



**Congregational
Federation**

Repairs Policy – Cleaves Hall

The trustees of The Congregational Federation, a registered charity, have delegated the management of Cleaves Hall as follows.

Investment Trust & Trading Board, consisting of elected members, Operations Manager, Financial Controller & Property Manager.

Property Team, consisting of Property Manager, Accommodation Officer, Caretaker, Housekeeper & Warden

The Property Manager manages the budget, which is approved and monitored by the trustees.

The day-to-day management of the Student Accommodation is overseen by the Accommodation Officer, with the Property Manager authorising expenditure, within the existing parameters.

There is an onsite warden available out of hours.

If the Fire Alarm or Lift developed a fault out of hours, any members of the Property Team can make an appropriate call, always with the caveat that The Property Manager is kept informed.

Hours of work

Role	On Duty	Contact
Property Manager	Monday to Friday	07710 089 985
Accommodation Officer	Monday to Friday	07593 580 519
Caretaker	Tuesday to Saturday	07544 240 243
Housekeeper	Monday to Friday	07584 693 306
Warden	Out of hours	07770 858 330

Reporting and notification

Standard protocol – All issues must be reported to the Accommodation Officer by email to:

cleaveshall@congregational.org.uk or lorna.blackburn@congregational.org.uk.

Outside of office hours, tenants should contact one of the numbers on the display, and the Accommodation Officer by email to:

cleaveshall@congregational.org.uk or lorna.blackburn@congregational.org.uk.

Response times for repairs commence from the time you receive an acknowledgement by email or telephone.

Repair Categories

Category & Priority	Definition	Response Time
1. Emergency	Failures or defects causing or likely to cause widespread disruption, injury to persons, severe damage to the building fabric, services equipment, or property. (examples) Substantial water leak from the ceiling. Damaged light fitting likely to be a safety issue. Damage a Ground Floor door or window. Faulty Lift.	Within 4 hours
2. Urgent	Failures or defects which do not present a serious risk of damage or injury but will cause considerable disruption and inconvenience. (examples) Light not working. Fridge or Freezer not working. Faulty study room door lock. No hot water...	Within 24 hours
3. Routine (high priority)	Normal repairs which are unlikely to cause a high degree of inconvenience or risk to any persons or property. (examples) Faulty washroom door lock. Faulty oven or hob.	Within 7 days
4. Routine (low priority)	Normal repairs which are unlikely to cause a high degree of inconvenience or risk to any persons or property. (examples) Dripping Tap, Loose shower Rail. Faulty Towel dispenser.	Within 28 days
5. Routine (planned)	See 3 & 4 above but can also be deferred to enable work to be grouped and planned on a regular basis. (examples) Periodic Electrical Inspection. Portable Appliance Test.	Within 6 months

It may be necessary to make an initial inspection to assess what is required to rectify the problem and make the situation safe. It may not always be possible to complete the repair during the assessment visit, e.g. It may require specialist outside contractors; or a part needs to be ordered. The Property Team will aim to complete the majority of the work within these timescales, however, there may be circumstances outside of their control where this is not possible.

Cleaves Hall Property Team will endeavour to resolve situations within the above framework.

We cannot be held responsible if tenants do not report the situation to the Accommodation Officer by email.

Where possible The Property Team will provide progress updates.

We have maintenance contracts in place for Portable Appliance Testing, Fire Alarm Servicing, Fire Equipment Servicing, Water Testing, Lift Servicing.

We will endeavour to provide you with 48 hours' notice, however, there may be occasions when members of the Property Team need to attend to an emergency within your study room.

We will always treat tenants with courtesy and respect your privacy.

Alternative Accommodation

It may be necessary to offer you alternative temporary or permanent accommodation within Cleaves Hall, with another Student Provider or in a hotel. This will be at the sole discretion of the Accommodation Officer, who will make all the necessary arrangements.

The landlord is not obliged to rehouse the tenant, however, taking into consideration that the majority of our tenants are from overseas, we will endeavour to assist.

Depending on the situation giving rise to alternative accommodation, there will be no additional cost to the tenant e.g., leaking pipe about tenant's bed, then the tenant would be relocated at the same room rate.

However, if there was an incident caused by the tenant lighting a candle, cigarette, etc, then the tenant would forfeit their deposit and may incur additional accommodation charges.

If it is proven that this was wilful damage, likely to put staff and other tenants at risk, then the tenancy may be terminated, no responsibility would exist with Cleaves Hall to provide alternative accommodation. The Accommodation Officer may be required to provide information to the authorities regarding an incident.

Please refer to your Tenancy Agreement for full Terms and Conditions.