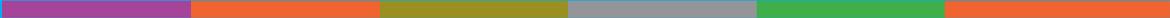




GOOD HOMES

Repairs and Maintenance Assessment Tool

**For Housing Providers and
Repair/Maintenance Service Providers**



Acknowledgement

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For more information about the project as well as previous publications please see the research website www.goodhomes.co.nz.

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Why use this tool?

Many groups, companies and organisations help older people with their repairs and maintenance but it is often difficult to prioritise the work. Research also shows that older people in particular are often afraid of the cost and either pay too much for repairs or delay the work.

This assessment tool and accompanying Excel decision-making tool are designed to assist groups that help older people make decisions and keep up with maintaining their homes. The tools are also aimed at helping people who are vulnerable and have a limited budget.

A well maintained house is a healthy, safe and comfortable place to live. Yet older people often put off repairs and maintenance because they lack information or are worried about cost and who to get to do the work.

These tools help to identify:

1. What work needs to be done.
2. The repair and maintenance options for a particular issue.
3. The skills needed and when to call in a tradesperson or specialist.
4. The priority for a particular repair or maintenance job.

The priority system in these tools considers safety and health, work that can be done with little effort or expense, and repairs and maintenance needed to stop the house deteriorating (a 'stitch in time' approach).

A house in good repair has many benefits for your clients:

5. They save money when they fix minor things before they become big problems.
6. Life is more comfortable in a warm and dry home.
7. They will be healthier and less likely to have an accident.
8. They can stay in their home and community for longer.
9. It helps maintain the value of the property.

How to use this tool

This tool contains a checklist for repairs and maintenance inside and outside the house. It aims to ensure the home is safe, comfortable and enjoyable to live in.

The checklist divides the house into 16 zones, starting with the outside and then working through the indoor spaces. Issues can be examined all at once or a few at a time, depending on the Assessor.

Armed with a pencil, tick the Yes/No boxes as appropriate. If the issue doesn't apply (e.g. the house does not have a balcony), then tick the N/A box.

Some issues at the start of a new zone are in italics. These can be addressed on the spot by the Assessor and are easy to fix (the solution is included).

The column for comments and notes allows the Assessor to clarify a point or add information to help the maintenance person carry out the job.

Once the house has been assessed, transfer the information into the accompanying Excel sheet. This is an electronic tool to help with decision-making. It automatically prioritises the work, provides solutions to each issue, gives a ballpark price and says who can make the repair. Details on how to use it are on the first worksheet of the electronic tool.

There is also a glossary of terms in the accompanying Excel sheet.

Assessor equipment

The Assessor is expected to be equipped for the inspection process. As a minimum, we recommend:

1. 1 x craft knife (with spare blades)
2. Digital camera
3. A-frame ladder
4. 1 x screw driver set (slotted, phillips and square drive)
5. 1 x 200mm (8 inch) and 1 x 100mm (4 inch) adjustable wrench
6. 1 x claw hammer
7. Torch with spare batteries
8. Electrical insulation tape and duct tape
9. Dust masks, goggles and earmuffs
10. 1 can 3-in-1 oil or aerosol oil spray
11. Black marker pen and builder's pencil

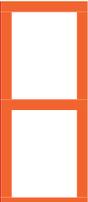
Outside the house

Issue	Yes	No	N/A	Comments/Notes
<i>Do all the outside lights, including sensors, stay on long enough to walk to the door? Adjust the sensor to stay on longer.</i>				
1. Do all the outside lights stay on long enough to see the door?				
2. Is the edge of each step permanently marked to stand out?				
3. Are all the steps level?				
4. Can you keep a firm footing on the driveway ?				
If there is an enclosed balcony , does the flooring have:				
5. secure joints?				
6. a surface free of holes?				
7. good drainage?				
8. a waterproof surface?				
9. all nails in place?				
10. a firm footing (no signs of sponginess, mould or rot)?				
If there is an open timber deck does it have:				
11. sound and complete railings?				
12. firm fixings (nails, screws and steel joiners)?				
13. Is it free from rot?				

Issue	Yes	No	N/A	Comments/Notes
14. Is the <i>deck/balcony</i> easy to walk on when it is wet and when it is dry?				
15. Is the <i>roof</i> of the house free from leaks?				
Are the <i>gutters</i> :				
16. firmly fixed to the roof?				
17. free of rust?				
18. free of moss, mould and weeds?				
Do all <i>wooden windows and doors</i> :				
19. open and close easily?				
20. seal tightly?				
21. have sound wood free from rot?				
22. have a sound painted surface free from cracks and peeling?				
23. have clean woodwork?				
If there is a <i>brick chimney</i> :				
24. is the mortar intact (no signs of crumbling)?				
25. are all the flashings in good condition?				
26. is the chimney pot in good condition?				
Do all <i>aluminium windows and doors</i> :				
27. open and close easily?				
28. seal tightly and have a clean surface free from corrosion and dirt?				

Outside walls

Issue	Yes	No	N/A	Comments/Notes
Are the <i>outside walls</i> free from:				
29. discoloration in areas where bolts, screws, handrails or TV aerials attach to the cladding?				
30. dirt, moss and salt deposits?				
Are the <i>outside walls and windows</i> free of:				
31. mould?				
32. rusty fixings (nails, screws and steel joiners)?				
33. nails that stick out?				

Issue	Yes	No	N/A	Comments/Notes			
<i>Determine what the outside walls are made of.</i>							
<p><i>If brick or concrete block veneer, are walls free from blocked drainage slots at wall base?</i> <i>Clean out slots.</i></p>							
<p>If <i>brick or concrete block veneer</i>, are walls free from:</p> <p>34. crumbling?</p> <p>35. paint degradation?</p>							
<p>If <i>uncoated timber</i>, are boards free from:</p> <p>36. rot?</p> <p>37. splits or cracks?</p> <p>38. stains around nail holes?</p>							
<p>If <i>coated timber</i> (painted, stained, varnished or polyurethaned), are the boards:</p> <p>39. free from rot?</p> <p>40. well sealed at joints and corners?</p> <p>41. well sealed (no bubbling, peeling or flaking)?</p> <p>42. free from popping nails?</p>							

Issue	Yes	No	N/A	Comments/Notes
If <i>fibre-cement cladding</i> , are walls free from:				
43. rotting timber cover battens?				
44. splitting?				
45. surface damage?				
46. edge delamination?				
47. cracks?				
48. lichen and moss?				
<p><i>External Insulation Finish System</i> is an insulated and waterproof cladding.</p> <p>If walls are EIFS, are they free from:</p>				
49. surface cracking?				
50. dents and holes?				
51. finish coating failure?				
52. chalking and degradation?				
53. cracks between different materials?				
If <i>concrete</i> , are walls free from:				
54. uneven colouring?				
55. cracks or flaking pieces?				
56. stains?				
57. are the concrete walls protected by paint?				

Issue	Yes	No	N/A	Comments/Notes
If <i>stucco</i> , are walls free from:				
58. surface crazing?				
59. poor sealant?				
60. dents and holes?				
61. If the <i>walls</i> are made from stone is the mortar pointing sound (no crumbling)?				
If <i>plastic</i> , are walls free from:				
62. buckling or bowing?				
63. holes and dents?				
64. fading?				
65. scratching?				

Under floor

Issue	Yes	No	N/A	Comments/Notes
<i>Are ventilation grilles around the house clear of blockages? Remove vegetation and soil from around grilles.</i>				
66. Is the <i>area under the floor</i> dry and free from damp, (no musty smell)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
67. Can <i>water under the house</i> drain away easily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If the <i>house</i> is on <i>piles</i> :				
68. are the floor joists straight?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
69. and has particleboard flooring, is it sound? (Check for swelling or flaking).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
70. are there firm fixings (nails, screws and steel joiners)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
71. Is there under-floor insulation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
72. Does the underfloor insulation cover the entire area with no rips or gaps?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Whole house

Issue	Yes	No	N/A	Comments/Notes
73. Are there <i>smoke alarms</i> in each room (apart from the kitchen and laundry)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are they:				
74. well positioned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
75. working?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
76. If there is a <i>gas heater</i> , does it have a flue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
77. Do <i>taps</i> turn off without dripping?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
78. Is the <i>washing</i> dried outside?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
79. Is there a <i>fire plan</i> so everyone in the house knows how to get out in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
80. Are taller <i>shelving units</i> secured to the walls for earthquakes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
81. Are <i>hot water cylinders</i> secured for earthquakes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
82. Are the <i>ceilings and internal walls</i> free of mould?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
83. Are <i>appliance cords</i> free from frays, cuts, exposed wires and other signs of wear?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
84. Do all <i>cavity door sliders</i> move smoothly and have easy-to-reach handles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
85. Are there <i>lever handles</i> on all the doors between rooms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
86. If the <i>door handles</i> between rooms are not lever handles, are they easy to grip/use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Windows

Issue	Yes	No	N/A	Comments/Notes
Do all the <i>windows</i> :				
87. have paintwork free from chips and peeling?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
88. open and close easily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
89. have frames free from water damage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
90. Do some windows have security stays that allow ventilation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all the <i>window frames</i> :				
91. free from rot?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
92. free from mould?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Internal walls

Issue	Yes	No	N/A	Comments/Notes
Are all the <i>walls</i> :				
93. free from mould?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
94. dry and free from water stains?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Issue	Yes	No	N/A	Comments/Notes
<i>Determine what the internal walls are made of.</i>				
Are <i>plasterboard linings</i> free of:				
95. dents or holes?				
96. surface cracks?				
97. Are <i>paint and clear varnished walls</i> sound (no peeling)?				
98. Are <i>timber wall linings</i> (eg. plywood) free from:				
• black stains?				
99. joints opening up?				
100. borer holes?				
Are <i>hardboard, softboard and particleboard walls</i> free from:				
101. disintegrating sheets?				
102. buckling?				

Ceilings

Issue	Yes	No	N/A	Comments/Notes
Are all the <i>ceilings</i> free of:				
103. water stains?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
104. flaking paint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
105. sagging plasterboard?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Floors

Issue	Yes	No	N/A	Comments/Notes
Are all the <i>floors</i> sound and free from:				
106. rot?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
107. stains or mould?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
108. springy areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
109. squeaky boards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
110. If there is a <i>clear floor finish</i> (such as polyurethane) on timber, particleboard or cork, is it sound (not flaking or worn off)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
111. Is the flooring stuck down securely (no lifting of boards, sheets or tiles)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If there is <i>carpet, vinyl or lino flooring</i> , is it free from:				
112. lifting at joints?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
113. serious wear or holes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
114. discolouration or scorch marks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
115. If there is <i>tile and slate flooring</i> , is it free from cracking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Kitchen

Issue	Yes	No	N/A	Comments/Notes
<i>Is there a fire blanket in the kitchen? Is it easy to get to? Get a fire blanket and put it in easy reach of the oven and hob.</i>				
<i>Is there a range hood over the stove that works and has clean filters? Check and clean the grease filters. Make sure the range hood motor is working and the vent is not blocked. Electrician or supplier may be required for installation or repair.</i>				
116. Are all laminated surfaces free from lifting, bulging or cracking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
117. Are all tiles secured by grout that is not cracked or chipped?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
118. Do cupboard drawers/doors open and close easily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
119. Do cupboard drawers/doors have tight fastenings/screws?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there good light to:				
120. prepare and cook food?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
121. see what is in the storage cupboards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
122. Are the waste/recycling bins easy to use and a good size?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
123. Are the appliance cords free from wear and tear with the plugs in good repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Bedroom

Issue	Yes	No	N/A	Comments/Notes
124. If there is a gas heater in the bedroom, does it have a flue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Laundry

Issue	Yes	No	N/A	Comments/Notes
<i>Has the lint filter in the clothes dryer been cleaned recently? Check and clean if necessary.</i>				
<i>Is there a firmly fixed overflow pipe from the washing machine into the tub? Firmly affix the overflow pipe.</i>				
125. Does the <i>clothes dryer</i> have an air duct that goes outside?				

Hallways and stairs

Issue	Yes	No	N/A	Comments/Notes
<i>If there are internal steps/stairs:</i>				
126. is the edge of each step permanently marked so it can be seen clearly?				
127. are all the steps the same height and tread distance?				
128. is the tread covering in good condition?				

Lounge or dining

Issue	Yes	No	N/A	Comments/Notes
<p><i>If there is a heat pump, is the filter cleaned every two months? Remove and clean filter with vacuum cleaner, then soapy water (and dry before replacing).</i></p>				
<p>129. If there is a <i>gas heater</i>, does it have a flue?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>If there is a <i>fireplace or wood-burner</i>:</p>				
<p>130. is it secured to the hearth or restrained?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>131. is the chimney cleaned each year?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>132. If there is an <i>open fireplace</i>, is there a spark guard?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Bathroom

Issue	Yes	No	N/A	Comments/Notes
<p><i>Is the toilet cistern free from leaks? To check for leaks into the toilet bowl, add food colouring to the water in the cistern. If the food colour appears in the toilet without flushing, there is a leak.</i></p>				
<p>If there is a handrail in the toilet, is it:</p>				
<p>133. in the right place and easy to grip?</p>				
<p>134. well secured to the wall?</p>				
<p>135. Is the toilet bowl secure and free from leaks around the floor?</p>				
<p>136. Is the toilet seat secure?</p>				
<p>137. Are other porcelain surfaces in the bathroom free from chips and scratches?</p>				
<p>138. Is there an extractor fan in the bathroom?</p>				
<p>139. Is it hard-wired to the light switch?</p>				
<p>140. Are fibreglass fixtures free from damage?</p>				
<p>141. Is the surface of the acrylic bath free from scuffs and scratches?</p>				
<p>142. Is the hot water at a safe temperature (45°C) at all the taps?</p>				

Ceiling space

Issue	Yes	No	N/A	Comments/Notes
143. Is the <i>ceiling space</i> dry and free from dark stains?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
144. Are the rafters straight and true?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
145. Is the area free of damaged or loose electrical wires?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
146. If there is a <i>header tank</i> , is it well secured for earthquakes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Ceiling insulation

Issue	Yes	No	N/A	Comments/Notes
Is the <i>ceiling insulation</i> :				
147. dry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
148. spread evenly over the area (not blown into a corner)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
149. free from rats, mice and birds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Empowering housing decisions as we age

If you would like further information about this booklet please contact CRESA (Centre for Research, Evaluation and Social Assessment)

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