

## What is the Initial Repair Period?

The Initial Repair Period is a 10-year period where ReSI Homes as Landlord are responsible for some of the costs for certain essential repairs to your property. There are two elements to this. External and Structural Repairs (where ReSI must organise a contractor for certain repairs) and General Repairs (where ReSI reimburse your costs for certain repairs. This FAQ document deals with **General Repairs**.

## How do I know if my lease includes the Initial Repair Period?

The initial repair period is included in the model lease for homes developed under the Affordable Homes Programme 2021 to 2026. However, this does not mean that all leases in that period will include the Initial Repair Period. Please check your lease in the first instance, and if you are unsure please contact us and we can confirm.

## What repairs can I make a claim for?

The General Repairs Allowance element of the Initial Repair Period only covers certain essential repairs. This includes repairing, maintaining, and (if faulty) replacing:

- Installations for the supply of gas, electricity, water, and sanitation.
- Installations for heating and hot water.
- Pipework and drainage.

Examples of the types of essential repair you may be able to make a claim against are listed in the following table.

### Gas Installations

#### Eligible

Gas pipework from meter into the property  
Gas pipework up to appliance connection

#### Not Eligible

Gas Meters  
Gas Meter cupboard and door  
Gas oven, cooker, grill, or hob  
Other gas-powered kitchen appliances

### Electricity Installations

#### Eligible

Consumer Unit/Fuse Box  
Wiring to lights and sockets  
Wiring to heating and/or hot water appliances

#### Not Eligible

Electric Meter cupboard and door  
Electric oven, cooker, grill or hob  
Other electric powered kitchen appliances

|                |                     |
|----------------|---------------------|
| Light fittings | Bulbs, light shades |
|----------------|---------------------|

### Heating & Hot Water Installations

| <u>Eligible</u>             | <u>Not Eligible</u>                                                          |
|-----------------------------|------------------------------------------------------------------------------|
| Boiler                      | Routine Maintenance or Services (e.g. annual gas safety check)               |
| Air Source Heat Pump        | Portable heating and hot water appliances                                    |
| Electric Storage Heaters    | Any additional heating or hot water appliances installed by the shared owner |
| Underfloor Heating          |                                                                              |
| Solar PV Panels             |                                                                              |
| Radiators/Towel Rails       |                                                                              |
| Thermostats and Programmers |                                                                              |

### Sanitary Installations

| <u>Eligible</u>                    | <u>Not Eligible</u>                                     |
|------------------------------------|---------------------------------------------------------|
| Bathtub                            | Bath panel                                              |
| Sink                               | Shower fittings beyond the unit (e.g. hose, head, rail) |
| Shower Unit                        | Sealant and grouting around sinks, baths, or showers.   |
| Shower Tray                        | Toilet seat                                             |
| Taps (including shower mixer taps) | Bath/sink plugs                                         |
| Outside tap                        |                                                         |

This list is not exhaustive, if you are unsure please contact us.

### What are the exclusions?

Any additions or improvements carried out by the Shared Owner (or the previous Shared Owner) are not covered by the Initial Repair Period.

Any repairs required due to deliberate or accidental damage or neglect by the shared owners or their visitors (or the previous shared owner or their visitors), for example, regular maintenance not being carried out, your claim may be denied.

The Initial Repair Period does not cover any repairs which are covered under another warranty, guarantee, or insurance. This may include the builder warranty period (defects liability period), new build warranty (e.g. NHBC, Premier, or NABC), or buildings insurance.

### **How do I make a claim?**

Unless it's an emergency, please contact Please contact Touchstone, your Property Manager, on [resihomesqueries@touchstoneresi.co.uk](mailto:resihomesqueries@touchstoneresi.co.uk) before arranging the repair as we will need to confirm if the repair is covered under the Initial Repair Period.

Once we've confirmed the repair is covered, you will need to arrange a contractor. You will need to pay their invoice and send a copy of this to us together with our claim form.

Claims will need to be made within 3 months of the date of the invoice.

### **Do I need to use a ReSI Homes approved contractor?**

You are free to select your own contractor; however they must be TrustMark-registered.

Contractor details are available on the TrustMark website - <https://www.trustmark.org.uk/homeowner>

Failure to use a TrustMark-registered contractor may result in your claim being denied.

### **How much can I claim?**

The full annual allowance is £500.00. Any unused balance will be rolled into the following year, but if this is not claimed in that year then it will expire. In practice this means that the total maximum allowance (including any rolled over balances) will be £1000,00.

### **What if my repair is not covered?**

Please check our FAQ for the Structural and External Repairs element to see if the repair is covered.

If the repair is not covered under the Initial Repair Period, then you will be responsible for the repair.

### **What if I sell my home?**

The Initial Repair Period is for the benefit of the property, if you sell during the first 10 years the new shared owner will inherit the balance of the Initial Repair Period.

**I've fully staircased, can I still raise a claim?**

No, the Initial Repair Period only applies when the Shared Owner's share is less than 100%.