

Summary of services

We offer a wide range of services for leaseholders:

- ★ Major repairs and improvement works to the communal areas of the building and grounds
- ★ Management services
- ★ Consultation and information services
- ★ Administering and collection of service charges

Major Repairs

Major repairs include the replacement of items such as roofing, doors and windows, for which PHP retains responsibility.

Normally, carrying out major repairs DOES NOT involve any work in your home, but occasionally it may be necessary to request access.

This section provides you with information on the following:

- ★ PHP responsibilities
- ★ Your responsibilities
- ★ Contractor's code of conduct
- ★ Consultation arrangements

PHP responsibilities

Leaseholders are required to pay a proportion of these costs, as defined in their lease.

Joinery

- ★ External doors and windows to homes
(except where transferred to lessees as part of the lease agreement)
- ★ Communal entrance doors
- ★ Fencing around common areas

Electrics

- ★ Communal lighting and heating
- ★ Door entry systems to the front door
- ★ Lifts

Structural Items

- ★ Chimney stack
- ★ Damp proof course
- ★ Roof
- ★ External render
- ★ External wall
- ★ Sheds

Plumbing

- ★ Drains – foul and surface water
- ★ Gutters
- ★ Rainwater pipes
- ★ Soil stacks

Communal Areas

- ★ The estate around the block
- ★ Communal TV aerials
- ★ Water supplies to the block
- ★ External painting
(except where leaseholders own the doors and windows)
- ★ When Leaseholders do have painting works undertaken they are invoiced
(VAT is added to the charge if the doors and windows are demised)
- ★ Associated repairs in communal areas

Your responsibilities

As a leaseholder, you are responsible for personal garden paths and driveways where these are wholly or partly transferred to you as part of your lease.

Other areas you are responsible for include:

Plumbing

- ★ Plugs, chains and stays
- ★ Lavatory seats
- ★ Tap washers – all types
- ★ Blocked wastes
- ★ Basins
- ★ Baths
- ★ WC
- ★ Shower fittings
- ★ Heating systems

Electrics

- ★ Arranging for the supply
- ★ Rewiring/testing
- ★ Light bulbs
- ★ Air filters to extractors
- ★ Batteries for smoke detectors
(help is available from your local Fire Brigade)
- ★ Smoke detectors
- ★ Entry phones to the property and associated wiring
- ★ Replacement fuses
- ★ Replacement circuit breakers

Joinery

- ★ Lost keys
- ★ Letter plates
- ★ Gate latches and hinges (not communal)
- ★ Door handles
- ★ Internal doors
- ★ Skirting/architraves
- ★ Draught excluders
- ★ Broken glass
- ★ Curtain fixtures and fittings
- ★ Kitchen units
- ★ Demised external doors and windows

Other Works

- ★ Sweeping chimneys
- ★ Minor cracks and holes
- ★ Personal building works
- ★ Plaster work
- ★ Ceiling artex
- ★ Personal appliances/white goods etc
- ★ Internal decorations

Contractors' code of Conduct

This code has been prepared to assist contractors and trade operatives in their working procedures and to ensure that all parties involved in carrying out work to your property are aware of the standards that are required and expected.

It is a condition of all contracts that contractors ensure their operatives are familiar with, and conform to this code of conduct.

Access

Visits to your home to carry out work should be made at reasonable times, except in emergencies.

Our contractors' working hours are generally between 8:00am and 6:00pm, Monday to Friday.

No weekend work will be permitted without the permission of the leaseholder/resident.

Identity Cards

All contractors' employees will have photographic identity cards. They are expected to show these to leaseholders and residents whether this is requested or not.

This is to encourage awareness of the possibility of 'confidence tricksters'.

Behaviour

When a contractor is in your home carrying out work, they are expected to be considerate and respectful towards you and your home.

We have set out a standard of behaviour that you can expect. All contractors' employees must not behave or conduct themselves in the following ways:

- ★ Be rude to you or any member of your household
- ★ Be excessively noisy, including use of radios, etc
- ★ Be over familiar with you or any member of your household
- ★ Be argumentative
- ★ Smoke in your home
- ★ Use abusive language of any kind

We also expect you and any member of your household, or visitors to your home, to behave in a similar manner to towards contractors and trade operatives.

Use of your property

Unless you, as the leaseholder, give instructions to the contrary, permission should be sought to enter your property (including the garden).

Contractors must remember that their place of work is your home and not treat it as a building site. They are expected to behave accordingly and take all reasonable measures to protect your property and belongings.

The leaseholder's kitchen and W.C. facilities are only to be used with the leaseholder's permission.

Security

Doors and windows should not be left open unnecessarily where it may cause draughts or compromise the security of your home.

Tools

Trade operatives are expected to use their own equipment. If power is required, operatives are expected to come to an agreement with you for payment of the electricity used.

Materials

Any equipment or materials should not be left in a hazardous or inconvenient place or position within the area of work.

Contractors and trade operatives must seek agreement with the leaseholder on where such items should be placed while work is being carried out.

Safety

If the work being carried out creates a hazard in your home, then the contractor must ensure that adequate warning is given and protection provided.

Particular attention will always be given to young children and the elderly.

We ask that children are never left unsupervised while any work is being undertaken in your home.

Work must be carried out in accordance with the Health and Safety at Work Act and other relevant safety legislation.

If work is to carry on the following day, all equipment and materials will be stored in a safe place and any debris or mess will be cleared away as the work proceeds.

If you have any questions about the *code of conduct* and what to expect, or is expected of you, while contractors and trade operatives are in your home, please call our HelpDesk on 0800 652 3900.

Ask to speak to a Leasehold Services Officer or e-mail us at leasehold.php@poole.gov.uk.

