



## Repairs Procedure during your RTB Application

When you receive your Notice of Purchase Price you will be informed what known defects have been taken into account within the price.

However, you may find that you have other repairs to report after you have made your Right to Buy application but before you have purchased your home.

You can still report any repairs in the normal way to us. Once reported the request will be prioritised according to the urgency of the repair. In general only emergency repairs are dealt with while your Right to Buy application is open.

Examples of emergency repairs may include making your home wind and weather-proof, failure of your heating and hot water systems, electrical failure and serious plumbing leaks.

Any work which would improve the property will not be carried out once a Right to Buy application is received. Red Kite's Repairs and Maintenance Team will be informed of your application and your property will then be deleted from any improvement programmes.

Examples of such programmes are:

- a) Renewal of windows
- b) Installation of central heating
- c) Re-wiring
- d) Modernisation
- e) Re-roofing
- f) External decorating including pre-painting repairs

If you have applied to buy a **FLAT** the same conditions as above will apply for the inside of your property.

However, Red Kite will still be responsible for the external structure of the flat even when you have purchased the property.



For example, Red Kite will still maintain:

- a) External brickwork, including garage brickwork
- b) The roof, including garage roofs
- c) External doors and communal windows, but not garage doors / windows
- d) Gutters
- e) Damp-proof courses
- f) Communal facilities – staircases, balconies, walkways and refuse areas.
- g) Cold water tanks in the loft that serve more than one flat

In return for maintaining the building, Red Kite will send you an annual bill or service charge for your proportion of the costs. This charge will be estimated and notified to you on your Notice of Purchase Price. Once notified, the repairs charge (plus an inflation allowance) will be capped for 5 years.