















## What Repairs Will We Do?





★ **Premium Service** – Cost of Certification per property per annum is covered for new properties let from 01/07/2020.

★★ **Premium Service** - Cost of Certification and minor repairs as part of £500 float for properties **already on our service pre-01/07/2020**.

★ **Fully Managed Service** – Landlord pays for repairs. We will hold a £300 float per property to cover minor repairs.

	<b>Premium Service</b> Arranged and covered by Sulets	<b>Fully Managed</b> Arranged and covered in £300 float*	<b>Property Owner</b> to arrange and cover costs
Any works to bring the property up to the Sulets Code of Standards for Shared Student Housing			★
<b>Minor Decorating:</b> Touch ups to walls/woodwork; Emulsion only full walls; Reattaching wallpaper; Treating and redecorating following mould damage.	★★	★	★
<ul style="list-style-type: none"> <li>Major painting and decorating: e.g. Full House, External House</li> <li>Full wall redecoration</li> <li>Full room redecoration</li> </ul>			★
<b>Minor Heating Repairs:</b> Minor repairs and replacement parts to the boiler and heating system; bleeding radiators, topping up pressure; Replacing Thermostatic Radiator Valves (TRVs).	★★	★	★
<ul style="list-style-type: none"> <li>Boiler or central heating replacements</li> <li>Radiator replacements</li> </ul>			★
<b>Plumbing Works:</b> Leaking taps; leaking sinks; Resealing showers, baths, basins; Unblocking basins, sinks and toilets (students will be charged if damage so we will suggest they use a drain unblocker first); shower head and hose replacements.	★★	★	★

<ul style="list-style-type: none"> <li>Major Plumbing Works: Bathroom refit, shower replacement, toilet replacement.</li> </ul>			
<ul style="list-style-type: none"> <li>Major Drainage Works: Works to external drains.</li> </ul>			
<p><b>Minor Electrical Works:</b> Replacing light bulbs (charge to landlord), tube lights, electrical sockets, light pendants; Investigation if RCD is tripped; Renew microwaves and hobs to our specification.</p>			
<ul style="list-style-type: none"> <li>Major Electrical Works: Rewires, consumer unit replacement, installing and renewing mains wired interlinked smoke/heat detector system. Major electrical works (anything that will trigger the 17<sup>th</sup> Edition) and works required following an electrical certification inspection.</li> </ul>			
<p><b>Minor Joinery Works:</b> Repair/replace loose or broken furniture; Repairs to any furniture that can be fixed; Attaching/replacing curtain rails; Making good damaged doors and frames; Fencing repairs; Renewing Double Glazed Units (not the full window frame); Repairs to floorboards; Fitting/renewing door threshold pieces; replacing standard internal doors.</p>			
<ul style="list-style-type: none"> <li>Replacement windows and external doors.</li> <li>Supply and fitting of fire doors</li> <li>Replacement fencing and gates</li> </ul>			
<p><b>Other Minor Repairs:</b> Gutter cleaning and repairs; Repairs to loose carpets on stairs; Repairs to frayed carpet edges; Repairs to white goods if Landlord agrees. We will always check with property owner first in case they would rather replace the appliance themselves.</p>			
<ul style="list-style-type: none"> <li>Replacement of furniture</li> <li>Replacement Flooring: e.g. carpets and vinyl</li> <li>Roofing repairs and replacements</li> <li>Replacement of appliances: Ovens, Televisions, Fridges.</li> </ul>			

<ul style="list-style-type: none"> <li>• Attending to damp issues: e.g. Renewing Damp Course (DPC), renewing joists.</li> <li>• Any building works, internal or external.</li> </ul>			
<p>All certificates that are due throughout the tenancy length will be arranged as at 01/07/2020. (Properties must have valid certification when taken on by Sulets. Sulets' liability for certification will commence once the property is rented and the tenancy has started).</p>	 		

**The list is not exhaustive. If something doesn't appear above, staff will not proceed until they have checked with the Head of Operations.**

\*should a ★ Fully Managed Service repair exceed the amount held in our float, the Property Management Officer will contact the landlord to get permission for the work to go ahead at their expense.

Updated 01/07/2020