



Maintenance and Chargeable Repairs Standards

Knowsley Housing Trust's (KHT) vision is to "provide quality homes and services and to work with others for the lasting benefit of our communities. Our Repairs Standard sets out below what you can expect if you have need to call upon this service.

What does Maintenance and Repairs include and how do you determine which category they fall into?

A Responsive Repair

A responsive repair is to repair and not replace. Replacements/renewal of an element or product will only be considered where the cost of a repair exceeds its replacement value.

We define a responsive repair as being a small to medium size repair to a dwelling which has resulted from fair wear & tear or where it poses a risk to Health & Safety. After considerable consultation with our customers we have agreed the following repair categories, definitions & timescales:

An Emergency Repair

A repair that threatens the safety of either the customer, general public or the condition of the property.

A Standard Repair – made by a pre-agreed appointment

Faults that cause minor inconvenience and are unlikely to damage your property if not repaired quickly.

Out of hours Emergency Repairs Service

For emergency repairs out of hours we have agreed to:

- Attend and carry out a "make safe" repair however, if we can accommodate a Right First Time (RFT) repair within a 60 minute period, we will do so.
- Where a "make safe" repair can only be carried out, any "follow on works" will be raised the following day and the customer will be contacted to agree a suitable appointment date and time.

What are chargeable repairs?

As a customer you have a responsibility to maintain certain repair elements to your home as stated in your Tenancy Agreement.

KHT have defined which repairs are tenant responsibility and which are the responsibility of KHT. KHT have also defined which repairs are classed as "wear and tear" or are due to neglect or deliberate damage by the current, former tenant or a third party.

Any repairs that fall under tenant responsibility you are required to make good the repair and have options available to do this:

- Option 1 Pay KHT to carry out the repair on your behalf.
- Option 2 Complete the works yourself or arrange for your own tradesman to make good the repair.



If you take option 2 KHT will follow this up to ensure the integrity of the property is maintained and any health and safety issues are addressed, subsequently if it fails you may be charged by KHT to make good the repair.

If you would like to take up this service to pay KHT to attend on your behalf please contact us by the methods listed out below to report us the repair and will be able to plan the repair for you. (Please refer to our handy Maintenance and Chargeable Repairs Guide for easy reference)

How can I report a repair?

You can contact us by:

- Telephone – 0151 290 7000 or Freephone 0800 561 0007
- On-line - www.kht.org.uk self-service portal - Live Chat
- Email - contactcentre@firstark.com
- Post - Asset Management Team Lakeview Kings Business Park
- Prescot Merseyside L34 1PJ

How can I pay for a repair?

You can contact us by:

- Telephone 0151 290 7000 or Freephone 0800 561 0007
- One Stop Shop (via KMBC)
- Pay point machines (throughout the borough)
- Direct Debt
- Standing Order
- Cheques (Payable to Knowsley Housing Trust)

Can I book an appointment?

Yes, we offer the following appointment slots:

- All day Mon-Fri – 8am – 5:00pm
- A.M. or P.M.
- School run (9.30am – 2.30pm).
- 5.00pm – 8.00pm (by exception & appointment only)
- Saturday 8.30am – 12.30pm (by exception & appointment only)

When will you respond to my repair request?

When you contact us we will through our repairs system allocate one of the following categories and timescales:

- Emergency complete within 24 hours
- Appointment complete within 28 days

Banded Costings

KHT have reviewed the cost of repairs and have agreed the following pricing structure from Band A –C, based on the complexity of the work and the time to complete the repair. Where possible, KHT has endeavoured to keep costs to a minimum for its customers.



Band A - £48 which includes VAT – these are repairs which require minor works to Re-Fix items in the home –these may include replacement of locks and keys, repair to door handle or unblocking a sink.

Band B - £120 which includes VAT – these are more complex repairs to Re-New any damaged items in the home – these may include replacement of an internal door or double glazed unit depending on size.

Band C – Bespoke cost to be provided following inspection of the works required. These are multiple repairs that will require an inspection to determine the cost of the works before completion.

Can I improve my home?

KHT recognise that our customers want to improve their homes however; approval must be obtained in advance of any works commencing.

Customers should write to our Asset Management Team, Lakeview Kings Business Park Prescot L34 1PJ with the details of the proposed works/ improvements, we will, where necessary pre-inspect the proposed works and offer advice to customer.

Following completion of your works we will again inspect and if satisfied with the standard achieved, will inform our Asset Management Team who will update their records on the works. In certain cases where the works may benefit us, we may undertake to maintain and repair the alteration/s after and subject to expiry of any relevant guarantees or warranty period.

Customers who undertake improvements without approval from KHT will be liable for the full cost of reinstatement should the improvement need to be rectified either during or at the end of your tenancy.

Customers will be responsible for all necessary Planning, Party Wall, Building Control etc. approval and associated costs.

Contents Insurance

In the unfortunate event that a component or element fails and personal possessions are damaged, KHT cannot be held or take on any liability for their replacement or be held responsible for compensation of such damage. Incidental damage to personal possessions must be claimed under your household insurance policy.

What rights do I have?

Under Section 11 of the Landlord and Tenants Act 1985, our repairs obligation is to:

- (a) To keep in repair the structure and exterior of the dwelling-house (including drains, gutters and external pipes),
- (b) To keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity)
- (c) To keep in repair and proper working order the installations in the dwelling-house for space heating and heating water.



To get your repairs undertaken quickly and efficiently;

- Allow our operators prompt access to your home when required.
- Move any personal belongings away from the work area when we are carrying out repairs.
- Make sure we have your current contact details.
- Tell us if you cannot keep an appointment.
- Treat all KHT employees, or employees of contractors used by KHT with respect.
- Always get our written permission if you wish to replace one of our gas appliances such as, a fire or boiler so we can safely remove and recycle them.

How can I give you my views on this service?

You can feedback to us in any of the following ways:

- Online - <https://www.k-h-t.org/for-residents/get-involved>
- Phone - 0151 290 7000/ or Freephone 0800 561 0007
- Post – Lakeview, Kings Business Park Prescott, Merseyside L34 1PJ