

# Your new Shared Ownership home

Understanding the defects period and repairs



## What can I expect from a new Two Rivers home?

We aim to make sure each of our new properties:

- comply with minimum fitness standards as laid down by legal and building regulations.
- are substantially wind and weather tight.
- are free from major structural defects.
- are free from damp.
- do not present any unreasonable hazard to the health and safety of its occupants or to the public.
- are reasonably secure in terms of crime prevention and fire risk.
- are suitably equipped and serviced (water, drainage, electricity and gas) to enable occupants to live in the property in reasonable comfort.

## What standard of repairs can I expect?

Your new home is provided with at least one year's maintenance guarantee by the contractor/builder. This covers any faults or problems caused by poor or defective workmanship which may arise within the 12 month period immediately following the handover date. During this period the contractor is responsible for attending to such problems.

After the end of the contractor's liability period, you will be responsible for all repairs and maintenance on the property. A fault may occur after this period, which is the responsibility of the contractor and is called a 'latent defect'.

However, the contractor will only be responsible for such a defect if it can be clearly shown that it has arisen as a result of poor workmanship or a defective component being installed when the property was first built. If the fault is not classed as a true defect, but is the result of damage or action the tenant has taken, then the tenant will be charged for correcting this fault.

## What is a defect and how soon will it be repaired?

A defect is something that is inadequate or has failed on a new home. Normally, the contractor/builder is responsible for repairing defects that appear in the first year (called the 'defect period').

If you have a problem or need to report a defect within your new property, you can contact our Customer Service team. Contact details can be found on the back page.



## Response times

Category of defect	Response time
Emergency A	Within 24 hours
Urgent B	Within five working days
Non-urgent C	Within 10 working days
Routine D	Any repair or defect that does not fall within any of the above categories can reasonably be left until the 12 month end of defect inspection without materially affecting the convenience or comfort of tenants.

The table on the following page gives some examples of common problems and which category of defect they fall into. When you contact us to report a defect, we will advise you of the timescale in which you can expect your defect to be completed.

Types of defects	Category
Ball valves	B
Baths - loss of use	A
Blockage to WC or drain	A
Blockage to waste pipes	A
Boarding up for security	A
Brickwork	C/D
Communal areas to flats	C
Cupboards	C/D
Cooker points	A
Dangerous structures/installations	A
Doors	C
Door locks - external	A
Door locks and fitting - internal	C
Electric heating	A (winter months: 1 October - 30 April)
Electric supply	A
Fascia boarding etc	C/D
Fencing	C/D
Floor boarding	C
Floor tiling	C
Garages	C
Gas central heating	A (winter months: 1 October - 30 April)
Gas fires and water heaters	A
Gas leaks/supply failure	A
Gates	C/D
Glass	A
Guttering	C
Handrails	B
Immersion heaters	B
Light holders	B
Outbuildings	C/D
Overflows and ball valves	B
Paths and drives (dangerous)	A
Plasterwork	C/D
Roof leaks, loose tiles and chimneys	A
Sinks	B
Sink units	C
Skirtings	C

Examples of non-defects, where a re-charge will occur, are:

- toilet blockages caused by nappies, plastic bags, sanitary towels etc.
- sink blockages caused by food, fat/oil.
- when lights aren't working because a bulb just needs to be changed.

## Out-of-hours emergencies - power and water

### Electricity and water

All electricity and water supply companies operate their own 24-hour call-out services. Please refer to your latest bill for their contact information and what you should do in the event of an emergency.

Your suppliers' contact information will also be readily available in the phone book and online via their website and search engines.

### Gas

If you smell gas, call **National Grid** on **0800 111 999** and contact your supplier.

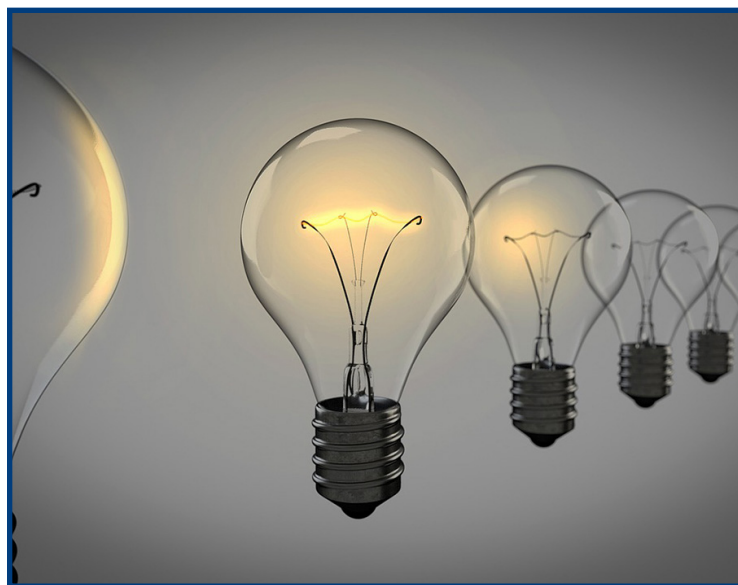
## Out-of-hours emergencies - Two Rivers Housing

Our offices are open Monday - Friday 8:30am - 5pm. For **out-of-hours emergency repairs**, please call **0800 316 0897**. Your call will be directed to our support centre which will be able to organise the repair work, if required.

Please note, we class 'out-of-hours emergencies' as:

- a total loss of power or heating.
- problems likely to cause injury, or significant damage to your property or your neighbour's property.

These emergencies will be dealt with in 24 hours. If the problem doesn't appear to be an emergency, our repairs team will contact you the next working day. If a contractor/builder is called out to a situation which turns out not be an emergency, you may be charged. So, if in doubt, please ask when you make the call.



## CONTACT US

**Telephone: 0800 316 0897**

If you would like this leaflet in large print or audio CD, please call us.

**Website:** [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)

**Email:** [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)



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