

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 **External and Structural 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 are ReSI responsible for?

The External and Structural Repairs element of the Initial Repair Period only covers certain essential repairs. This includes essential repair works to:

- The load bearing framework of the property.
- The external fabric of the property.
- The Service Media forming part of (but not exclusively serving) the property.
- Other structural parts of the property - including the roof, foundations, joists, and external walls of the property.

It does not include normal general maintenance, redecoration, or renewal works.

Examples of the types of External and Structural repair you can expect us to resolve are in the following table.

| Roof | |
|-----------------------|---------------------|
| <u>Eligible</u> | <u>Not Eligible</u> |
| Roof structure | Solar panels |
| Roof covering | Guttering |
| Soffit and fascia | Flues or vents |
| Flashing and leadwork | Extractor outlets |

| External Walls | |
|-----------------------|---------------------|
| <u>Eligible</u> | <u>Not Eligible</u> |
| Framework | Downpipes |

| | |
|----------------------------|-------------------|
| Brick and blockwork | Flues or vents |
| Cladding | Extractor outlets |
| Damp Proof Course | |
| Wall Cavity and insulation | |

Doors & Windows

| <u>Eligible</u> | <u>Not Eligible</u> |
|---------------------------|---|
| Front entrance door | Glass |
| Front entrance door frame | Door furniture - inc. doorbells |
| Window frames | Door and window fittings - e.g handles, locks |
| | Door numbers/nameplates |

Internal Walls

| <u>Eligible</u> | <u>Not Eligible</u> |
|--------------------------------|-----------------------------------|
| Structure of load bearing wall | Plaster or plasterboard |
| | Decorative surfaces |
| | Paintwork |
| | Shrinkage cracks or blemishes |
| | Non load bearing walls |
| | Doors or frames in internal walls |

Ceilings

| <u>Eligible</u> | <u>Not Eligible</u> |
|-----------------|-------------------------------|
| Joists | Plaster or plasterboard |
| Beams | Decorative surfaces |
| | Paintwork |
| | Shrinkage cracks or blemishes |

Floors

| <u>Eligible</u> | <u>Not Eligible</u> |
|-----------------|---------------------|
| Joists | Floor coverings |
| Beams | |
| Floorboards | |

Stairs

| <u>Eligible</u> | <u>Not Eligible</u> |
|----------------------------------|---------------------|
| Treads | Nosing |
| Risers | Gripper |
| Banister (attached to staircase) | Floor covering |
| Handrail (attached to staircase) | Paintwork |

| | |
|------------------|-----------------------------|
| | Handrail (attached to wall) |
| Eligible | Loft/Roofspace |
| Joists | Not Eligible |
| Beams | Boarding |
| Rafters | Loft insulation |
| Roof truss | |
| Roofing membrane | |

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

What are the exclusions?

Service Media which solely serves the property. Service Media includes drains, sewers, conduits, flues, gutters, gullies, channels, ducts, shafts, watercourses, pipes, cables, wires, mains, electrical risers, aerials, and any other conducting media.

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 report an External and Structural repair?

Please contact Touchstone, your Property Manager, on resihomesqueries@touchstoneresi.co.uk to report a repair. Please include a detailed description and where possible a photo of the issue. Please use the term “External and Structural repair” in your e-mail subject line.

What if my repair is not covered?

Please check our FAQ for the General 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%.