



For more information on the Adur and Worthing Councils response to the Coronavirus (COVID-19) go to <https://www.adur-worthing.gov.uk/coronavirus/>

FAQs - Maintenance and Repairs

Q. I understand you are now only prioritising emergency repairs, what is classed as an emergency?

A. Generally, emergency repairs are any defects that put the health, safety or security of tenants or anyone else at immediate risk. Emergencies also include defects that can affect the structure of the building. Depending on your situation (e.g. household with a disabled or frail person), some non-emergency repairs may put you or someone in your household at immediate risk. In such instances, please report the disrepair and we will discuss with you whether it is classed as an emergency.

Examples of repairs that would be considered as an emergency are total loss of electrical power or light, unsafe power, lighting socket or electrical fitting, total loss of water or gas supply, faulty boiler.

Where it is safe to do so and we can maintain adequate social distancing, we may also carry out urgent works in communal areas and some outside areas.

Q. I have a service booked (gas, electrical, fire safety) but I do not want your Maintenance Technician in my home in case they have Coronavirus. What should I do?

A. Your landlord still has a legal duty to repair and maintain gas pipework, flues and appliances in a safe condition, to ensure an annual gas safety check on each appliance and flue, and to keep a record of each safety check therefore you need to give your landlord access to your home for this purpose.

If you have a service or repair appointment booked and you or any member of your household fall into the extremely vulnerable (shielded) category or you or any member of your household have been advised by the NHS to isolate, you should inform your landlord immediately. If Adur Homes is your landlord, please send an email to adurhomes@adur-worthing.gov.uk.

Q. I have suspected or confirmed Coronavirus. Will you still repair my home?

A. It is essential you tell us in advance if you, or someone in your property has a suspected or confirmed case of Coronavirus as this will help us plan what equipment we need for our Maintenance Technicians.

Each emergency is different, so our specially trained Maintenance Technicians will identify what clothing and equipment they need once they arrive at your property.

If your repair is inside the property, we will ask you to isolate yourself from the area of repair for as long as possible before the repair takes place. We may ask you to undertake other measures, but these will be discussed with you before we arrive. If Adur Homes is your landlord, please send an email to repairs.building.services@adur-worthing.gov.uk.

Q. Will you still be cutting grass, pruning hedges etc near my home?

A. Adur Homes will continue to deliver this service. If more staff are affected by Coronavirus, we may not be able to provide this service as frequently as we currently do.

Q. I live in a block of flats or sheltered housing, will you still be providing a cleaning service in communal areas?

A. Yes, our contractors will continue to clean the communal areas. In sheltered housing, we have increased the cleaning frequency to twice weekly. Our contractors now use an anti-viral product for their cleaning.

Q. Will you still be carrying out planned major refurbishment works to my building as planned?

A. We have had to postpone most planned major refurbishment works. All affected tenants have been written to explaining why these works have been postponed.

Most of the works require access into homes thereby putting households at greater risk of the Coronavirus infection. With most contractors and building materials supplies also affected by either the virus or the lockdown in one way or another it will be difficult to continue with the works.

We are not able to tell you when the works will take place because of the uncertainty on when things will return to normal. We will keep you informed.