

LOCAL HOUSING COMPANIES DEFECTS PROCEDURE

Ideally, projects should be handed over defects free. Properties will be snagged, de-snagged and then inspected by the site contractor and appointed Employers Agent (EA) prior to handover. Should any defects occur within the first year after completion, it is the responsibility of the building contractor to rectify them according to timescales detailed below.

The building contractor will provide Loddon Homes/Berry Brook Homes (the LHC) with contact details for the person responsible for co-ordinating defects.

The LHC will provide the building contractor with a list of residents and their contact details.

Residents will report defects to the LHC's managing agent, Wokingham Borough Council (WBC), who will report them on to the building contractor and the Employers Agent (EA). Defects will be resolved according to the following criteria:

Priority 1 – Emergency (high risk) – to be resolved within 4 hours

- Make safe serious leaks
- Blocked drain, sink, basin or bath where likely to cause a flood in the home (otherwise priority 3)
- Blocked toilet (if the only toilet in the property, otherwise priority 3)
- Foul sewage discharges and internal back surges
- Loss of water supply
- Loss of hot water (provide alternative temporary hot water facilities where the loss of hot water has occurred)
- Loss of heating (provide alternative temporary space heating facilities where loss of space heating has occurred)
- Complete loss of electricity or serious electrical fault
- Unsafe electrical fittings
- Lift breakdown
- Insecure entrance or exit doors
- Insecure ground floor windows
- Lock out where the resident is elderly or vulnerable
- No access due to faulty lock
- Structural failure that is an immediate danger to health or life
- Residents will be advised to contact the Gas Board direct should a gas leak be detected

Priority 2 – Urgent – to be resolved within 2 working days

- Partial loss of lighting
- Partial loss of electricity supply
- Minor leak (if not able to contain)
- Leaking WC (if not able to contain, otherwise priority 3)
- WC not flushing (if resident elderly or vulnerable and not able to flush with bucket of water, otherwise priority 3)
- Loss of lighting to communal area if dangerous

Priority 3 – Routine – to be resolved within 10 working days

- Leaking roof
- Faulty entrance or exit doors
- Faulty electrical switches
- Faulty heating/plumbing appliances
- Minor plumbing leaks or faults
- Blocked drain, sink, basin, bath or toilet
- Defective cistern or overflow
- Minor electrical faults
- Blocked gutters
- Severe dampness
- Failure of door entry system
- Faulty extractor fan
- Faulty flooring
- Faulty stair treads, handrails or banisters
- Faulty shared TV aerial

Priority 4 – Non-urgent repairs – to be resolved within 40 days (or end of defects period)

- Repairs to doors, windows and floors
- Repairs or cleaning gutters and downpipes
- Repairs to kitchen fittings
- Repairs to plasterwork
- Repairs to kitchen fittings
- Dripping or leaking taps or showers
- Minor plumbing repairs
- Easing doors and windows
- Repairs to external walls, fences and paths
- Repairs to walls, brickwork and slates or tiles
- Any other minor day to day repairs or maintenance

Defects that do not fall into any of the above criteria, such as settlement cracks, will be dealt with by the building contractor at the end of the defects period. Residents will be asked to keep a record of these defects, to be handed to the building contractor at or prior to the end of defects inspection.

Reporting procedure

Defects reported by residents to Housing Repairs will be forwarded to the building contractor and the EA. The LHCs will request from the contractor details of defects that have been reported, which the LHC will send on to the EA and the development team; the EA will liaise with the contractor to determine what action has been taken and report back to the LHC accordingly. If the builder fails to attend to a defect, the EA will take up the matter with them and report back to the LHC and the development team. The LHC will ensure the resident is kept informed of progress.

The LHCs will provide a summary of defects to the respective Boards in bi-monthly KPI reports.

End of defects procedure

A date for the end of defects inspection will be agreed with the building contractor and EA, and residents will be notified in writing of the date and time by the LHC. On the day of the inspection, the building contractor and EA will visit each property, and agree and record all defects. If the resident is unable to attend, they will be asked to put their defects in writing to the LHC and this will be passed to the building contractor and EA. The building contractor will write to the residents, confirming the defects identified and dates for rectification works.

Once all defects have been rectified, the EA will agree the final account and release the retention monies to the building contractor. The development team will advise Housing Repairs that the defects period has formally ended.

If defects are not attended to by the building contractor within a reasonable timeframe, the LHC will arrange for the work to be done and the cost will be withheld from the retention monies.

Defects reporting as set out in this document are a contractual requirement as per design and build contract specifications, and failure to meet this requirement could result in retention monies being withheld.

APPROVED