

SIG Housing Trust: Maintenance and Repair Responsibilities

At SIG Housing Trust, we are committed to providing **safe, secure, and well-maintained homes** for our residents. This document outlines the **responsibilities of both SIG Housing Trust and residents** regarding property maintenance and repairs, ensuring clarity on who is responsible for different aspects of upkeep.

*In some cases, maintenance responsibilities may vary based on the terms and conditions agreed with the landlord. SIG Housing Trust manages some properties but does not always own the buildings. In such cases, certain repairs and maintenance may be the responsibility of the property owner rather than SIG Housing Trust.

Resident Responsibilities

Residents play a key role in maintaining their homes and shared spaces. Their responsibilities include:

1. **Reporting Repairs:** Residents must promptly report any disrepair or defects beyond minor repairs, as detailed in **Appendix A**.
2. **Property Care:** Any **damage caused by residents, staff, or visitors** (excluding fair wear and tear) must be reported as soon as possible.
3. **Cleaning & Outdoor Maintenance:** Residents are responsible for keeping **shared spaces, gardens, and external areas** clean and tidy, including maintaining hedges, lawns, and rubbish disposal. *Subject to Service Charge and Agreements per property.
4. **Window Cleaning:** Keeping windows clean is the resident's responsibility. *Subject to Agreement in place per property.
5. **Structural Changes:** No alterations to the property structure or services should be made without prior approval from SIG Housing Trust.
6. **Pest Control:** Residents must maintain a good standard of cleanliness in property to prevent the possibility of infestations of rodents. SIG Housing Trust are responsible to address any outbreaks of infestation via our Approved Contractor.
7. **Minor Repairs:** Residents have a responsibility for minor maintenance tasks, as outlined in **Appendix A**. We have included some tips and guides to assist with prevention as well as repairs within this website [here](#)

⚠ All electrical work must be carried out by a qualified electrician (e.g., NICEIC registered or equivalent).

SIG Housing Trust Responsibilities

As a landlord, SIG Housing Trust ensures properties remain **safe, functional, and compliant** with regulations. Our responsibilities include:

SIG Housing Trust aims to create self-contained social housing units to improve the housing quality available for adults moving on from supported housing, prison, hospital and street homelessness.

1. **Repair and Maintenance Service:** We provide **responsive, cyclical, and major repairs** to maintain property standards.
2. **Planned Maintenance & Inspections:** Regular inspections and cyclical maintenance, including external and communal area **redcoration**, are carried out in accordance with SIG Housing Trust's planned schedule.
3. **Reinstating Decorations:** Following any necessary works, SIG Housing Trust will restore affected areas.
4. **Electrical Safety Checks:** Electrical installations are inspected as per our compliance programme, with proper documentation issued. *Subject to Agreement in place with Landlord if not SIG Housing Trust.
5. **Major Repairs & Stock Renewal:** Key structural and functional components (e.g., **kitchens, bathrooms, heating systems, fire alarms, roofs, and windows**) are replaced when needed, following property surveys. *Subject to Agreement in place with Landlord if not SIG Housing Trust.
6. **Gas Safety Compliance:** Annual **gas safety checks** are conducted in all properties where applicable. *Subject to Agreement in place with Landlord if not SIG Housing Trust.
7. **Property Inspections:** SIG Housing Trust inspects properties at least **once a year**, ensuring they remain in **good repair**. Additional inspections may be carried out if deemed necessary. *Subject to Agreement in place with Landlord if not SIG Housing Trust.

A detailed breakdown of repair and maintenance responsibilities is available in **Appendix A**.

Types of Maintenance & Repairs

SIG Housing Trust categorises maintenance and repair tasks based on **urgency and frequency**, ensuring prompt responses to resident needs.

Responsive Repairs

These address **immediate breakdowns** and are carried out to keep properties in good working order.

Cyclical Works

Regular maintenance tasks, including **external and internal painting, gutter cleaning, and structural inspections**, are performed as part of our planned maintenance cycle. *Subject to Agreement in place with Landlord if not SIG Housing Trust.

Stock Renewal (Major Repairs)

Replacement of **essential property components** based on condition and life expectancy. This includes:

- Kitchens & bathrooms
- Central heating systems
- Roofs, windows, and doors
- Electrical rewiring and fire alarm systems

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Repair Priorities & Response Times

SIG Housing Trust responds to repairs based on **urgency**, ensuring safety and well-being.

- **Priority 1 – Emergency (24 hours)**
Critical repairs that **pose a risk to health, safety, or property**, such as gas leaks, flooding, or total loss of utilities.
- **Priority 2 – Urgent (3 working days)**
Repairs that **prevent inconvenience**, including partial power loss, plumbing leaks, or heating issues.
- **Priority 3 – Routine (20 working days)**
Non-urgent repairs that **prevent long-term damage**, such as gutter repairs, minor plumbing issues, or plasterwork.

For full details on response times and examples of repairs, refer to Appendix A.

Keeping Our Homes Safe & Well-Maintained

By clearly defining responsibilities, SIG Housing Trust ensures that residents enjoy **comfortable, high-quality homes** while maintaining a **fair and efficient repair system**. We appreciate the cooperation of all residents in upholding property standards and fostering a **safe and well-maintained community**.

For more details on maintenance responsibilities or to report a repair, please refer to **Appendix A** or contact us directly.

Appendix A

Maintenance and Repair Responsibilities

This schedule sets out in detail the split of maintenance and repair responsibilities between SIG Housing Trust and the Resident.

***In some cases, maintenance responsibilities may vary based on the terms and conditions agreed with the landlord. SIG Housing Trust manages some properties but does not always own the buildings. In such cases, certain repairs and maintenance may be the responsibility of the property owner rather than SIG Housing Trust.**

Ref	Element	Sub-Element	SIG Housing Trust	Landlord / Housing Association	Resident
1.1	External works	Site boundary walls and fences		X	
1.2		Gates	X		
1.3		Vehicular hard standing		X	
1.4		Permanent means of access to premises	X		
1.5		Patio	X		
1.6		Tree surgery where the tree is or is likely to cause damage to the property or the surrounding buildings, the drainage system or where the tree is unsafe		X	
1.7		Maintenance of trees		X	
1.8		Planted or turfed areas	X		
1.9		Garages	X		
1.10		Outbuildings - smoking shelters	X		
1.11		Refuse stores		X	
1.12		Garden sheds	X		
2.1	Roof External	Roof coverings		X	
2.2		Flashings		X	

2.3		Gutters		X	
2.4		Rainwater goods		X	
2.5		Access hatches & roof lights		X	
3.1	Roof Internal	Roof timbers		X	
3.2		Roof insulation		X	
3.3		Access hatches		X	
3.4		Water storage tanks	X		
4.1	Walls	External walls		X	
4.2		External pointing		X	
4.3		External wall finish		X	
4.4		Chimney stacks		X	
4.5		Chimney flues		X	
4.6		Air bricks		X	
4.7		Damp proof course		X	
4.8		Balconies		X	
4.9		Foundations		X	
5.1	External openings	Window		X	
5.2		Doors	X		
5.3		Adapting doors to accommodate carpets provided by the Resident*	X		
5.4		Re-glazing*	X		
5.5		Door locks	X		
		Note: where damage is the result of a break-in, SIG Housing Trust will take responsibility for replacement under its insurance policy			

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Ref	Element	Sub-Element	SIG Housing Trust	Landlord / Housing Association	Resident
		providing that confirmation is obtained, i.e., police crime number			
5.6		Repairing/replacing locks and keys, and repairing damage to door frames	X		
5.7		Window fasteners, fitting extra catches and safety devices	X		
5.8		Window locks Note: where damage is the result of a break-in, SIG Housing Trust will take responsibility for replacement under its insurance policy, providing that confirmation is obtained, i.e., the police crime number.			
6.1	Floors & staircases	Floor construction		X	
6.2		Making good minor gaps between skirting and floors	X		
6.3		Floor finishes	X		
6.4		Floor coverings – wet areas	X		
6.5		Floor coverings – dry areas	X		
6.6		Staircase treads and risers	X		
6.7		Staircase balustrade	X		
7.1	Internal walls & ceilings	Internal wall and ceiling construction			
7.2		Making good minor cracks and damage to plaster*	X		X
7.3		Internal wall and ceiling finishes	X		
7.4		Built-in cupboards	X		

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8.1	Kitchens & bathrooms	Worktops			
8.2		Built in storage cupboards and drawers*	X		X
8.3		Replacing bathroom cabinets, towel rails (not heated), toilet roll holders, mirrors*	X		X
8.4		Sinks*	X		X
8.5		Replacing plugs for basins, baths and sinks*	X		X
8.6		Wash hand-basins and tap washers*	X		X
8.7		Baths	X		
8.8		WC pans	X		
8.9		WC cisterns	X		
8.10		Fixing loose or replacing WC seats*	X		X
8.11		Shower cubicles	X		
8.12		Shower trays	X		
8.13		Shower curtains*	X		X
8.14		Shower hoses and handsets*	X		X
8.15		Plumbing in washing machines or dishwashers not provided by SIG HOUSING TRUST			X
8.16		Unblocking sinks, baths and wash/hand basins wastes*			X
8.17		Unblocking toilets*	X		X
8.18		Cleaning/de-scaling shower heads			X
8.19		Taking frost precautions in winter*	X		X
9.1	Internal openings	Doors			
9.2		Door frames (wear and tear repair)	X		

Ref	Element	Sub-Element	SIG Housing Trust	Landlord / Housing Association	Resident
9.3		Door frames: tenant damage would be the responsibility of tenant or, if repaired by SIG Housing Trust, a recharge to the Resident			
9.4		Fanlights	X		
9.5		Door locks and keys – see 5.5 above	X		
9.6		Door handles and latches	X		
9.7		Door closers and hinges	X		
10.1	Utilities & telecoms	Water supply pipework			
10.1		Taps and valves*	X		X
10.2		Tap washers*	X		X
10.3		Cold water storage tanks*	X	X	
10.4		Space heating installations		X	
10.5		Water heating installations		X	
10.6		Electrical installation cabling		X	
10.7		Electrical installation switchgear*	X	X	
10.8		Power and lighting outlets*	X		
10.9		Mechanical ventilation*	X	X	
10.10		Pumps*	X	X	
10.11		Lamps*	X		X
10.12		Fuses*	X		X
10.13		Television and radio signal receiving equipment; fitting of TV aerials*	X		X
10.14		Telephone signal receiving equipment			X
10.15		Fire detection equipment*	X	X	
10.16		Firefighting equipment*	X	X	
10.17		Emergency lighting*	X	X	
11.1	Drainage	Drains*	X	X	
11.2		Inspections chambers*	X	X	
11.3		Gullies clearance	X		
11.4		Soil and vent pipes	X		
11.5		Waste pipes*	X		X

11.6		Drain clearance	X		
11.7		Waste pipe clearance*	X		X
11.8		Gutter and rainwater goods clearance*	X	X	
12.1	Decoration	Areas subject to cyclical decoration*	X	X	
12.2		Areas not subject to cyclical decoration*	X	X	

Ref	Service	SIG Housing Trust	Landlord / Housing Association	Resident
1	Testing of portable electrical appliances in accordance with current requirements or recommendations*	X		
2	Inspection and testing of electrical installations in accordance with current requirements of recommendations*	X	X	
3	Testing of electrical circuit breakers in accordance with recommendations*	X	X	
4	Re-setting of electrical circuit breakers after operation and changing domestic fuses*	X		X
5	Fitting extra sockets and light-fittings, not supplied by SIG Housing Trust	X		
6	Replacing light bulbs, including security lights, tubes, diffusers, shades*	X		X

Ref	Service	Sig Housing Trust	Landlord / Housing Association	Resident
7	Servicing of gas appliances in accordance with current requirements or recommendations*	X	X	
8	Bleeding central heating radiators, adjustment to time and temperature controls and repairing damage to decorative trims that do not affect the functioning of the heating system*	X		X
9	Fitting curtain rails, tidy-dryers, washing lines and rotary dryers, shelving*	X		X
10	Servicing of hard-wired fire detection equipment in accordance with current requirements or recommendations*	X	X	
12	Testing and servicing of intercom call systems in accordance with current requirements or recommendations*	X	X	
13	Water hygiene testing/monitoring in accordance with current requirements or recommendations*	X	X	
14	Testing and servicing of CCTV security, cameras, alarms and equipment in accordance with current requirements or recommendations*	X	X	
15	Repair and replacement of furniture*	X		X
16	Cleaning of surfaces and equipment			X
17	Provision/replacement of appliances for the cleaning and drying of clothes*	X	X	X
18	Provision/replacement of appliances for the cleaning of kitchen equipment*	X		X
19	Provision/replacement of appliances for the cooking of food (SIG Housing Trust's responsibility if built in, Agency's responsibility if free standing)			
20	Provision/replacement of appliances for the storage of food			
21	Provision/replacement of portable electrical appliances*	X		
22	Provision/replacement of dustbins/refuse bins*	X		X
23	To deal with pest control/vermin infestation at the property.*	X	X	
24	Upkeep of garden and keeping garden soil and waste clear of damp course, air bricks and gullies*	X		X

Definition of Minor Repairs

- Fittings of additional TV aerials or satellite dishes
- Making good minor cracks to plaster
- Lubricating locks, hinges and ventilators
- Adapting doors to accommodate carpets provided by the Resident*
- Fitting extra catches and safety devices
- Renew washer to taps*
- Plumbing in washing machines or dishwashers not provided by SIG HOUSING TRUST
- Cleaning shower heads, replacing plugs and chains on sinks, baths and basins
- Fixing loose or replacing broken W.C. seats
- Unblocking sinks, baths and wash/hand basin wastes
- Unblocking toilets*
- Taking frost precautions in winter*
- Keeping garden soil and refuse clear of damp courses and air bricks*
- Replacing bathroom cabinets, towel rails (not heated), toilet roll holders and mirrors*
- Fitting extra sockets and light-fittings not supplied by SIG HOUSING TRUST*
- Replacing light bulbs, tubes, diffusers, shades, etc.*
- Changing domestic fuses*
- Maintenance of any fittings and appliances not provided by SIG Housing Trust
- Bleeding central heating radiators, adjustment to time and temperature controls and repairing damage to decorative trims that do not affect the functioning of the heating system*
- Fitting curtain rails, tidy-dryers, washing lines, rotary dryers, shelving, coat and hat rails*
- Providing kitchen units catches*
- Provision/replacement of dustbins
- Replacing bell batteries and bulbs*
- Repairs to any garden sheds, including their subsequent replacement or removal where not provide by SIG Housing Trust
- To maintain hedges and lawn cutting, clear rubbish and maintain gardens.*

Some of the Resident's responsibilities as listed above may be passed on to the SIG Housing Trust in the contractual clauses of the Occupancy Agreement.