai Homes may take further steps to ensure access can be gained to the property. This will follow Berneslai Homes 'Controlled Access Procedure'.

In general circumstances where Berneslai Homes have failed to gain access [excluding any immediate risk or hazard to property or people], the 'No-Access procedure' will be applied.

Programmed Replacements

If the problem cannot be fixed by a responsive repair and requires a full component replacement, Berneslai Homes will label these works as 'Programmed Replacement'.

Programmed Replacement works are component replacements and include the following common items, although this list is not exhaustive:

- Kitchen (part or all)
- Bathroom fittings (part or all), including anti slip flooring
- External doors
- Internal doors
- Windows
- Fascias, Soffits and Rain water goods (guttering, fallpipes)
- Secondary forms of heating (Gas & Electric Fires)

If a Programmed Replacement relates to Health and Safety, the works will be released to our maintenance partners with a 25 Day priority e.g. a Fire Door.

All other Programmed Replacement works that are agreed are placed onto our list of accumulated works. These works are prioritised and released in batches to our maintenance partners for completion on the 1st day of every month. They then have 10 weeks from the release date of the batch to complete the works.

These planned elemental replacements could take up to 18 Months to be completed.

Tenants will receive clear and timely updates in relation to any agreed and outstanding work via letter or email within the following timeframes:

- 14 Days after any inspection to confirm what has been agreed.
- Quarterly updates on outstanding work with estimated completion dates (ECD).

Planned Repairs

If the problem cannot be fixed by a responsive repair, requires more planning and is not urgent or dangerous, Berneslai Homes will label these works as 'Planned Repairs'. The time to complete a planned repair will vary, depending on the nature, size and urgency of the job as well as any tenant vulnerabilities.

Planned repairs include the following:

- Some boundary works
- Outhouse works (roofing, demolish etc)
- Planned electrical works
- Roofing works
- Paths
- Pointing
- Rendering
- Cleaning out of guttering
- Extensive plastering (more than 1 full surface area)
- Planned plumbing works
- Garages
- Clean out cavities
- Structural works

If a Planned Repair relates to Health and Safety, the works will be released to our maintenance partners with a 25 Day priority.

All other Planned Repair works that are agreed are placed onto our list of accumulated works. These works are prioritised and batch released to our maintenance partners for completion on the 15th day of every month.

They will then have 10 weeks from the release date of the batch to complete the works.

These planned repairs could take up to 18 Months to be completed.

Tenants will receive clear and timely updates in relation to any agreed and outstanding work via letter or email within the following timeframes:

- 14 Days after any inspection to confirm what has been agreed.
- Quarterly updates on outstanding work with estimated completion dates (ECD).

Rechargeable Repairs

Berneslai Homes will actively seek to recover the cost of any repair which is not its responsibility or where damage has been caused by a tenant, other residents, or visitors to a property:

- Damage to the property resulting from an act of intentional or negligent behaviour by the tenant, anybody living with the tenant, or anybody visiting the home.
- Any court costs resulting from a breach of tenancy conditions – for example as a result of incidents of antisocial behaviour or in gaining access to properties to carry out a gas service.
- Boarding up and re-glazing windows, resulting from an act of intentional or negligent behaviour by the tenant, anybody living with the tenant or anybody visiting the tenant's home.
- Lock changes and replacement keys if the tenant has lost their keys or locked him or herself out of the property.
- Damage to the property following police action where the police are not responsible for repair.
- Removal of items left in communal areas.
- Clearing properties at any time during a tenancy or at the point the tenancy ends.
- Clearing gardens at any time during the tenancy or at the point when the tenancy ends.
- Abuse of the emergency call out service e.g. when the repair required is not really an emergency but has been reported as such.
- Making good any alterations or improvement carried out by the tenant which has resulted in damage to the property or neighbouring property.

Berneslai Homes will record what it considers a rechargeable repair with photographs and clearly set out why the repair is considered rechargeable. This information will be communicated to the tenant in writing with a request for repayment of the quantified costs.

Recovery of rechargeable repair costs is detailed separately as set out within the Repairs Clarification Document [RCD].

Right to Repair

Berneslai Homes aims to complete all responsive repairs within its agreed and published timescales, as well as ensuring all repairs meet the acceptable standard. Where this does not occur, tenants may be entitled to compensation. All details associated with this can be found on the Berneslai Homes website.

Right To Buy (RTB)

Tenants who wish to purchase their home can submit a Right To Buy (RTB) if they meet certain criteria.

However, upon doing this they are entitled to statutory repairs only to ensure the property is weather proof, safe and all services (gas, electric, water, drainage) are in proper working order. No replacement works will be carried out unless absolutely necessary.

Approval and Permissions

All Berneslai Homes tenants have the right to carry out improvements to their home; however written consent from Berneslai Homes and all other necessary approvals, such as planning and building regulation approval must be obtained before any work commences.

Berneslai Homes will not unreasonably withhold consent when tenants make requests for improvements, alterations, or additions.

Tenants must comply with the reasonable requirements of Berneslai Homes in relation to any consent given to make improvements, alterations, or additions to the premises, including the standard of the work to be carried out.

All authorised work must be completed to a sufficiently high standard and by qualified and competent persons. Work undertaken on gas and electrical installations must be carried out by appropriately qualified persons and copies of certificates must be submitted to Berneslai Homes prior to works commencing.

Following any improvements, alterations or additions undertaken by the tenant they will be responsible for the future repairs, maintenance or replacement of the improvement unless previously agreed in writing.

In some instances, where permission has not been sought or granted to make alterations, upon leaving the tenancy the property will have to be returned to how it was when initially let or recharges will apply.

Where permission has not been approved by Berneslai Homes, the tenant may be recharged for any unauthorised improvements or alterations identified during or at the end of their tenancy.

Berneslai Homes are not liable for any loss or damage to, caused by or associated with any improvements or alterations carried out by tenants with or without permission.

Note: Home improvements cannot be carried out during introductory tenancies.

Performance

Berneslai Homes will measure its repair performance by using, and issuing, a suite of Key Performance Indicators (KPIs) as defined in the Property Repairs and Improvement Partnership [PRIP] contract issued by BMBC.

KPIs will be benchmarked against Berneslai Homes peer groups.

KPI's will be reviewed annually for all Repairs & Maintenance contracts to maintain year on year continuous improvement.

Performance against KPIs will be monitored and reported regularly to the Executive Management Team (EMT), Board, Customer Services Committee and BMBC.

Tenant feedback as part of our satisfaction surveys for Repairs & Maintenance will be used as an additional means of monitoring and improving the quality of the service.

Berneslai Homes will publish repairs performance information to tenants. As standard practice, our repairs performance is included in our quarterly performance report which is published and accessible to tenants. This will include a summary of actions we are taking to address any underperformance.

Berneslai Homes will complete its 'Tenant Satisfaction Measures TSM' and will submit results annually to the Regulator of Social Housing. These results will also be published on our website, keeping the process transparent and inclusive.

Health and Safety

Berneslai Homes will ensure tenants feel safe living in their homes knowing that safety and compliance is valued ahead of all other aspects of services.

Across repairs and maintenance operations, health and safety will be prioritised for tenants, staff and the maintenance partners.

Berneslai Homes staff and representatives must adhere to the Health and Safety policy and, in accordance with the policy, all staff are required to ensure that all working practices are in line with appropriate health and safety legislation and good practice making sure that employees, tenants, buildings and stakeholders are safe.

Berneslai Homes will invest in the training and development of staff in order that services are delivered safely, and staff and tenants are always safe.

Tenants have a responsibility to ensure our staff are able to carry out repairs safely and free from unnecessary risk whilst working in tenant's homes.

Staff carry out dynamic risk assessments and if health and safety is compromised, or risks are identified, they are authorised to abort the repair and leave.

Examples include but are not limited to:

- Violence and aggression
- Dangerous dogs
- If needles are identified

These instances will be referred to the Neighbourhood Team to action as a breach of Tenancy Agreement.

Communication

This policy is available to view by all tenants, BMBC and stakeholders on the Berneslai Homes website and will be updated with any changes.

Internally this policy will be viewable and accessible by all staff and stored on Berneslai Homes intranet site.

Equality, Diversity & Inclusion

We will ensure equal and fair access to our services; we will do this by taking into consideration the individual needs of our tenants, their family or other persons living with them. We will ensure that individual needs are considered throughout the repairs process and make reasonable adjustments where necessary.

We will treat people fairly and with dignity and respect.

All staff are trained in Equality, Diversity, and Inclusion to embed understanding about where we may need to adapt normal policies, procedures, and ways of working to accommodate resident's individual needs. This is mandatory training

which is monitored by our Organisational Development Team. Our Equality, Diversity and Inclusion Strategy meets our duties under the Equality Act 2010 (the Act) is about the following: Equality - Of access to opportunities. Diversity – Recognise and celebrate differences. Inclusion – Belonging and acceptance, feeling valued for who you are.

Reasonable Adjustments

We will support the needs of our diverse residents by making reasonable adjustments to our repairs processes, which could be a physical change or change in work practices to avoid any disadvantage to a resident in accessing this policy.

Examples of reasonable adjustments include:

- We will provide information in appropriate alternative formats (e.g. large print, coloured paper, Braille etc.).
- We will risk assess and re-prioritise works considering the vulnerabilities or individual needs of the household where identified.
- We will communicate through a representative.
- We will provide additional support such as a sign language interpreter or translator.
- We will use plain language or Easy Read service.
- This policy is published on our website, and residents can do the following:
- Change colours, contrast levels and font size.
- Zoom in up to 300% without text spilling off the screen.
- Access the policy from a smart phone, tablet, laptop, or PC.

Appendix 1

The Repairs and Maintenance Policy encompasses a wide range of considerations, including but not limited to:

- Building Regulations Act 1984
- Building Safety Act 2022
- Fire Safety Act 2021
- Care Act 2014
- Control of Asbestos Regulations 2012
- Data Protection Act 2018
- Decent Home Standard
- Electricity at Work Act 1989
- Equality Act 2010
- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety at Work Act 1974
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act 2004
- Land Compensation Act 1973
- Landlord and Tenant Act 1985
- Management of Health and Safety at Work Regulations 1999
- Corporate Manslaughter and Corporate Homicide Act 2007
- Social Housing (Regulation) Act 2023 – incorporating Awaab’s Law when enacted
- The Secure Customers of Local Housing Authorities (Right to Repair) Regulations 1994

Key Berneslai Homes Policies

- Repairs Clarification Document [RCD]
- [Damp & Mould Policy](#)
- Disrepair Policy
- Asbestos Policy
- Fire Safety Policy
- Gas Safety Policy
- Electrical Safety Policy
- Water Hygiene Policy
- Code of Conduct
- [Complaints Policy](#)
- [Equality Diversity and Inclusion Policy & Strategy](#)
- [Vulnerability Protocol](#)
- Procurement Code of Practice
- Recharges (Outlined within the RCD)
- Tenants own improvement Policy
- Redecoration Policy
- Decant Policy

This list is not exhaustive, and Berneslai Homes will follow all other additional Approved Code of Practices and Regulation / Legislation applicable to repairs and maintenance.

Repairs Summary

REPAIRS – Berneslai Homes or Tenant Responsibility

	ELEMENT	FAULT	ACTION	EXPLANATION
	External Elements			Blue Boxes refer (generally) to items of tenants responsibility
				Yellow Boxes refer (generally) to Planned Repair items released to CS/Wates in batches.
	Drains Waste & Soil Water			All Berneslai Homes responsibility are in white and have associated priorities outlined.
	Gulley	Blocked by surface debris		Tenant responsibility.
	Gulley	Blocked		3 day priority.
	Soil stack	Blocked		24 hour priority.
	Drains	Blocked		24 hour priority.
	Inspection chamber	Blocked		24 hour priority.
	Manhole cover	Missing, damaged		24 hour priority.
	Identified Yorkshire Water	Drainage Problem		Yorkshire Water
	Mains service pipework Leaking	Boundary line to stop tap into property, or after stop tap into property		24 hour priority.
	Drainage problems rat related	Internal rat ingress		24 hour priority.
	Drainage problems rat related	External rat ingress		3 day priority.

	External Doors			*Please Note: If Door is tenant's own fitment, it is tenant's own responsibility. If, however, tenant own door is faulty and is causing problems to the structure, we will repair. If door is tenant's own fitment and is the only entrance into and exit from the property and security is an issue we will repair. (Recharge may need to be made.) If door is damaged by Police, repair or replace (again recharge may need to be made).
	External door	Damaged, sticking		25 day priority.
	External door	Insecure		24 hour priority.
	External porch or passage door (formerly referred to as storm doors)	Damaged, sticking, rotting		25 day priority.
	Door lock external door	Broken		7 day priority if door is secure and has other exit/entrance door into property, if only one door i.e. flat door 24 hour priority.
	Door lock external door	Key broken in lock		7 day priority if door is secure and has other exit/entrance door into property, if only one door i.e. flat door 24 hour priority.
	External door	Rain penetration		25 day priority.
	Doorbell	Broken, missing		Tenant responsibility.
	Door chain	Broken, missing		Tenant responsibility (except for those living in Independent Living schemes).
	Door nameplate/door number	Missing, broken		Tenant responsibility.
	Door keys	Lost, stolen		Tenant responsibility.
	Door entry systems (Independent living schemes & flat complexes)	Faulty		Same day priority.
	Letter box covers	External and/or internal flap broken		Tenant responsibility.
	External Fire Doors			24 hour priority.
	External Fire Door Glass	Required/damaged		24 hr priority.

	External Walls			
	Pointing	Missing masonry between joints		Planned Repair.
	Pointing	Missing masonry between joints causing internal damp		25 day priority for pointing. Also 7 day priority for damp/mould treatment.
	Air vent covers (non-mechanical)	Silted up or causing draught		No Action - Air vent covers not included in annual servicing. Tenant should be advised to be kept clean and clear and open.
	Coal bunker	Removal required		No Action - Do not remove when heating converted to gas.
	Coal bunker	Dilapidated / dangerous		Repair if in use, remove if not used. Priority determined by urgency.
	Boundary walls	Dangerous, leaning or collapsed		24 hr priority.
	Boundary walls of stone construction	Dangerous, leaning, collapsed		24 hr priority.
	Dividing walls between properties	Dangerous, leaning, collapsed		24 hr priority.

Fencing/Gates			
	Front boundary: including fencing, gates and posts	Damaged, rotting, missing	Planned Repair.
	Gate catch (front gate only)	Faulty, missing	25 day priority.
	Rear or side boundaries: including fencing and any side / rear gates or posts.	Damaged, rotting, missing	Tenant Responsibility.
	Fencing – rear or side boundary adjacent to public footpath, public open spaces and main routes adjoining public highways.	Damaged, rotting, missing	Planned Repair.
	Fencing (all areas) where ground levels differ by more than 300mm (1 ft) & H&S issue	Damaged, rotten, missing	25 day priority.
	Fencing/Gates/Walls	In a dangerous condition	24 hour priority.
	Garages		
	Garage	Structural damage	24 hour priority.
	Garage	Roof leaking	25 day priority.
	Garage door	Insecure	7 day priority. If Health & Safety or a security issue 24 hour priority.
	Garage door	Beyond repair	Planned Repair
	Outhouses		
	Outhouse roof	Leaking	25 day priority.
	Outhouse door	Damaged, insecure	25 day priority.
	Outhouse windows	Damaged, insecure	25 day priority.

	Paths/Yards/Drives			
	All paths, yards, drives within the boundary of the Berneslai Homes property.	Damaged, uneven, trip/slip hazard, pitting, pot holes		7 day priority. If Health & Safety or a security issue 24 hour priority.
	Clothes posts, clothes line	Broken, missing		Tenant responsibility.
	Communal drying areas	Trip, slip hazards		7 day priority. If Health & Safety or a security issue 24 hour priority
	Rainwater Systems			
	Guttering/Fallpipe	Blocked/leaking/overflowing and causing other damage, rotten.		25 day priority.
	Roofs and Roof Space (Loft)			
	Pitched/Flat roof to property	Leak into property		7 day priority. Higher priority if causing internal damage. 24 hour priority to make safe if dangerous.
	Roof tile	Missing/cracked		25 day priority. Higher priority if causing internal damage. 24 hour priority to make safe if dangerous.
	Ridge and hip tiles	Missing/cracked		25 day priority. Higher priority if causing internal damage. 24 hour priority to make safe if dangerous.
	Roofs with solar panels	All repairs		Priorities as above. Specify on order that solar panel fitted and repair is required to the roof.
	Solar panel	All faults to solar panels		If solar panel owned by BMBC – 25 day priority.
	Fascia/soffits	Rotting, dangerous, falling		25 day priority. If dangerous 24 hour priority job to make safe.
	Chimney stack	Pointing missing		Planned Repair
	Chimney stack	Dangerous/unsafe		24 hour priority for Partner to make safe.
	Seal eaves	Gaps into roof space		25 day priority.
	Loft hatch	Damaged, missing, not closing		25 day priority.
	Loft insulation	Request for insulation or top-up		Planned Repair
	PIV unit (fan in roof space)	Faulty, not working		25 day priority.

	Windows			(Excluding outhouse windows)
	Any window	Will not close insecure		24 hour priority.
	All windows	Rain penetration		25 day priority to weather proof.
	Kitchen/bathroom window	Unable to open		7 day priority.
	Windows general	Unable to open		25 day priority.
	Window catches/stays	Damaged, missing		25 day priority if window is secure. 24 hour priority if insecure or if 3 rd storey or above or if Health & Safety concern is expressed.
	Glazing – Tenant damage.	Cracked, broken, missing		Tenant responsibility.
	Glazing – reported as criminal damage	Cracked, broken, missing		25 day priority.
	Glass to deteriorated window frame	Cracked		25 day priority.
	Putty to windows	Cracked, missing		25 day priority. Order 7 day repair if Health & Safety issue or causing further damage.
	Window locks (fitted by us)	Broken		25 day priority. Higher priority if Health & Safety issue.
	Window locks	Request fitting		We supply locks to ground floor windows on new installations only. However we will fit window restrictors on request.
	Window lock keys	Lost		Tenant responsibility.
	Boarding up	Following damage or incident		24 hour priority.
	Window Batten (Curtain Batten)	Damaged, missing, Tenant requesting new		Tenant responsibility.
	Window restrictors	Request fitting		If medical need, 7 day priority.
	Window restrictors	Broken or damaged		25 day priority. If window is on the 3 rd storey or above 24 hour priority.
	Shutters – Doors and Windows			
	Shutters	Faulty		24 hour priority.
	Shutters – out of hours emergencies	Faulty		24 hour priority.
	Shutter property	Request fitting		24 hour priority.
	Shutter property	Request removal		24 hour priority.

	Internal Elements			
	Basements/Cellars			
	Walls and floors	Areas of damp		7 day priority to carry out damp/mould treatment if required. Inspection required.
	Walls and floors	Extensive damp		
	Walls and floors	Flooding/Standing water		If reported as structural or health and safety issue inspection required.
	Ceilings	Damaged, missing		Basements/cellars not considered part of living area. If reported as structural or health and safety issue inspection required.
	Damp			
	Internal walls on ground floor	Damp on low wall levels, peeling paper & evidence of salting along damp horizontal line		7 day priority
	Internal walls on all floors in located areas. (These are walls that form the building perimeter)	Damp on large area of wall or ceiling		
	All internal walls and ceilings	Persistent damp on small and/or same location		
	Bathroom/Kitchen	Excessive damp / condensation		
	All surfaces and fixtures	Mould growth in large areas on walls		
	All surfaces and fixtures	Mould growth around windows or local areas		
	Ceilings	Damp patches or dripping		

	Kitchen		
	Kitchen units (base, wall, larder units)	Damaged	25 day priority.
	Wall unit	Unsafe	24 hour priority.
	Kitchen sink	Leaking	7 day priority e.g. if dripping slowly Higher priority if more urgent e.g. leak is fast and not easily contained.
	Unit doors/drawer fronts	Missing	No Action - Items are fully in property when let. To replace may incur recharge.
	Worktop	Damaged, chipped, swelling by water damage	25 day priority.
	Kitchen sink plugs and chains (all types)	Missing	Tenant responsibility.
	Kitchen units	Requests for additional	We do not supply new, only repair the existing units.
	Finishings & Fittings		
	Splashback tiles over basin, bath	Damaged, cracked	25 day priority. 2 rows only.
	Splashback tiles behind cooker	Damaged, cracked	25 day priority.
	Shower splashback wall sheet	Damaged, leaking	25 day priority
	Shower tiles	Damaged, cracked	25 day priority
	Sealant round bath/WHB	Damaged, missing	25 day priority.
	Internal decorations	Damaged, deteriorated	Tenant responsibility.
	Polystyrene ceiling tiles	Damaged or removal request – Kitchen or rooms with an open flued appliance	25 day priority.

	Polystyrene ceiling tiles	Damaged or removal request – other rooms		Tenant responsibility.
	Fireplaces & Flues			
	Chimney	Request sweeping		No Action - Swept on annual solid fuel service.
	Chimney	Request sweeping due to blockage i.e. birds nest		24 hour priority.
	Hearth tiles	Broken, missing		Tenant responsibility. However, if Health & Safety issue 24 hour priority.
	Ash pans	Damaged		25 day priority.
	Flooring/Stairs			
	Stairs	Damaged tread, riser, handrails		7 day priority. Higher priority if dangerous.
	Handrail	Missing		25 day priority. Higher priority if Health & Safety issue.
	Floor tiles	Loose, missing		Tenant responsibility.
	Floorboard	Loose, missing		25 day priority. Higher priority if Health & Safety issue.
	Floorboards	Rotten		25 day priority. Higher priority if Health & Safety issue.
	Laminate flooring	Damaged, lifting		Tenant responsibility (laminate flooring not fitted by Berneslai Homes).
	Asphalt floors	Damaged, lifting, badly pitted		25 day priority.
	Solid floors	Uneven, pot holed, badly cracked, raised		25 day priority.
	Altro floor	Damaged, leaking		7 day priority.
	Altro floor drain	Blocked		3 day priority. 24 hour if unable to use and only form of bathing.
	Floor coverings installed on Decent Homes or Barnsley Homes Standard	Damaged, scratched, lifting, bubbling		Tenant responsibility. This is gifted to the tenant and becomes tenant responsibility after 12 months.

	Internal Doors			
	Internal door – all doors	Damaged, sticking		25 day priority.
	Internal doors	Adjustment requested to fit carpets		Tenant responsibility.
	Internal door handle - Kitchen	Removed, broken		25 day priority if can open and close. 24 hour priority if Health & Safety issue e.g. door will not open/close.
	Internal Joinery			
	Bath panels	Damaged, missing		25 day priority.
	Architraves	Damaged, missing		Tenant responsibility. Properties have this in places when let.
	Pipe boxing	Damaged, missing.		No Action – We do not box in pipes. Exception is on BHS works where Health & Safety issue.
	Curtain batten or rail (Window batten)	Damaged, missing, request new		Tenant responsibility.
	Skirting board	Rotten		25 day priority.
	Skirting board	Missing		No Action - Skirting boards are fully in property when let
	Internal Walls			
	Internal walls	Superficial plaster cracks & small holes	No action	Tenant responsibility. Shrinkage is always ongoing in buildings. Most cracks are superficial.
	Internal walls	Large cracks over the width of a pound coin (3mm)		25 day priority.
	Plastering	Damaged, flaking off		25 day priority.
	Plastering	Small areas on various walls or ceilings		25 day priority.
2.9.5	Plastering	Extensive damage, more than one surface area		Planned Repair
2.9.6	Plastering	Falling off wall during wallpaper stripping		Inspection Required.

Water Supply & Sanitary Fittings			
Mains service pipework	Boundary line to stop tap into property, or after stop tap into property		24 hour priority.
Tap	Inoperable		3 day priority.
Hot tap	Running constantly even if only small amount		24 hour priority.
Tap	Dripping		25 day priority.
Tap	Running full bore		24 hour priority.
Stop tap	Leaking		25 day priority. Higher priority if fast leak.
Stop tap	Inoperable (will not turn)		7 day priority.
Bath and basin plugs and chains (all types)	Requests new		Tenant responsibility.
Showers	Faulty/leaking		7 day priority or 24 hr priority if only form of bathing or vulnerability issues.
Shower rail / built-in shower chairs	Damaged		25 day priority.
Shower curtain	Requests new, damaged or missing		Tenant responsibility
Hot water cylinder jacket	Requests new, damaged or missing		Tenant responsibility.
Toilet seat	Damaged, missing		Tenant responsibility
WC	Blocked		24 hour priority.
Bath	Surface delaminating, chipped, etc.		25 day priority.
Bath	Damaged		25 day priority.
Plumbing for washing machine	Request for plumbing		Tenant responsibility.
Overflow	Running full bore		24 hour priority

Mechanical/Electrical/Gas			
	Electrical Fittings		
	Wiring, sockets and switches	Bare wires, fusing sparking, unsafe, smouldering.	24 hour priority.
	Other electrical	General faults	7 day priority.
	Outside lights – individual property (installed by us)	Damaged, missing, stolen	25 day priority.
	Outside lights – individual property (installed by current tenant)	Damaged, broken	Tenant responsibility.
	Outside light – communal areas & Independent Living schemes	Damaged, missing, faulty	7 day priority.
	Extractor fan	Broken	25 day priority.
	Electric meter box door	Broken, missing	25 day priority.
	Immersion heater	Not working	25 day priority. 24 hour priority if no other form of heating water.
	Request for immersion heater	Main heating source broken	24 hour priority.
	Request for immersion heater	Has other form of heating water	No Action - Tenants own improvement. Advise tenant to obtain landlords permission to have installed by NIC registered electrician at own cost.
	Electric fire decorative bulbs (installed by Berneslai Homes)	Blown	25 day priority.
	Requests for additional or relocation of electrical sockets	Insufficient sockets	Tenants own improvement. Advise tenant to obtain landlords permission if they intend to add their own extra sockets - to have installed by NIC registered electrician at own cost.
	Electric meter	Relocation request	Tenants own improvement. Advise tenant to obtain landlords permission if they intend to move any major electrical installation items.
	Burglar alarm	Broken, faulty	Tenant responsibility.

	Smoke alarms (all types)	Continuously sounding, bleeping or not working		24 hour priority.
	CO alarms (all types)	Continuously sounding, bleeping or not working		24 hour priority.
		Tenant requests one (none in property)		7 day priority.
	Lighting on landing, kitchen or bathroom	Switch, lamp or pendant faulty (not bulb)		24 hour priority.
	Light bulb - all areas (except 3.1.20)	Blown		Tenant responsibility.
	Sealed bathroom light fitted under Decent Homes/Barnsley Homes Standard works	Bulb blown, faulty		24 hr priority.
3.1.22	TV aerial/satellite dish to individual dwelling	Damaged, broken, fallen	No action	Tenant responsibility.
3.1.23	TV socket to individual dwelling	Damaged, faulty	No action	Tenant responsibility.
	Communal TV and aerials/satellite dish (Flats, High Rise, etc)	Vision failed or cloudy. (Reception issues)		7 day priority.
	TV socket where property is part of a communal TV system where the TV socket forms an integral part of the system	Damaged, faulty		7 day priority.
	Lifts (communal areas)	General faults		24 hour priority.
	Electric cooker point	Faulty, bare wires, sparking, fusing, smouldering, unsafe		24 hour priority.
	Electric cooker point	Cooking point requested, one doesn't currently exist. But there is an active gas cooker point		Tenants own improvement. Advise tenant to obtain landlords permission to have installed by NIC registered electrician at own cost

	Gas Supply			
	GAS LEAK			24 hour priority.
	Gas meter box door	Damaged, missing		25 day priority.
	Gas meter	Request for relocation		Tenants own improvement. Advise tenant to obtain landlords permission.
	Gas cooker point	Cooking point requested, one doesn't currently exist. But there is an active electric cooker point		Tenants own improvement. Advise tenant to obtain landlords permission to have installed by Gas Safe registered engineer at own cost.
	Carbon Monoxide Detector	Request for installation/ repair/ replace		3 day priority.
	Gas fire loose coming loose / coming away from wall	Damaged / faulty		24 hour priority.
	Gas cooker pipe	Tenant's own install gas cooker, no gas coming from gas cooker pipe.		24 hour priority.
	Heating Systems			
	Radiators	Not getting hot		24 hour priority.
	Radiators removed by tenant	Damaged, unable to remove and or replace		Tenant responsibility.
	Heating system	Request to alter or extend		Inspection Required.
	Tenants own Heating System	Faulty		Inspection Required.
	Central heating timer	Resetting		This is tenant responsibility, however if tenant is elderly or vulnerable we will make reasonable adjustments to the service.
	Repairs to central heating controls e.g. room and cylinder stats, and programmers	Damaged, broken, faulty		If affecting several radiators and unable to heat property or on in hot weather, 24 hour priority.

	Heating where tenant has a pre-payment gas meter	No heating		24 hr priority
	Heating where tenant has a Switch 2 meter	No heating		24 hr priority
	Fault on Switch 2 meter	Where a fault is identified on the meter		We will report the fault to Switch 2 requesting engineer visit.
	Gas or solid fuel heating appliance	Gas leaks or fumes or carbon monoxide detector sounding		24 hour priority
	Pilot light	Not working, gone out or failed		24 hr priority.
	Cavity wall insulation	Request for installation		Cavity wall insulation installed on Barnsley Homes Standard schemes only.
	Loft insulation	Request for insulation or top-up		Planned Repair
	Hot water	No hot water		24 hour priority
	Air Source Heat Pump	General information		Air Source Heat Pumps have been fitted in some of our properties on the BHS schemes. All faults and breakdowns will be ordered in the usual way as per standard heating systems. Radiators on ASHP systems do not get as hot as radiators with conventional heating systems, however the radiator surface area is increased (larger radiators installed) to achieve the same ambient temperature, but may take longer to reach the desired temperature. Tenants are encouraged to keep all radiators on at a warm temperature throughout the colder periods of the year in order for the heating system to work at its best and most economical.
	Radiators (ASHP)	Not getting warm		24 hour priority. If not affecting all radiators and has other form of heating, order repair with Partner on 7 day priority.
	Ground Source Heat Pumps and Schemes			Ground Source Heat Pumps (GSHP) are powered by electricity and are installed in the following District Heating schemes: <ul style="list-style-type: none"> • Woodhall Flats, Darfield • Parkside, Hoyland Common • Sunrise Manor, Platts Common • Willowcroft, Bolton on Dearne • Church St Close, Thurnscoe • Pendon House, Penistone

				<ul style="list-style-type: none"> • Elm Court, Worsborough Dale • Maltas Court, Worsborough Bridge <p>GSHP provide an alternate source of heating which is generated via an underground network of pipes installed in bore holes 100+ metres down.</p> <p>24 hour priority.</p>
Independent Living Schemes including Communal Areas				
	Alarms			
	Fire Alarm, emergency lighting system, system including magnetic door openers in schemes, community centres and communal areas	Faulty, continuously sounding, lights flashing showing fault on display panel		<p>24 hour priority.</p> <p>Please note: ‘Lifeline’ systems (emergency response systems for specific vulnerable tenants) are the tenant’s responsibility and are not impacted by the communal systems within a building. (i.e. a faulty display panel will not impact Lifeline systems.)</p>
	Smoke/Heat Alarm	Continuous sounds or bleeps		24 hr priority
	Smoke alarms that have an expired date	Expired		7 day priority
	Heating			
	Communal District Heating Systems (Biomass) in boiler houses, serving communal areas, corridors and individual dwellings	Faults/breakdown/leaks		<p>Biomass Boilers have been installed into several of our District Heating Schemes plus the 3 tower blocks (Albion, Buckley and Britannia House).</p> <p>Biomass is an alternate form of heating supply that uses wood chipping as the fuel source to heat the boilers.</p> <p>24 hr priority</p>

	Communal Centre steel chimneys	Damaged/faults		24 hour priority.
	Doors			
	External Doors (except door entry systems)	Damaged Sticking		7 day priority
	External Doors (except door entry systems)	Insecure		24 hour priority
	External door lock (except door entry systems)	Broken		24 hour priority
	External door lock (except door entry systems)	Key lost		24 hour priority.
	Door entry system	Faulty		24 hour priority.
	Letter box/covers	External and/or internal flap broken		7 day priority.
	Internal communal doors	Faulty/Damaged		7 day priority
	External fire door (except door entry systems)	Faulty/Damaged		24 hr priority
	Individual flat - access door	Damaged, sticking		25 day priority. Higher priority if Health & Safety issue.
	Individual flat – access door	Insecure		24 hour priority.
	Electrical			
	CCTV	Faulty		7 day priority.
		Vision failed or cloudy. (Reception issues)		7 day priority.
	TV socket where property is part of a communal TV system where the TV socket	Damaged, faulty		7 day priority.

	forms an integral part of the system			
	Communal aerial	Damaged, faulty		7 day priority.
	Extractor fan	Broken		25 day priority.
	Internal/External lights in communal areas This also includes 'Street' lighting in: <ul style="list-style-type: none"> • New England Estate, Worsbrough Bridge • Honeywell walk-through complex • Cockerham Lane flats (not the main road) 	Faulty/blown		24 hour priority.
	Electrical switches/sockets	Faulty		24 hour priority.
	Appliance in communal laundrys	Faulty (not working or unable to switch off)		24 hour priority.
	Appliance in communal kitchen (Independent Living scheme or community centre)	Faulty		24 hour priority.
	Communal panel fault. (e.g. communal control for intercom)	Faulty / error message shown		24 hour priority.
	Miscellaneous			
	Carpets/flooring Curtains/batten (communal areas)	Damaged, loose, lifting		24 hr – 25 day priority depending on severity of problem.
	Fire information box	Damaged		7 day priority. 24 hr if unable to gain access to box.
	Keysafe	Damaged, stolen		Tenant responsibility.
	LIFTS (communal areas)	General faults		24 hour priority.
	Lift access fire door	Faulty, damaged		24 hr priority.

	Bin stores / Scooter Stores	General faults		25 day priority
	Communal showers/bathrooms etc.	General faults		25 days priority.
	Plastering	Damaged flaking off Small areas		25 day priority.
	Plastering	Extensive Damage		Planned Repair
	Painting after plastering (communal areas)	Unpainted surfaces		25 day priority.
Smithies Lane Caravan Site, Barnsley				
	All repairs to permanent brick built structure on each plot	All repairs as per our housing stock		Brick built structure contains a fitted kitchen, bathroom and heating (30 plots).
	Community Centre	All repairs to building and internal fittings		Community Centre heating supplied by own Air Source Heat Pump (ASHP).
	Plant Rooms	All repairs to building and heating equipment contained within		Plant rooms contain the Air Sourced Heat Pumps (ASHP) that heat the 30 brick built structures on each plot.
	Access road, grassed/play area other landscaping areas	Damage/repairs required		No action - Scheme Manager will arrange necessary maintenance/organise repairs.
	Individual Caravan	All repairs/faults		Caravan is owned by tenant and the tenant is responsible for all maintenance.
Miscellaneous				
Equipment and Adaptations (E&A)				
	Ramp, shower, door widening, kitchen alteration, stair lifts, hoists, closomat etc.	Requested due to tenant's disability/ circumstances		Tenant to contact th Equipment and Adaptations team to register for E&A assessment on (01226) 775800 or Equipmentandadaptations@barnsley.gov.uk
	Ramp	Slippery, trip hazard		24 hour priority.

		Pitting, Breaking up	Order repair - Partner	3 day priority.
	Shower	Blocked, leaking Slippery tiles or panel breaking up or falling off Rail or curtain damaged Not working		24 hour priority. 24 hour priority. 25 day priority. 24 hour priority.
	Closomat / Geberit (wash/dry toilet)	Blocked, leaking, not working		24 hour priority.
	Adapted Kitchen	Damaged Damaged and dangerous		25 day priority. 24 hour priority.
	Minor Adaptation: Grab rail, external hand rail (up to 2 metres length), lever taps, additional stair rail	Requested due to tenant's disability/ circumstances		7 day priority.
	Stairlift Step lift	Faulty		24 hour priority.
	Ceiling track hoist	Faulty		24 hour priority.
	Through Floor Lift / Step Lift	Faulty		24 hour priority.

	Cooking/Drying Facilities			
	Cooker installed as part of a disabled adaptation and is integral to the kitchen design	Not working, faulty		Inspection Required.
	Appliance in Furnished Tenancy Scheme property	Faulty		E-mail: TenantsFirstService@berneslaihomes.co.uk
	Appliance in communal kitchen (Independent Living scheme or community centre)	Faulty		24 hour priority.
	Gardens			
	Gardening	Poorly maintained		Tenant responsibility.
	Tree maintenance	Possibility of falling, overgrown		Neighbourhood Team will determine if tenant responsibility or grounds maintenance issue.
	Pests / Vermin	A non-exhaustive list of pests / vermin is: ants, bed bugs, bees, beetles, birds, cockroaches, fleas, flies, insects, mice, moles, rats, silverfish, slugs, squirrels, wasps and woodlice.		
Any repairs required to resolve rat ingress to a property is a 24hr priority.				
	Individual tenanted dwellings	See explanation		All pest/vermin treatments in and around property is tenant responsibility, except those detailed below. Tenants are to contact Pest Control (01226 772050) but explain this is a tenant responsibility and subject to a charge. If on attendance the Pest Control Officer finds the infestation is as a result of a structural issue for which Berneslai Homes are responsible we will accept the charge and the cost to the tenant will be waived.
	Rats inside property			24 hour priority.
	Rats outside property	Within curtilage of dwelling only		We will try to establish if rats are nesting in garden. If not and tenant has only seen once for example, we will advise to ring back if rats are seen again. If rats are nesting or seen again, we will order a 24 hour priority.

	Mice inside property			24 hour priority.
	Squirrels inside property			24 hour priority.
	Birds	Behind fire/base of chimney dead or alive.		24 hour priority.
	Woodworm	Inside property		25 day priority.
	Vermin / pests of any type in Independent Living schemes	In and around property		24 hour priority.
	Specialist Cleaning			
	Specialist Cleaning	Clean of human waste required		24 hour priority.
Community Centres – Berneslai Homes Responsibility				
	All repairs to building structure	Repairs as per housing stock		All repairs to building structure as per our housing stock.
	Shutters	Faulty		24 hour priority.