

Populo Living

Emergency, Urgent, Routine Repairs & Resident Responsibilities

Revision 1.0 – November 2025

Emergency Repairs (includes out of hours & weekend): Attend within 24 hours

These are issues that cause immediate danger or risk major damage.

Examples

- Total power loss (not caused by your supplier)
- Gas leak / suspected carbon monoxide
- Major water leak or burst pipe
- No heating in winter (November to March)
- Unsafe electrical wiring
- Toilet blocked (Only toilet in your home)
- External door cannot be secured
- Serious structural damage

What to expect when we attend

- Make your home safe
- Fix repair if possible
- Book follow-up work if repair cannot be completed in emergency call out

Urgent Repairs: Usually completed within 5-7 days.

Examples

- Partial electricity failure
- Contained leaks (e.g., drip under sink)
- No hot water (not severe weather)
- Toilet fault when another is available
- Damaged handrail
- Partial heating failure

Routine Repairs: Completed within 21 days.

These are non-dangerous issues that still require repair.

Examples

- Dripping taps
- Internal doors sticking
- Minor cracks in plaster
- Faulty extractor fans
- Cupboard door repairs

Resident Responsibilities

Residents are usually responsible for day-to-day care, minor repairs, and general upkeep of the home. These responsibilities come from tenancy agreements and would have been explained to you at your sign up appointment,

Examples: (including but not limited to)

Minor Repairs & Home Care

- Replacing light bulbs, fuses, and batteries (including smoke/alarm batteries unless hard-wired)
- Resetting trip switches
- Bleeding radiators (unless there is a safety risk or disability prevents it)
- Keeping drains and sinks free from misuse-related blockages

Cleaning & Upkeep

- Keeping the home reasonably clean
- Preventing condensation and mould by ventilating and heating appropriately
- Keeping gardens tidy (grass cutting, weeding, clearing rubbish) unless included in service charges

Keys & Locks

- Replacing lost keys or getting locksmiths
- Paying for entry if locked out (unless due to landlord fault)

Damage Caused by Residents or Visitors

Residents must repair or pay for damage caused by:

- Accidents
- Neglect
- Misuse
- Visitors or household members

This includes broken windows, damaged doors, holes in walls, etc.