

FPHC Maintenance Policy

This document should clarify most smaller routine requests.

Agreed by SGM September 16 2025

To improve how we deliver maintenance and to ensure tenants know what is available, it is important we attempt to define the responsibilities FPHC maintains.

Reporting repair and maintenance requests

We are migrating repair and maintenance to Coop Homes through the FixFlo system.

To make a request, please visit the following website

<https://coophomes.fixflo.com>

If you believe your issue is an emergency, you can also call them on 0203 166 2608.

Note that the system will show you multiple generic categories of repair request, not all of which are relevant to FPHC.

FPHC responsibilities

As the landlord FPHC will always be responsible for repairs to:

- the structure and exterior of the building - this includes the roof, walls, windows and external doors
- central heating, flues, ventilation and chimneys
- water, pipes, basins, sinks*, toilets and baths, drains and guttering
- gas pipes and electrical wiring
- Common parts such as communal hallways and entrances.

*We are not responsible for unblocking sinks, baths, basins or WCs where the blockage has been caused by inappropriate use or lack of cleaning.

We are not responsible for carrying out cosmetic works or repairing or replacing any alterations, fixtures or fittings installed by you. We will only replace our fixtures or fittings when it is not economic to repair them.

We will keep items that are our responsibility in good repair and repair any damage that has not been caused by tenants or their families, visitors or others (including children).

FPHC will also arrange for gas appliances owned by it to be serviced once a year and will take all actions necessary to enable access to be gained.

Tenant's responsibilities

Tenants are also responsible for the maintenance, repair, or replacement of items in their homes. They are responsible for:

- keeping the home clean and in good decorative order
- not damaging the property or any contents provided, and not allowing your family or guests to do so either
- carrying out minor maintenance, like changing light bulbs, pull cords, fluorescent fittings or unblocking a sink
- preventing pipes from bursting during cold weather
- keeping air vents and window trickle vents clear both inside and outside
- internal redecorations to walls, ceilings and woodwork
- maintaining cooker connections using a qualified installer
- maintaining all paths except those that lead to the front door
- keeping gully grids clear of leaves etc.
- replacing doorbells, door knockers and chains
- repairing any additional units or work surfaces fitted to the kitchen or other parts of the home not provided by FPHC
- resetting trip switches and adjusting heating controls
- fitting additional door locks or burglar alarms
- testing smoke, heat, and CO2 detectors monthly, and replacing batteries in any back up devices
- getting TV aerials installed professionally
- putting up, removing or replacing shelves, rails or hooks and to make good to any damage to the walls on removal
- replacing bath and sink plugs and chains
- replacing toilet seats
- Keeping communal areas clean

Clarifying who is responsible

Item	Notes/Details
Communal door keys and fobs	For homes with a communal entry system, FPHC will provide two communal door keys. Extra, or replacement keys will be charged to the tenant.

Customer Fixtures and Fittings	FPHC is not responsible for the fitting, repair or replacement of customer goods, such as curtain rails, hooks, showers, shower heads or shower curtains. We do not fit waste or supply pipework or ventilation for washing machines, dishwashers, tumble driers or provide or repair clothes driers, posts or washing lines.
Damaged items	FPHC is not responsible for repairing damage or replacing goods damaged by neglect or misuse by the tenant, a member of their household or any visitor to the property.
Decorations	FPHC is not responsible for internal decorations.
Doors (Exterior)	FPHC will repair exterior doors, but they will not be replaced unless they are beyond economic repair.
Doors & Joinery (Internal)	FPHC will only carry out repairs to internal joinery where the damage is caused by rot or woodworm or where items are beyond economic repair due to age. We will not carry out minor repairs to internal joinery or renew internal doors or door furniture or adjust doors when tenants fit new floor coverings.
Draught excluders	FPHC does not provide draught excluders.
Floor covering	FPHC is only responsible for repairing flooring in the kitchen and bathroom if it was installed by us.
Gardening	We do not normally maintain gardens in individual homes, nor any communal areas of grass, shrubs, trees, sheds etc.
Glazing	Tenants are responsible for repairing broken glass in windows and doors unless there has been unlawful entry and there is a crime reference number which can be checked with the police.
Light bulbs and fuses	FPHC is not responsible for renewing light

	bulbs and fuses, tubes and / or starters.
Locks (external)	If tenants lock themselves out, they are responsible for any subsequent lock change and door repair.
Locks (internal)	FPHC does not provide locks to internal doors.
Pests / Vermin	FPHC is not responsible for eradicating most types of vermin. If the problem is affecting a block of neighbouring properties that share communal areas and/or the property is infested by pharaoh ants and cockroaches FPHC will assume responsibility.
Plaster repairs	Tenants are responsible for all minor plaster repairs and may be recharged for any plastering necessary when the property is vacated.
Showers	FPHC will only maintain showers when these have been provided by us or installed as part of a disabled adaptation
Sinks and basins	FPHC is not responsible for unblocking kitchen or bathroom sinks where the blockage is caused by food, fat, or other waste products. Tenants will be recharged for our costs if this is discovered. We do not provide plugs or chains on bathroom or kitchen sanitary ware.
Taps	FPHC will only replace mixer taps where already fitted. Mixer taps installed by tenants are the tenant's responsibility.
Toilet seats	FPHC does not repair or renew toilet seats
WC	Tenants are responsible for preventing inappropriate items such as nappies or sanitary towels from being flushed down WCs. Tenants will be recharged for clearing blockages. FPHC will not deal with WC repair as an emergency if there is another WC in the property.

*** If FPHC is asked to carry out any of the works listed above which are subject to re-charge, we have the right to ask for payment for the work in advance**

Tenants will also be responsible for the repair or replacement of any item in a property damaged due to neglect, carelessness or deliberate action on the part of the tenant, their family, visitors or others, other than fair wear and tear. FPHC reserves the right to recharge the tenant for any repair resulting from the above.

FPHC will pursue recovery of any cost from either an ongoing tenancy or outgoing tenants.

Where safety or specialist work is concerned (for example, repairs to PVC windows) FPHC reserves the right to carry out the work itself and recharge the tenant.

Tenants must not unreasonably prevent access to their properties and must tell FPHC when a repair needs to be done and allow access in order to qualify for any compensation scheme.

Right to repair

One day:

- Total loss of electric power*
- Total or partial loss of gas supply*
- Total or partial loss of heating or hot water during colder months (November 1 – April 30) if there is no other means of heating available
- Total loss of water supply
- Toilet not flushing (if no other WC in the home)
- A blocked or leaking foul drain, soil stack or toilet pan (if there is no other WC in
- Blocked sink, bath or basin (unless caused by tenant misuse)
- Leaks or flooding from water or heating pipes, tanks or cistern
- Blocked flue to open fire or boiler
- Unsecure window, door or lock
- Unsafe power or electrical fitting (provided by us)

Seven Days

- Broken windowpane
- Broken door entry system
- Partial or total loss of heating or hot water (1 May to 31 October)
- Partial loss of water supply
- Partial loss of electric power or gas supply*
- Unsafe timber flooring or stair treads
- Loose or detached banister or handrail
- Extractor fan in internal kitchen or bathroom not working.

*Where not associated with no fuel credit.

Priority Times

FPHC with Coop Homes strives to operate priority bands as set out below. We may escalate any repair where there is deemed to be an overriding health and safety, medical, welfare, or social need to do so.

Priority Bands

- **Emergency** – Any repair which is required to make safe a situation where there is an imminent threat to life, limb or major damage to property. These repairs are carried out within 24 hours.
- **Urgent** - Any repair which is required to rectify a problem which causes significant reduction in amenity or comfort for customers in their home. These repairs are carried out within 7 calendar days.
- **Routine** - Any repair which is required to rectify a problem within the customers home where this is the responsibility of Co-op Homes but where the problem is not causing significant loss of amenity or comfort for the resident. These repairs are carried out within 30 days.
- **60/90 day repairs** – Where a contractor reports that routine items may need replacement/repair in the near future, these may be placed on a 60 or 90 day schedule.

Repairs should not be escalated to a higher priority band unless there are serious health & safety issues, medical, social, or welfare need. A note detailing the reason for the escalation should be maintained.