

DOCUMENT INFORMATION

Approval Document: Repairs and Maintenance Policy

Section:

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1 Introduction

Welwyn Hatfield Borough Council is committed to delivering a high quality, modern and effective repairs and maintenance service that ensures its homes are comfortable, well maintained and safe for people to live in.

This policy sets out the activities and responsibilities involved in our repairs and maintenance service in accordance with legislation and regulation and to meet the demands and expectations of our customers.

2 Purpose of this Policy

- To ensure that we provide homes that are safe and in a good state of repair for our tenants and leaseholders
- To ensure that, when tenants or leaseholders report a repair or receive a repairs and maintenance service from us, they are treated in a consistent manner and with empathy and respect
- To provide clear information about the services provided and the responsibilities of the Council, its tenants and leaseholders
- To provide an efficient, prompt and cost-effective repairs and maintenance service
- To comply with the statutory requirements, legislation and good practice relating to repairs and maintenance.
- To improve customer understanding and satisfaction with the repairs and maintenance service provided.

3 Scope of Policy

This policy identifies how Welwyn Hatfield Borough Council, through its repairs and maintenance service will maintain its properties in good and safe condition.

This will cover:

- All Welwyn Hatfield Borough Council owned properties and their communal areas
- All leasehold properties within Welwyn Hatfield Borough Council owned blocks, where the structure and exterior and any common areas or items are the Council's responsibility to maintain
- The different types of repairs, maintenance and improvement works carried out
- Identifying both Welwyn Hatfield Borough Council's and its tenants' and leaseholders' responsibilities for repairs and maintenance

4 Types of Repair and Maintenance Works

4.1 Responsive Repairs

Responsive or day to day repairs are those carried out when components fail and they cannot wait to be carried out under a cyclical, planned or improvement programme. These works typically include repairs to plumbing and sanitary equipment, door and window fittings, and heating and electrical installations.

4.2 Cyclical maintenance

Cyclical works are undertaken on regular planned cycles for servicing, inspection and testing of equipment, often as required by legislation or regulations.

4.3 Planned Maintenance Works

Planned maintenance programmes aim to achieve economies by replacing components just before they would otherwise require responsive repairs, anticipating changes in minimum acceptable standards and thus reducing future requirements for cyclical or planned work.

5 Funding of the repairs and maintenance service

The costs of undertaking and managing the repairs and maintenance activities of the Council housing stock are accounted for within the Housing Revenue Account. The cost of repairs and maintenance is funded through the rental income derived from tenants, and the Council is obliged to ensure that there are sufficient funds available to cover the costs of repairs and maintenance to all properties.

The forecast expenditure is included in the 30-year Housing Revenue Account Business Plan which is subject to ongoing review and amendment to take into account any significant changes to the policy and/or operating environment. These amendments may impact the funding available for the Council's repairs and maintenance activities.

6 Legal and regulatory context

There are legislative and regulatory requirements that set out the standards that social housing must be maintained to. These include (but are not limited to):

6.1 Landlord and Tenant Act 1985

Section 11 of this legislation imposes an obligation on landlords to carry out basic repairs, covering the structure and exterior of the property and installations for the supply of water, gas, and electricity, sanitation, space heating, and heating water. There is also an implied covenant to maintain the property in good order.

6.2 *Housing Health and Safety Rating System*

The Housing Health and Safety Rating System (HHSRS) was introduced in 2006 to provide an assessment tool for the 'Minimum Standard for Housing' (Criterion A of the Decent Homes Standard). It is a risk assessment tool designed to identify the risk to occupants in domestic properties.

6.3 *Decent Homes Standard*

The Decent Homes Standard sets expectations for registered providers of social housing to provide tenants with quality accommodation and a cost-effective repairs and maintenance service. According to the standard, for a home to be considered 'decent' it must:

- Meet the current statutory minimum standard for housing
- Be in a reasonable state of repair
- Have reasonably modern facilities and services
- Provide a degree of thermal comfort

The Decent Homes Standard is currently under review and this policy will be revised to take account of any changes introduced as a result of this.

6.4 *Commonhold and Leasehold Reform Act 2002*

This legislation sets out specific requirements relating to the consultation of leaseholders prior to major works being carried out to their properties and long term agreements for repairs or services being entered into where the leaseholder will be required to contribute towards the cost of these services.

6.5 *Homes (Fitness for Human Habitation) Act 2018*

This amended the Landlord and Tenant Act 1985 with the aim of ensuring that all rented accommodation is fit for human habitation. Whilst it did not create new obligations for landlords, it required them to ensure that their properties, including any common parts of the building are fit for human habitation at the beginning of and throughout the tenancy. Where a landlord fails to do this the tenant has the right to take action in court for breach of contract.

6.6 *Defective Premises Act 1972*

Section 4 of this Act places a duty on landlords to take reasonable care to ensure that anyone who might be expected to be affected by defects in a property is reasonably safe from injury or damage to their property resulting from defects.

6.7 Social Housing (Regulation) Act 2023

This legislation, which received Royal Assent in July 2023, builds upon the existing regulatory framework for housing and introduces a proactive rather than a responsive regulatory regime that is underpinned by inspection.

The Safety and Quality Standard covers stock quality, decency, health and safety as well as repairs, maintenance and planned improvements.

6.8 Tenant Satisfaction Measures

As part of the new regulatory regime for housing, providers have been required to collect specified data in relation to their performance from 1 April 2023 known as Tenant Satisfaction Measures.

Of the 22 Tenant Satisfaction Measures, 12 are perception measures that will be informed by an annual tenant satisfaction survey and 10 will be informed from housing provider's own management information.

The measures relevant to repairs and maintenance are:

- Satisfaction with the most recent repair carried out
- Satisfaction with the time taken to complete most recent repair
- Satisfaction that the home is well maintained
- Satisfaction that the home is safe
- Percentage of homes that do not meet the Decent Homes Standard
- Percentage of repairs completed within our own published target timescales
- Percentage of properties that have had all necessary gas safety checks
- Percentage of properties that have had all necessary Fire Risk Assessments
- Percentage of properties in buildings that have had all necessary asbestos management surveys or re inspections
- Percentage of properties that have had all necessary legionella risk assessments
- Percentage of properties in buildings where communal passenger lifts have had all necessary safety checks

Housing providers will have to submit this information annually, commencing from April 2024 with the results being published later in the autumn of each year.

6.9 Right to Repair Regulations

The Council operates within the statutory requirements of the 'Right to Repair Scheme', implemented in accordance with Section 96 of the Housing Act 1985 (as amended). This covers certain small, urgent or routine repairs costing up to £250, which are likely to jeopardise the health or safety of the tenant.

There are also specific regulations that relate to certain repair and maintenance aspects and these include (but are not limited to):

- Gas Safety (Installation and Use) Regulations 2018
- British Standard 7671 (Electrical Installations)
- Control of Asbestos Regulations 2012
- Regulatory Reform (Fire Safety) Order 2005
- Water Supply (Water Fittings) Regulations 2018

6.10 Related Policies

- Equality, Diversity and Inclusion Strategy
- Vulnerable Person and Reasonable Adjustments Policy
- Complaints Policy
- Compensation and Redress Policy
- Resident Involvement Strategy
- Community Engagement Strategy
- Decants Policy
- Damp and Mould Policy

7 Responsibilities for Repairs

The responsibility for repairing and maintaining Council owned properties is shared between the Council and its tenants, based upon legal requirements and the conditions of our standard tenancy agreements. A complete list of responsibilities is outlined in Appendix A, but these can be summarised as follows:

7.1 The Council's responsibilities

Keeping the structure and exterior in good condition. This includes:

- Drains, gutters and external pipes
- The roof
- Foundations, outside walls, outside doors, broken glass caused by fair wear and tear, windowsills, window frames, thresholds
- Internal walls, floors and ceilings
- Chimney and chimney stacks
- Access ways to buildings

All installations for the supply of water, electricity and sanitation facilities, provided we installed these. These include:

- Water pipes and tanks, gas pipes and electric wiring
- Electric sockets and light fittings
- Baths, basins, kitchen and bathroom sinks
- Toilets (but not the toilet seat)
- Water heaters, boilers, fireplaces and radiators

- Equipment for room and space heating
- Wired in smoke alarms and other detectors

Any garage, shed, porch or outbuilding we have provided which is situated within the boundary of the property, as long as it is economic to do so. We reserve the right to remove these structures when, in our view, they are beyond economic repair.

All shared areas and items that are our responsibility. This includes such things as communal entrance doors, roofs, guttering, staircases and lifts.

All shared services, such as lighting in the corridors and door entry systems.

Decoration of the outside of our properties, as well as any internal shared areas, as often as is necessary to keep them in good condition.

7.2 Right to Buy Properties

In relation to leasehold properties which have been purchased under the Right to Buy, the Council's responsibilities are detailed in each individual lease. The council will recharge leaseholders a share of costs of maintaining properties. These include:

- foundations, drains, gutters and pipes on the outside of the property;
- roofs and chimney stacks;
- external fixtures, fittings and equipment;
- external walls and balconies;
- shared grounds, gardens and paths;
- shared services and facilities, such as door entry systems

7.3 Tenant responsibilities

Keeping their property and any fixtures and fittings provided by the Council in good repair and condition.

Telling the Council about any repairs that are needed or any damage to their homes as soon as possible.

Telling the Council about any faults that could cause injury or damage to other people or property.

Repairing, renewing or replacing a number of items in the property. Examples include but are not limited to:

- filling minor cracks in internal plasterwork including preparatory work for redecoration.
- replacing lost or broken keys.
- replacing fuses.
- changing light bulbs.
- replacing toilet seats.
- replacing plugs and chains to sanitary ware.

- replacing clothes lines in individual gardens.

Maintaining and repairing any damage caused by the tenant to their own fixtures and fittings and for any repairs needed to their own belongings.

Decorating the inside of the property as often as is necessary to keep it in good condition.

Taking all reasonable steps to heat and ventilate the property using any suitable means provided to prevent condensation and follow any reasonable advice given.

Sweeping any chimney as often as necessary to keep it in good working order. This should be at least once a year if an open fire is used.

Taking all reasonable precautions to prevent frozen and burst pipes in the property.

Installing, repairing and maintaining their own equipment, such as cookers and washing machines, and making sure that these are installed, repaired and serviced by suitably qualified and competent people.

Arranging and paying for the supply of supply of gas, electricity and water to the property. Taking adequate precautions to prevent fire in the property.

Keeping all gullies, entrances to drains, external airbricks and vents clear and free from obstruction.

Not doing anything that causes a blockage to the drains, pipes, gutters or channels in or about the property. Examples include pouring oil or fat down the drains or flushing inappropriate items, such as facial wipes, nappies and sanitary pads, in the toilet.

Using any gas burning appliances or equipment provided in accordance with the manufacturer's instructions, which includes making sure any flues or ventilation are not blocked.

Safe keeping of door keys and fobs, window locks and the provision of additional locks.

Moving furniture and any floor coverings supplied and fitted by the tenant where access is needed for repair, maintenance or improvement works.

7.4 Leaseholder's responsibilities

Leaseholders will normally own and be responsible for everything within the walls of their property, with the exception of pipes and drains that also serve other properties. This means that leaseholders will be responsible for maintaining and repairing:

- individual heating systems and appliances;
- internal doors;
- sanitary fittings, such as toilets, baths and basins;
- plumbing and pipework within the property;
- internal fixtures and fittings;
- internal decoration;

- floor coverings; and floorboards
- non-structural walls;
- ceilings;
- replacing fuses, bulbs and plugs;
- chimney sweeping;
- arranging access if they lock themselves out of the property;
- any damage they cause or is caused by someone else who lives in or visits the property;
- any damage caused by their own fixtures and fittings; and
- any damage to their belongings.
- Flat entrance door
- Carpentry inside their flat
- Electrics inside their flat
- Glass within their windows

Individual lease agreements normally give us the right to enter property to inspect its condition and, except in an emergency, we will give 14 days' notice of this. If repairs are needed that are the leaseholders responsibility, we will ask them to complete them within a set time. If not, we have the right to carry out the necessary works and the leaseholder will then be charged for the cost of us doing this.

Where repair or maintenance work is carried out to building components or services that the Council are responsible for, leaseholders will be required to contribute towards the cost of the works carried out as part of their service charges, subject to the consultation requirements set out on the Commonhold and Leasehold Reform Act 2002 being complied with.

8 Responsive Repairs

Reactive repairs to a property are those that are carried out in response to a tenant's notification of a problem or defect with their home. They tend to arise on a day to day basis and require attention within a short period of time. Examples include repairs to plumbing or sanitary equipment, heating appliances and electrical installations.

Before repair work is undertaken it is allocated to a response category using a set criteria to ensure that the repair is necessary and that the most urgent repairs are undertaken first.

9 Reporting a Repair

It is the tenant's responsibility to report repairs promptly as and when they become needed. This is particularly important if leaving the repair unattended could cause further damage or deterioration to the property or risk of injury to residents or others. Failure to report repairs may be considered neglect of the property and is a breach of the tenancy agreement.

Tenants are able to report repairs in the following ways:

- Telephone on: 0800 111 4484
- By emailing housingmaintenance@welhat.gov.uk

Council officers, support workers or carers can also report repairs using the methods above.

When a tenant wishes to notify us of something that needs repair, the following information should be provided:

- Name of tenant
- Address of the property
- Contact telephone number and email address
- As much information as possible about the repair that is needed
- Days / times when the tenant will be available
- Information on any vulnerabilities or special needs

10 Repair Categories

To help deliver an efficient and cost effective service, repairs will be prioritised according to the nature of the work involved. This means that repairs required as a result of component failure or breakdowns that put tenants' health and safety, or the property, at risk will be dealt with faster than those that can safely wait. Prioritisation will also reflect the vulnerabilities of the tenant and current weather conditions. Our current repair categories are:

Priority	Time taken
Emergency	24 hours
Urgent	5 working days
Routine	20 working days
Major works	45 working days

10.1 Emergency repairs

These are repairs that need to be carried out to avoid serious danger to the health and safety of the occupants or where a failure to carry out the repair could cause extensive damage to the property. These repairs are to make it safe. If further investigation is required, then follow reports will be ordered.

Examples of emergency repairs would include loss of all electrical power to the building, loss of all heating and hot water, blocked toilets or insecure main entrances to the building.

10.2 Urgent repairs

These are repairs that may affect the comfort of tenants and may cause damage to the property if not carried out urgently.

Examples include a leaking roof, rotten timber flooring or stair tread, loose or detached banister or handrail, blocked sink, bath or basin.

10.3 Routine Repairs

Routine repairs are defined as work requested by the tenant to existing elements of their property due to fair wear and tear.

Examples of routine repairs include easing an internal door or clearing an overflowing gutter.

10.4 Major Work Repairs

Long-term repairs refer to those where the work is more involved than a standard day-to-day repair and involves the replacement of elements of the building which need planning but where these works are not included in a forward-planned programme.

Examples of long term repairs include replacement of all the gutters on a property, replacement of fascias and / or soffits and damp proofing works.

11 Appointments to carry out repairs

When a customer notifies the Council of a repair they will be advised that the contractor will contact them directly to arrange a convenient date and time for the works to be carried out.

Appointments are offered between:

AM - 08:00 – 12:30

School Run – 09:30 – 14:00

PM – 12:31 – 17:00

Evening 17:01 – 20:00

Saturday – 09:00 – 12:00

Wherever possible, a range of available appointments will be offered including morning, afternoon and to avoid schools run times.

The Council always aims to complete repairs within its published and/or mutually agreed timescales. However, this may sometimes not be possible, such as if special parts have to be ordered or if repairs are dependent on other organisations or suppliers. If there is a delay in being

able to complete a repair then tenants will be notified, advising of the reason and when the repair is likely to be completed.

If an appointment has been arranged that cannot be kept, tenants are asked to tell us as soon as possible so that an alternative appointment can be arranged. Where a text message is used, customers can often use the link provided in the text to reschedule their appointment.

If we or our contractor need to rearrange an appointment that has been arranged with you, we will contact you as early as possible and offer you an alternative time.

12 Pre-inspections

For some jobs, one of our surveyors will need to inspect before the repair can be arranged. This may be necessary where the scope of the repair is not known or clear or where we do not have sufficient details to order the repair.

When the repair is reported to us, an appointment for the pre-inspection will be made. The surveyor carrying out the inspection will then confirm what work needs to be carried out and arrange this after their visit.

13 Out of Hours Emergencies

The Council operates an out of hour's service to complete emergency repairs in order to make the property safe until a full repair can be undertaken. This service is available through calling 0800 111 4484.

An emergency repair is restricted to circumstances where there is a danger to life, a safety hazard, the potential for more extensive damage or is needed to ensure a home is secure.

Examples include:

- Major electrical faults.
- Severe water leaks.
- Major drainage problems.

If a repair is reported in this way but is not assessed to be an emergency, the tenant will be asked to call back during normal office hours.

The priority in instances of emergency repairs will be to make the property safe. Follow up visits may be required to undertake a full repair. These will be carried out at a convenient date and time agreed with the tenant in line with the approach to routine repairs.

14 Allowing Access

In accordance with the terms of the Council's tenancy agreements, tenants are required to let our employees, contractors or anyone else working on our behalf into the property to inspect its

condition or that of any fixtures and fittings, or to carry out repair, maintenance or improvement works or for any other reasonable purpose. Unless in an emergency, we will give a minimum of 24 hours' notice.

Where access cannot be gained to undertake a repair, the Council will take appropriate measures to make further arrangements for works to be carried out.

These measures may include some or all of the following:

- Leaving a card asking the tenant to rearrange a visit
- Telephoning the tenant to rearrange the visit
- Writing to the tenant requesting that they contact the Council to rearrange a visit
- Sending a surveyor out to inspect in instances where the tenant's original repair report suggests a potentially hazardous situation exists

In some circumstances, and depending on the nature of the repair, a request may be cancelled if repeated attempts to gain access are not successful.

However, if the repair is considered necessary for health and safety or other reasons, preventing access to a property may be considered a breach of their tenancy and result in legal action being taken to gain access. The cost of this will be passed on to the tenant in accordance with our Recharge Policy.

In addition to allowing access, tenants are responsible for cleaning surfaces, moving furniture and personal belongings from the area that the repair will be carried out in.

Tenants are also required not to indirectly obstruct access to their property, for example, by accumulating furniture, personal belongings, stored items, or unhygienic conditions.

Tenants must observe the requirements of Health & Safety legislation when operatives are carrying out work at the property. This include removing pets and having a smoke-free environment.

15 Recharging for Repairs

In some circumstances, the Council will recharge tenants the amount it costs to carry out repairs to their home (Appendix B Rechargeable Repairs Price List).

A rechargeable repair is one that is normally the result of neglect, misuse, unauthorised works or damage caused by a tenant, leaseholder or third party. Examples include damage caused by vandalism, blocked drains or sanitary ware caused by the tenant, and clearing a property at the end of a tenancy where the outgoing tenant has not carried this out.

16 Decanting Tenants

Major repair and maintenance works will usually be carried out whilst tenants remain in their property. However, there will be certain situations, such as those when the health and safety of the tenant would be at risk, or the works are so extensive they cannot be carried out with the tenant in the property.

Where this is the case, the Council will arrange to move the tenant and their household. This will either be done on a temporary or permanent basis, depending on the nature of the works.

This will be carried out in accordance with the Council's Decant Policy.

17 Void Works

This is the collective name for the range of repairs, improvement works, and checks that are carried out once a tenant has vacated a property and before it is re-let.

The Council is committed to allowing only good-quality, safe homes, and will undertake work in accordance with our Empty Property Standards for Council Tenants.

When a resident terminates their property, they must return it in the same condition it was let, albeit with fair wear and tear. The outgoing tenant will be allowed to carry out the repairs themselves, but the council reserves the right to carry out the works and recharge the outgoing tenant.

18 Cyclical Maintenance

These are works carried out on regular planned cycles for the servicing, inspection and testing of equipment, often as required by statute or regulations or to maintain the generation condition of the stock.

The Council carries out cyclical maintenance to ensure that appliances and equipment are maintained to safe operating standards and to comply with legislation and associated guidance.

Examples of cyclical maintenance include:

- Servicing of gas heating systems/installations (to include the statutory requirement for an annual gas safety check).
- Smoke detector testing
- Servicing of communal boilers.
- Periodic inspection of electrical installations.
- External painting and the decoration of internal communal areas.
- Servicing of passenger lifts and stair lifts

- Water hygiene and legionella testing

19 Planned Maintenance and Improvement Works

Planned maintenance and improvement works are programmed in advance and usually involves the replacement of external or internal elements of properties such as kitchens, bathrooms, windows, central heating and roofing.

These works are programmed according to stock condition survey information and components will be replaced in accordance with their anticipated lifespan or earlier where required. These contracts normally provide economies of scale by including a large number of properties usually within the same area.

Example of planned maintenance and improvement works include:

- Kitchen replacements
- Bathroom replacements
- Boiler replacements
- Fitting of new windows and doors

When replacing building components or facilities the Council will aim to use good quality items that are more sustainable, offer better value for money over time and improve the environment of estates and communal areas.

20 Properties Beyond Economic Repair

In accordance with the Council's Property Strategy and Property Dealing Procedure, the Council may dispose of properties where they are considered to be beyond economic repair.

The intention is that, rather than spend large amounts of money trying to repair, maintain and improve properties which fall into this category, the opportunity will be taken to remodel or replace it with redesigned or new, high quality properties which are better suited to the future needs of tenants.

As and when obsolete properties are identified and programmed for replacement, the Council will move to limit the amount of resources it spends on the subject properties in carrying out day to day, cyclical and planned maintenance works. This is to avoid financial resources being wasted on repairing and maintaining properties that are not going to be kept.

However, the Council will continue to meet all its legal and regulatory obligations in carrying out essential day to day repairs, cyclical and planned maintenance, notably including annual gas servicing and safety check works and periodic electrical testing works.

21 Our Service Standard for Repairs and Maintenance

When requesting or discussing repairs and maintenance, our staff and contractors will

- Be polite and courteous

- Take the time to fully understand the repair you are reporting and confirm whether this falls within our responsibility
- Book an appointment with you that works best for you
- Check any special arrangements, for example relating to pets or children in the property and make sure that our operatives understand the requirements
- Identify any special needs or vulnerabilities a tenant or member of their household may have
- Respect tenant's privacy

The person carrying out the repair or maintenance work to your home will:

- Wear an identity badge clearly showing their name and company name.
- Carry out works between 8am and 8pm Monday to Friday and Saturday between 9am and 12pm. Except in an emergency, our contractors will only work outside these hours if you have agreed it.
- Make and keep appointments or if they cannot, they will give 24 hours' notice, and arrange a new appointment with you
- Treat you and your family in a polite, courteous and reasonable manner.
- Not play music without your permission.
- Park sensibly so you and your neighbours are not inconvenienced.
- Keep disruption to a minimum including noise levels and any nuisance arising from smoke, dust, rubbish or other cause.
- Protect fixtures, fittings and possessions.
- Make sure that your home is kept secure
- Check with you before using your water or electricity.
- Not unplug any of your equipment without permission.
- Reconnect and test any services if they have been disrupted.
- Let you know if they need to turn off electricity, water or other services to your block unless it is an emergency.
- Provide temporary heating or water facilities if they are needed.
- Clear all rubbish and debris at the end of each day
- Show you how to use and set up any new installation or equipment, and/or give you any instructions manuals (if applicable).
- Not use your toilet facilities without your consent.
- Not leave communal doors open.
- Not enter your private garden to complete repairs to another property or block without your consent.

22 How You Can Help Us

- Let us know as soon as possible if you or any member of your household has any medical condition or vulnerability that may be affected by the works.
- Keep any appointments that are made with you and let contractors into your home.

- Phone us or the contractor as soon as possible if you cannot keep an appointment.
- Check the identity badges of contractors before letting them into your home.
- Move any items and small appliances that will be in the way of the works including anything outside in the garden and make sure you protect items which have special value.
- Do not smoke in the areas of your home that our contractors will be working in.
- Do not leave any children alone in your home whilst work is being carried out.
- Keep your children away from our contractors' tools, materials, rubbish and make sure that they do not climb on any scaffolding or in any skips.
- Do not leave pets unattended and make sure they are kept away from contractors working area as well as their tools and other equipment.
- Be considerate towards our contractors.
- Understand that we will always do our best but there may be disruption and things do not always go to plan.

23 Measuring Quality and Performance

The Council is committed to ensuring that its repairs and maintenance services are delivered to a high standard, providing high levels of customer satisfaction and value for money. To make sure that we do this, we monitor and manage performance through a range of methods including.

- Comparing our performance against key performance indicators and relevant tenant satisfaction measures with other social housing providers
- Carrying out a number of inspections after repairs and maintenance work has been carried out to check for quality
- Asking tenants and leaseholders for their views on the works carried out to identify any specific issues as well as any trends over time
- Measuring whether repairs are completed within the target times.
- Measuring whether repairs are completed on the first visit wherever possible. Respond to identified trends in repairs in certain locations or property types and use this to inform planned works.
- Where possible, identify homes where repairs haven't been reported for more than a year or where frequent repairs are reported in order to seek to identify any additional support or other needs.

24 Complaints Procedure

The Council's Complaints Policy is also available to any resident who is dissatisfied with any aspect of repair and maintenance work carried out.

Further information can be obtained from the Council's Complaints Policy.

25 Restrictions to the Repairs and Maintenance Service

There are some circumstances where the standard repairs and maintenance service may not be provided and these include:

25.1 Right to Buy

Under the Housing Act 1985 (as amended) most secure tenants have the right to buy their property providing they occupy the property as their only or main home and meet the qualifying period and other requirements.

Once a tenant has applied to purchase their Council property under the Right to Buy legislation, we will only carry out emergency or urgent works to the property. These include:

- Repairing and maintaining the structure and exterior of the property
- Heating and hot water appliances
- Pipes and wiring within the property

We will only place repair orders for repairs that are required by legislation. Repairs that are not required by legislation will not be ordered or completed.

Properties that are subject to a Right to Buy application will also be excluded from planned maintenance and improvement programmes. The only exception to this is when works are planned to be carried out to a communal item or area, which the Council will retain responsibility for repairing after the sale of a flat or maisonette takes place.

Once a house is sold under the Right to Buy, the new owner becomes responsible for all repairs and maintenance.

Once a flat or maisonette is sold under the Right to Buy, the leaseholder becomes responsible for all internal and non-structural repairs whilst the Council retains responsibility for the exterior and structure of the building and any shared areas, items or services. The leaseholder will be required to contribute to any works carried out to these items.

25.2 Mutual exchange

In accordance with the Housing Act 1985, secure tenants have the right to exchange their properties with another council or housing association tenant, providing each party obtains their landlord's written agreement. A mutual exchange is an assignment of the tenant's existing secure tenancy and a fresh tenancy is not created as a result of any assignment. Where there has been a breach of tenancy regarding an unauthorised alteration or the property is not in suitable condition subject to normal wear and tear, then the outgoing tenant is required to return the property back to the state it was let at. Any required outstanding works is likely to stop the mutual exchange going ahead.

Tenants who move home via a mutual exchange take the property as seen, and all of the outgoing tenant's responsibilities will pass to the incoming tenant. Any other repairs that arise after the mutual exchange has taken place will be dealt with in accordance with this policy. Please see the Mutual Exchange Policy for further information.

25.3 *Tenant alterations or improvements*

Tenants are not allowed to carry out any improvements to the structure or the building or the services provided by the landlord, e.g. boilers. In accordance with the Housing Act 1985, secure tenants have the right to carry out improvements to their property, subject to obtaining their landlord's prior written consent.

Where tenants have carried out alterations or improvements to the property, the Council will not accept responsibility for carrying out repairs, maintenance or servicing to these alterations to these alterations. Where tenants have carried out alterations or improvements without the council's consent, the tenant will be expected to remove the items at their cost.

Tenants are not permitted to remove fixtures that are essential features of the structure or installations at the end of their tenancy.

26 Review of Policy

The policy will be reviewed every three years in consultation with tenant representatives, staff and other stakeholders unless there are any reasons, such as legislative or regulatory changes, requiring that it be reviewed earlier.

27 Appendix A – Who is responsible for repairs?

Repair	Council	Tenant	Further details or exceptions
Adaptations carried out to your property to help you with a disability	✓		Unless this relates to equipment installed by Social Services or portable equipment
Banisters and handrails	✓		
Baths and basins	✓		
Bathroom fixtures and fittings		✓	Including bathroom cabinets, mirrors, shower curtains, towel rails and toilet roll holders
Blinds, blind fittings and cords		✓	We are responsible for these items in the communal areas of our sheltered housing schemes/
Brickwork including air bricks	✓		
Car parks	✓		
Carpentry	✓		
Carpets		✓	It is also your responsibility to remove these to allow any work to be carried out to either the floor or sub floor area
Ceilings	✓		
Chimneys including chimney pots and covers	✓		
Chimney sweeping		✓	
Clothes lines and rotary driers in shared gardens	✓		
Clothes lines and rotary driers in individual gardens		✓	

Repair	Council	Tenant	Further details or exceptions
Coal bunkers	✓		
Communal areas	✓		Including lighting, doors and locks, door entry systems, bin chutes and stores and any lifts
Cookers		✓	
Damp proof course	✓		
Decoration inside home, including filling minor cracks in plaster		✓	
Decoration outside your home, including in any shared areas	✓		
Doorbells		✓	
Door furniture	✓		Including locks, handles and letterboxes
Door entry systems	✓		
Doors inside your home	✓		Including doors and frames
Doors into your home and in any communal areas	✓		Including doors and frames
Downpipes	✓		
Drains	✓		Including blocked or damaged drains outside
Driveways	✓		
Drying areas in shared areas	✓		
Electric central heating systems and appliances	✓		
Electric plugs		✓	
Electric wiring including sockets and switches	✓		
Electrical appliances		✓	Including cookers, fridges and washing machines (unless provided by the Council eg in Temporary

Repair	Council	Tenant	Further details or exceptions
			Accommodation)
Electricity supply and meter		✓	You are responsible for arranging this with a supplier
Extractor fans	✓		
Fences	✓		
Fires - gas or electric	✓		
Fixtures and fittings		✓	Including coat hooks and curtain rails
Floorboards	✓		
Floor tiles	✓		
Flourescent strip lights	✓		
Foundations to the property	✓		
Fridges		✓	
Furniture		✓	
Fuse boxes	✓		
Garages including door locks	✓		
Gardens to individual homes		✓	Including turf, recycling and refuse containers
Garden sheds	✓		
Garden walls	✓		
Garden gates	✓		
Gas central heating systems including flues, pipes, radiators, timers and pumps	✓		
Gas pipes	✓		

Repair	Council	Tenant	Further details or exceptions
Gas supply and meter		✓	You are responsible for arranging this with a supplier
Glass to windows and doors	✓		
Guttering	✓		
Immersion heaters	✓		
Keys - replacement of keys to your home		✓	
Keys - replacement of keys to a communal entrance door	✓		
Kitchen cupboards	✓		
Kitchen worktops	✓		
Lifts and stair lifts	✓		
Light bulbs		✓	
Light holders including fittings	✓	✓	Where the tenant has fit their own
Lighting to shared communal areas, such as hall ways	✓		
Locks	✓		
Loft hatches	✓		
Manhole covers and frames	✓		
Oil fired central heating systems	✓		
Outbuildings	✓		
Overflow pipes	✓		
Parking areas	✓		
Pathways	✓		

Repair	Council	Tenant	Further details or exceptions
Plaster	✓		
Plugs or chains for sinks, wash hand basins or baths		✓	
Porch	✓		
Rendering - rough plaster on the outside of your property	✓		
Roofing including tiles,	✓		
Roof lights	✓		
Sash cords in windows	✓		
Showers and shower trays	✓		
Sink or wash hand basin blockages	✓		
Skirting boards	✓		
Smoke detectors	✓		
Soli fuel heating systems	✓		
Stairs	✓		
Steps to front or back doors	✓		
Taps	✓		
Toilet bowl	✓		
Toilet seats		✓	
Tumble driers including their vents		✓	
TV aerials and satellite dishes		✓	We will be responsible in communal and sheltered properties
Ventilation system	✓		

Repair	Council	Tenant	Further details or exceptions
Wall tiles	✓		
Washers on taps	✓		
Water heating	✓		
Water supply including hot and cold water tanks and pipes	✓		
Window fittings including locks and catches	✓		
Window frames	✓		
Window sills	✓		
Woodwork on the outside of your home	✓		

28 Appendix B – Rechargeable Repairs Price List.

NB: The prices are correct at February 2025 and will be uplifted in line with CPI as at September each year.

Tenanted Properties	Cost
Renew W/C Pan and Seat	£92.87
Renew W/C Cistern Only (LL China)	£103.71
Renew W/C Cistern Only (LL Plastic)	£57.32
Renew W/C Close-Coupled Cistern Only (complete)	£168.53
Renew W/C Suite (China)	£196.61
Renew W/C Seat only	£23.98
Renew wash basin on brackets and taps	£179.97
Renew wash Basin with pedestal and Taps	£196.61
Renew Bath Tap mixer	£106.70
Renew bath tap mixer with shower attachment	£117.50
Renew bath pillar taps	£66.15
Renew Basin Pillar taps (bathroom)	£47.45
Renew Basin mixer Taps (Bathroom)	£89.86
Renew sink pillar taps (kitchen)	£54.35
Renew Sink mixer Taps (Kitchen)	£91.86
Renew Bath incl. taps and panel (acrylic bath)	£477.49
Replacement mop stick handrail	£74.14
Remove broken key from lock	£33.67
Change Barrel in UPVC Door	£84.26
Fit Multipoint Lock to UPVC Door	£95.88
Fit Yale Lock	£72.75
Fit Mortice Lock to Shed	£61.79

Tenanted Properties	Cost
Fit Standard Mortice Lock to Property	£61.79
Fit 5L Mortice Lock to Property deadlock	£96.87
Call out Charge (After 5pm Mon-Fri and all-day Sat/Sun)	£40.71
Call out Charge for Bank Holiday	£60.97
Gain Entry to Property	£33.68
Gain Entry to a Garage	£33.68
Fit Central Garage Lock	£97.72
Fit New Garage Padlocks	£29.04
Re-glaze broken DGU under 1 metre square	£89.86
Re-glaze broken DGU over 1 metre square (cost is per m2)	£202.21
Replace UPVC Window Lock Complete	£54.37
Replace UPVC Window Handle Only	£20.68
Replace UPVC Window Locking Mechanism Only	£44.29
Board up door or window	£89.88
Sitex Door initial hire cost	Normally free to fit but can cost between £50 - £270 if out of hours
Sitex Door weekly cost	£15.73
Sitex Door Removal	£0.00
Renew Internal Door	£107.56
Renew High Performance Door	£892.50 - £1050 Approx.
Renew External UPVC Door	£449.40
Renew External UPVC Door and Frame	£561.75

Tenanted Properties	Cost
Fire Door Set for Flat Entrance	£1365 - £2500 approx
Renew Damaged Kitchen Unit	£247.08
Renew Kitchen Unit Door	£50.55
Plasterboard wall or ceiling repairs due to wilful damage, (this includes using a steamer to remove paper) patch repair only using 1 board and 1 bag of multi finish	£76.32
Plasterboard wall or ceiling repairs due to wilful damage, (this includes using a steamer to remove paper and cost is per sq.)	£34.58
Skirting replacement	£22.53 per LM
Relay/redress disturbed loft insulation	£7.77 per LM
Top up loft insulation	£16.67 per LM
Supply and fit replacement socket front plate single	£12.06
Supply and fit replacement socket and back box single	£23.05
Supply and fit replacement socket front plate double	£13.34
Supply and fit replacement socket and back box double	£34.53

29 Appendix B1 Void Properties

NB: The prices are correct at at February 2025 and will be uplifted in line with CPI as at September each year.

Void Properties	Cost
Remove and dispose of items left in property including floor coverings, total not to exceed 3 cubic metres	£182.57
Remove and dispose of items left in property including floor coverings, total exceeding 3 cubic metres	£301.05
Remove and dispose of Loft Rubbish left in Void Properties	£84.21
Infill Fishpond	£187.78
Clear garden of bulk items (based on 6-yard skip)	£254.66
Clear garden of bulk items (based on 8-yard skip)	£318.78
Clear garden of bulk items (based on 12-yard skip)	£453.12
Clear environmentally unsound garden	Quoted works unable to provide cost
Clear and clean environmentally dirty property (including sharps, faeces)	Quoted works unable to provide cost
Clear and clean exceptionally dirty dwelling	Quoted works: assessed on case by case
Carpet gripper removal	£11.24 per LM
Garage clearance	£53.28
Full Shed clearance	£67.37
Clear any environmentally unsound individual item including car batteries / tyres / drums of oil and any white goods (additional to above garage/shed clearance)	Quoted works unable to provide cost
Carryout treatment because of flea infestation	Quoted works unable to provide cost

Void Properties	Cost
Hourly rate for removal of unauthorised tenant alterations and materials	Quoted works unable to provide cost