

REPAIRS POLICY

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1. Scope

This policy sets out the Council's approach to responsive and planned repairs, ensuring clarity on roles, responsibilities, and service standards. It should be read alongside the repairs procedural document, which details operational processes.

The policy applies to all Council-owned housing stock, including General Needs and Independent Living properties. It excludes temporary accommodation, which is managed under licence agreements.

Reports concerning properties not owned by the Council will be directed to the Private Sector Housing team for investigation.

Gas Servicing, Legionella, Electrical Safety and Damp and Mould are covered by separate policies.

2. Purpose

The purpose of this policy is to establish a clear, consistent, and tenant-focused framework for delivering a repairs service that protects the health, safety, and wellbeing of residents while maintaining the long-term integrity and value of the Council's housing assets.

The policy sets out the way in which the Council will carry out repairs and meet its legal obligations under Section 11 of the Landlord and Tenant Act 1985 and under its Tenancy Agreements and leases. It reflects statutory duties and regulatory expectations, including compliance with the Regulator of Social Housing's standards, and supports the Council's strategic Asset Management objectives.

3. Aims and Objectives

The Policy will:

- Clarify the Council's responsibilities and tenant obligations in relation to repairs.
- Ensure that all repairs are addressed promptly, effectively, and in accordance with agreed priorities.
- Provide tenants with safe, secure, and well-maintained homes.
- Promote efficient use of resources through proactive maintenance and risk management.
- Support a responsive service that takes into account tenant vulnerability and individual circumstances.
- Enable continuous improvement through monitoring, tenant engagement, and data-driven decision making.

4. Regulatory Code and Legal Framework

The following legislation sets out our obligations as a landlord. The Council will ensure that the repairs service is delivered with reference to the following:

- Section 11 of the Landlord and Tenant Act 1985
- Housing Act 1985
- Environmental Protection Act 1990
- Secure Tenants of Local Authorities (Right to Repair) Regulation 1994
- Equality Act 2010
- Leasehold Reform, Housing and Urban Development Act 1993
- Common-hold and Leasehold Reform Act 2002
- Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994
- Gas Safety (Installation and use) Regulations 1998
- Regulatory Reform (Fire Safety) Order 2005
- The Control of Asbestos Regulations 2012
- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Control of substances hazardous to health regulations 2002
- Water Supply (Water Fittings) Regulations 1999
- Occupiers Liability Act 1957 and Occupiers Liability Act 1984
- The Construction (Design and Management) Regulations 2015
- Building Regulations Approved Documents
- IET Requirements for Electrical Installations 18th Edition 2018 4th Amendment (BS7671)
- Regulator of Social Housing Consumer Standards

5. Definitions

5.1. Minor component repair

This is any action undertaken to restore or renew a minor building component, fixture, or fitting so that it meets its intended function, appearance, and safety standards — whether by fixing faults or by substituting the item with a new equivalent. These tend to be quick fixes, at low cost with minimal disruption to the tenant. This includes (but is not limited to):

- Adjusting or easing sticking doors/windows
- Replacing kitchen cupboard doors or hinges
- Re-securing loose skirting boards or architraves
- Repairing small patches of plaster
- Replacing individual cracked wall tiles
- Replacing internal door handles or locks
- Minor repairs to taps or toilet cisterns (washers, flush handles)
- Replacing broken light switches or sockets
- Re-fixing loose floorboards or laminate edging

5.2. Enhanced component repair

This is a repair or replacement action undertaken to restore or renew a building component, fixture, or fitting that requires more specialist skills or resources than a minor repair. It typically involves multiple tasks or trades, takes longer to complete, and may cause moderate disruption to the tenant. These works go beyond quick fixes and address more complex or extensive deterioration, ensuring the component meets its intended function, appearance, and safety standards. This includes (but is not limited to):

- Partial kitchen refit (e.g. replacing several units, worktops)
- Partial bathroom refurb (e.g. replacing bath or shower enclosure)
- Significant plastering works to one or more walls
- Substantial repairs to roofs (e.g. replacing multiple tiles, repairing small sections of felt)
- Replacement of several windows in a property
- Replacing damaged sections of fencing or gates
- Large-scale floor repairs (e.g. screeding, new vinyl in multiple rooms)
- Electrical upgrades within a dwelling (e.g. partial rewire)
- Drainage repairs requiring excavation

5.3. Major component repair

This is a significant repair, replacement, or installation of a building component or system that tends to form part of a planned maintenance or capital investment programme. These works can be complex, higher cost, and may involve extensive resources or multiple stages. They may require longer-term planning and tenant consultation. Major component repairs restore or upgrade essential elements such as roofs, kitchens, bathrooms, or external fabric to ensure long-term sustainability, compliance, and tenant safety. This includes (but is not limited to):

- Full roof replacement
- Structural repairs (e.g., foundations, load-bearing walls)
- Complete kitchen renewals
- Complete bathroom renewals
- Boiler and central heating system replacements
- Major electrical rewiring or upgrades
- Full window or door replacements
- External wall insulation or major façade repairs
- Plumbing system overhauls or replacements
- Major drainage or guttering system repairs

5.4. Emergency repair

Work required to remove an immediate risk to life, health, safety, or serious damage to property. The main principle is to make safe but also a full repair if achievable.

This includes (but is not limited to):

- gas leaks
- major water leaks
- loss of power where vulnerable residents are at risk
- unsafe electrical wiring
- serious structural instability
- Insecure property
- total loss of heating in freezing weather.

5.5. ‘Out of Hours’ emergency repair

Emergency works requested outside of the Council’s normal working hours (e.g., evenings, weekends, bank holidays). These are usually attended by a duty operative or contractor to make safe until a full repair can be completed in normal hours.

5.6. Void repair

Work carried out in a property during the period when it is vacant, prior to re-letting. The aim is to ensure the property is brought up to a good standard, safe, and fully functional for the incoming tenant. This process typically involves more extensive cleaning, maintenance, and refurbishment than routine repairs, to address any damage or deterioration that may have occurred during the previous tenancy. This includes (but is not limited to):

- Deep cleaning throughout the property
- Repair or replacement of damaged fixtures and fittings (e.g., kitchen units, doors)
- Electrical and gas safety checks and necessary repairs
- Flooring replacement
- Boiler servicing or replacement
- Minor structural repairs

The Council's approach to voids is outlined in the Void Management Policy.

5.7. 'Tenant-responsible' repair

Maintenance tasks and repairs that tenants are expected to manage and fund themselves as part of their tenancy agreement. It is important that tenants understand their responsibilities to help maintain the property and avoid unnecessary costs or delays in repair works. This includes (but is not limited to):

- Replacing lost or broken keys and locks
- Unblocking sinks, toilets, or drains caused by tenant misuse
- Repairing or replacing garden fences or sheds damaged by tenants
- Fixing minor damage to internal decoration (e.g., holes in walls, scuffed paintwork)
- Repairing damage caused by pets
- Replacing light bulbs and batteries in smoke alarms
- Cleaning and maintaining communal areas in shared properties (if specified in tenancy)

Please refer to appendix A for clarity on the repairs that fall under tenant responsibility. The Council's approach to tenant alterations and improvements is outlined in the Alterations and Improvement Policy.

6. Repairs service principles

6.1. Proactive, responsive and planned repairs

Repairs will be managed as a separate function overseen by the Repairs and Compliance Manager and supported by the Repairs manager and the Customer Services Manager. These roles will be responsible for ensuring the approach within this policy is adhered to.

The Council will take a multi-approach to managing repairs;

- **Proactive Prevention:** Identifying where there are repeated issues within properties and implementing initiatives to mitigate.
- **Responsive Action:** Providing clear, timely and effective resolution when a potential repair is reported
- **Planned works:** developing programmes of activity to either resolve lower-risk repairs in a cyclical approach (e.g. gate repairs) or work alongside the Asset Management team on the completion of enhanced or major components

6.2. Tenant-centred approach

The Council is committed to delivering a repairs service that provides customer value. When raising a repair, tenants will be able to choose a time-slot that is suitable for them during the working week, including...

- Morning appointments (08:00-12:30)
- Afternoon appointments (12:30 – 17:00)
- Acknowledging the School Run (10:00 – 14:30)

Tenants will have various options to report a repair:

- **Contacting the Customer Services team via telephone:** Who are available between 8.30am and 5.00pm Monday to Thursday and 8.30am to 4.30pm on a Friday. The aim is to arrange an appointment for the repair with the tenant during their initial contact with us.
- **Via the on-line portal:** Tenants will be able to raise and book their own appointments for certain repairs (for example, minor repairs).
- **In person:** Tenants will also be able to visit the Council House and speak with a member of the Customer Services team to raise a repair and book an appointment

Tenants will be kept informed throughout the repair process via proactive phone calls, text messages and / or email. Operatives will call the tenant in advance of their appointment to confirm their availability.

6.3. First-time fix

Our focus is on achieving a first-time fix to reduce disruption for residents and unnecessary repeat visits. Colleagues will be empowered to make a judgement call on whether staying longer on the repair will enable the job to be fully completed.

If the operative or contractor is unable to complete the repairs during the first visit, they will advise the tenant of the reasons why and will arrange a further visit by contacting the Customer Services team from site. Follow-up works will be dealt with if we were unable to complete the originally logged works on the first visit.

6.4. Prioritisation and response

Repairs will be categorised and prioritised according to their urgency and impact on safety, security, and quality of life. The following priorities will be implemented:

- **Emergency:** making safe any potential emergency repairs within 24 hours
- **Urgent:** undertaking any relevant urgent work within seven calendar days
- **Routine:** satisfactorily completing all work within 30 calendar days
- **Planned:** completing lower-risk minor repairs within a cyclical programme

The Council will utilise the above priorities to align with Right to Repair regulations as set by Secure Tenants of Local Authorities (Right to Repair) Regulations 1994 (please refer to appendix B for the list of Right to Repair actions).

Repairs will be scheduled via the NATFED Schedule of Rates (NSR), which is a standardised framework used by local councils to manage repairs and maintenance services efficiently. The NSR underpins a consistent and auditable approach to delivering housing repairs within local government.

6.5. Direct labour force

The Council will utilise in-house colleagues (operatives) to complete minor and enhanced repairs. The skill-set will be a mix of single trade (e.g. plumber) and multi-trade operatives to complete repairs efficiently.

The Council will use a range of external contractors to assist in the completion of repairs, especially more specialist or major works. Regardless of who is allocated the works though, our tenants will receive the same levels of customer care, service delivery and repair quality. If works are allocated to a contractor or sub-contractor for completion, our call answering staff will make the caller aware of who is visiting them. Contractors undertaking repairs will be expected to adhere to the standards set out in the “Contractor standards” booklet.

6.6. Partnership Working and Collaboration

It is recognised that addressing repairs is not solely the responsibility of any one team or organisation. The Council will:

- **Work collaboratively across internal departments and contractors,** including tenancy management and asset management, to ensure consistent and joined-up service delivery.
- **Consult with other Local Authorities and Registered Providers** to compare performance, share good practice and remain responsive to new guidance and innovation.
- **Adopt a whole-household approach,** considering the needs of children, older residents, and those with disabilities or long-term health conditions.

6.7. Data-Driven decision making

A wide range of data will be utilised to understand the types of repair issues occurring and implementing measures to address. This includes (but is not limited to):

- Repairs history and disrepair claims
- Stock condition data
- Property archetypes and build types
- Socio-economic and vulnerability data linked to households
- Environmental risk indicators (e.g. ventilation, insulation performance)
- Customer complaints, surveys and feedback mechanisms

This data will be actively monitored to identify trends, high-risk property types, and emerging repairs hotspots. It is envisaged that this data will be utilised to develop and implement targeted interventions (such as the 'Home MOT') to mitigate reactive repairs and emergencies. This includes (but is not limited to):

- targeted inspections
- cyclical investment programmes
- enhanced ventilation installation projects (e.g. for Damp and Mould)
- targeted tenant education (n.b. support and advice will also be offered where behavioural changes can assist in reducing the number of repairs being raised).

6.8. Monitoring and Reporting

Robust reporting mechanisms monitor how repairs is managed. These include:

- Key performance indicators (KPIs) on response times, resolution rates, and tenant satisfaction.
- Regular reporting to senior management and elected members (via Housing Improvement Board and Portfolio Holder meetings)
- Oversight by resident panels and scrutiny groups to ensure transparency and accountability.

6.9. Tenant Feedback and Engagement

Our residents are critical partners in improving how repairs are managed. We will:

- Work with engaged tenants to review policy and service delivery.
- Collect post-repair feedback to evaluate effectiveness.
- Analyse complaints and disrepair claims to learn from service failure.
- Provide clear, accessible information on how to report repairs and what to expect.

We will be transparent with residents about the actions we are taking.

6.10. Continuity of service

To ensure continuity of service, especially in response to emergency or significant repair cases, the Council will maintain trained staff coverage across all key roles.

Colleagues will be cross-trained to manage repair cases so that service delivery is not compromised by staff absence, annual leave, or unexpected resourcing pressures. This includes the ability to triage cases, communicate effectively with residents, and coordinate emergency responses in line with legal duties.

6.11. Approach to value for money

The provision of a service that demonstrates value for money is one of our key objectives. Productivity and performance reports will be generated to demonstrate this objective through the effective use of the Housing Management System, Vehicle tracking solution, one-to-one's Performance Appraisals and individual accountability reports.

Where there is a need for works to be contracted out, these will be procured in accordance with the Council's procurement framework. Where value for money can be demonstrated, the use of procurement frameworks will also be considered. In the case of emergency and urgent works this may not always be possible.

6.12. Innovation

The Council is committed to exploring and adopting innovative approaches to manage repairs more effectively. In line with our proactive and prevention-led approach, we will continue to assess and trial new technologies and techniques that support early identification and resolution of issues. We will work in partnership with residents, industry experts and peer organisations to understand emerging best practice, and we will remain open to piloting solutions where there is evidence they can improve resident outcomes and prevent harm. Innovation will not be pursued for its own sake, but where it can demonstrably support our legal duties, improve health and safety, and reduce long-term costs by addressing root causes early.

7. Specific Repairs processes and actions

7.1. Access

The Council will make at least three reasonable attempts to gain access for repairs. Information will be posted to the tenant highlighting the missed appointment and instruction on what is required. Each access attempt will be recorded in the scheduling system.

For emergency or safety-critical works, the job will remain open and prioritised until access is obtained. Where necessary, welfare checks and partner referrals (police, social services, health) will be arranged in line with safeguarding protocols.

For non-urgent repairs, the Council may either rebook the appointment at the tenant's request or leave the job open for a limited period while further contact is attempted. The chosen approach will be recorded and justified.

Where a tenant's refusal to allow access is unreasonable and the Council has evidenced all reasonable steps to obtain entry, the Council may:

- issue a formal warning; and/or
- recharge the tenant for wasted attendance where costs have been incurred and the tenancy permits; and/or
- pursue legal remedies (e.g. access injunction) if the repair/inspection is necessary for health, safety or compliance and less intrusive measures have failed.

Where vulnerability is identified or suspected, the Council will prioritise safeguarding and welfare-led approaches before any punitive measures. Any decision to recharge or commence legal action will be subject to a vulnerability review.

7.2. Out of Hours

Repairs telephone calls received outside of the times stated above will be classed as "out of hours" and are coordinated by a third party. Repairs that cannot wait until the next working day will be defined as an "emergency out of hours' repair" and the Council will seek to attend this repair in accordance with our listed priorities. Tenants who report a repair out of normal office hours which is not classed as an emergency will be advised why the Council will not be able to attend, how they might be able to assist themselves and how to report the repair the next working day. If an operative attends an emergency out of hours' repair and the tenant is not at home the Council may charge an abortive callout charge. This may also be the case if the reported emergency is a routine repair when the Council attend.

7.3. Health and Safety

It is essential that the Council adheres to Health and safety legislation and guidance. Our in-house team of operatives will be issued with risk assessments, method statements, known locations of asbestos, any known risks on site and policies / procedures related to a variety of recognised health and safety risks. We will provide external contractors with pre-construction information including asbestos reports, any residual risks within the curtilage of the property and any information held on the Council's Employee Protection Register. At tenancy commencement, tenants will be issued with any known locations of asbestos, the gas safety certificate and electrical test certificate.

7.4. Rechargeable Repairs

If the Council has to replace or repair items due to the wilful damage or neglect of the Council's property by a tenant, their family or a visitor then the tenant will be charged the full cost of the repair.

Missed appointments cost money and create inefficiencies so the Council may charge a tenant for missing a second confirmed appointment. Please refer to the Recharges Policy for further information.

7.5. Disrepair

Where the Council receives notice of an actionable item of disrepair, fails to address the repair within a reasonable period of time and the tenant suffers a loss, there could be a case for a disrepair claim against the Council. In such cases, guidance within the "Pre-Action Protocol for Housing Disrepair" will be followed in conjunction with the Council's Legal team.

7.6. Reasonable Endeavours

The Council will endeavour to ensure full compliance with relevant legislation. However, there may be occasions where there is a failure to comply with requirements even if all reasonable steps have been taken, but it has not been possible for reasons genuinely beyond the Council's control. This includes (but is not limited to):

- Being unable to source specialist contractors or materials within the required timeframes, but has made reasonable efforts to do so.
- Not gaining building control approval from the Building Safety Regulator in time.
- Not be able to gain access to the property to complete relevant repairs.
- Not be able to secure suitable alternative accommodation in time (if required).
- Damage being the result of breach of contract by the tenant.

7.7. Training

Senior managers within repairs will be responsible for ensuring all relevant staff are trained in all repair related issues. For example, all staff within the customer services centre, inspectors, and operational teams - this includes (but is not limited to):

- Asbestos awareness
- Working at height
- Manual handling
- Lone working
- Recognising and responding to signs of damp and mould
- Communicating effectively with residents in distress effectively and sensitively

These will initially be a Broxtowe Learning Zone on-line course, which will give colleagues an understanding of the fundamentals within repairs. More enhanced training will be provided for colleagues managing specific repair cases.

7.8. Quality assurance

The Housing Repairs and Compliance Manager is responsible for monitoring the work of colleagues and contractors involved in repairs and checking that inspections and follow up work are completed. This will be achieved using management reports and dip sampling on a monthly basis.

The Council will complete a minimum of 10% quality control checks across all trades. These will comprise of monitored inspections whilst the works are being carried out and post inspections following completion of the work.

8. Tenant support

8.1. Tenants with additional support needs

Our policy focuses on a person-centred approach; therefore, an assessment is to be made which considers the tenant's circumstances when assessing the risks presented by a repair. The most at risk tenants are the very young, elderly and those with certain health conditions. Those with medical vulnerabilities such as asthma and allergies and those undergoing some medical treatments require urgent attention. Repairs in properties where someone is at higher risk will be prioritised. Medical evidence should not be mandatory but may be considered if provided.

The Council will be supportive and responsive to the needs of our tenants, including adapting our approach when required to ensure that the issue is fully resolved.

8.2. Leaseholders

The Council has a number of leaseholders and as the freeholder, the Council is responsible for keeping the structure of the building, any common parts of a block

and all common external areas in a good state of repair. Repairs undertaken for the benefit of leaseholders are recharged to the leaseholder with the annual service charge. The Council will comply with the requirements of the Commonhold and Leasehold Reform Act 2002, which sets out in detail how leaseholders must be consulted and charged for works. Repairs for leaseholders will be given the same priority as repairs for tenants.

If a repair in a Council property is caused by a neighbouring leaseholder (e.g., leaks, structural defects, or poor maintenance), the Council will:

- Investigate immediately and confirm the source of the problem.
- Require the leaseholder to take remedial action under the terms of their lease.
- Take enforcement action if necessary to protect the tenant and ensure compliance.

The Council will keep the affected tenant updated and take all reasonable steps to meet its duties, even where resolution depends on leaseholder action.

The Council will take legal action if necessary to obtain access to the property to confirm the source of the problem and ensure that the necessary works are undertaken.

In cases of financial hardship the Council will undertake the work and agree a payment plan with the leaseholder, to resolve the matter as quickly as possible.

8.3. Information and support for tenants

In line with the Regulator of Social Housing's Consumer Standards, the Council is committed to supporting tenants to reduce the risk of unnecessary repairs through practical advice and early intervention. Some repair issues may have contributory factors linked to how the home is used, often shaped by affordability, vulnerability, and awareness.

The Council will take a proactive approach to education and support, including:

- Energy efficiency advice – Helping residents manage their homes safely and efficiently, including ventilation, heating use, and understanding energy bills and tariffs.
- Support with bills – Assisting with water and energy debt, and helping tenants access discounts, relief schemes or financial assistance.
- Targeted home visits – Using vulnerability data to offer tailored advice and small efficiency measures (e.g. LED lighting, draught-proofing) where risk factors are present. When overcrowding is identified as a contributing factor, our tenants will be supported to make an application and register their interest for a mutual exchange (5 The Council's approach to mutual exchanges is outlined in the Tenancy Management Policy).
- Health and wellbeing support – Recognising that cold or damp homes can seriously impact physical and mental health, especially for vulnerable residents, and working with partners where additional support is needed.

- Signposting to wider services – Where issues such as social isolation, mental health or cost of living pressures are contributing to risk, officers will offer relevant referrals.

By embedding this support into our wider repairs approach, the Council will reduce recurrence, improve outcomes for tenants, and meet its legal obligations, while also contributing to stronger TSM results relating to tenant satisfaction and safe, well-managed homes.

8.4. Offer of temporary accommodation

In some circumstances it may be necessary for the tenant to move out of their home whilst works are completed. This will only be in extreme cases, for example when safety works cannot be completed within the specified timescales. Wherever possible the tenant will be offered a decant to another property. In these circumstances the Decant Policy will be followed.

If a suitable decant is not available, or if the tenant needs to move out of the property quicker than a decant will be ready then other temporary accommodation will be offered. This may be in Council owned accommodation, bed and breakfast or a hotel.

8.5. Right to Buy

If a tenant has exercised their right to buy the property, the Council will continue to undertake qualifying repairs only. Routine and planned repairs will not be carried out.

8.6. Contents Insurance

The Council are not responsible for tenants' contents and recommends that tenants arrange their own contents insurance. However, if damage is caused to a property, our fixture and fittings, a shared area or a neighbouring property by the tenant, a member of their household or a visitor, including pets, the tenant is responsible for making good the damage. This includes both accidental damage and deliberate damage, for example, flooding caused by a washing machine or deliberate damage caused to an internal door. This is because these items are not covered by the tenants' contents insurance.

8.7. Complaints and compensation

If the tenant wishes to make a complaint about how the Council has managed their repair, or request compensation from the Council in regards to a repair issue in their home then a formal stage one complaint will need to be raised. This is to ensure that all complaints and compensation payments are recorded and so that the Council can ensure that trends are identified and learning points are shared. The employee managing the request will offer to raise a complaint on behalf of the tenant if they wish to complain.

Section 99A of the Housing Act 1985 and the Secure Tenants of Local Authorities (Compensation for improvements) Regulations 1994 apply to improvements carried out by secure tenants. Tenants may be able to claim compensation for certain improvements that have been made when the tenancy ends. The compensation is

calculated to take into account wear, tear and depreciation. Tenants can claim compensation for the cost of materials (but not appliances such as cookers and fridges) and labour costs. Sometimes damage will be caused to a tenant's property, fixtures or fittings during the completion of repairs works. Where an operative or contractor acknowledges that damage has been caused the Council will inspect the damage and agree any compensation due. This will be approved by the appropriate Assistant Director. If the matter is disputed, then it will be referred to the Council's Insurance Department who will determine if the Council are liable for compensating the tenant. If a property is damaged following a roof leak, water leak or other unforeseen circumstance, then a tenant will be asked to complete an insurance claim form and any liability will be assessed by the Council's insurers.

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9. Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Damp and Mould Policy
- Person-Centred Housing Policy
- Financial Inclusion Policy
- Allocations Policy
- Tenancy Management Policy
- Decant Policy
- Compensation Policy
- Referral to Financial Inclusion procedure
- Referral for overcrowding procedure
- Tenancy Agreement
- Leasehold Agreement
- Asset Management Policy
- Void Management Policy and associated procedures
- Void / empty property lettable standard
- Gas Safety Policy, associated procedures and access process
- Electrical Safety Policy, associated procedures and access process
- Tenancy Management Policy
- Alterations and Improvements Policy
- Corporate Complaints Policy
- Asbestos Code of Practice and associated procedures
- Legionella Code of Practice and associated procedures
- Mutual Exchange policy
- Customer Care and Workmanship Standards
- Contractor standards booklet
- Schedule of costs for recharges
- Pre-termination procedure
- Rechargeable repairs procedure
- Secure Tenants of Local Authorities (Right to Repair) Regulation 1994.
- Pre-Action Protocol for Housing Disrepair
- Customers with additional support needs

10. Review

The Council will monitor any proposed changes to legislation and prepare to adapt. The policy will be reviewed every 3 years if there are no changes to current legislation.

11. Document History and Approval

Date	Version	Committee Name
7/12/2023	1.0	Cabinet
2/09/2025	1.1	Cabinet

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12. Appendix A: List of ‘Tenant-responsible’ repairs (TBC)

13. Appendix B: List of ‘Right to Repair’ actions

Repair Type	Response time in working days
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working between 31 October and 1 May	1
Heating or hot water not working between 30th April and 31 October	3
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Blocked sink, bath or basin	3
Tap cannot be turned	3
Leak from a water pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or hand rail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan not working (internal kitchen or bathroom)	7

* please refer to Damp and Mould Policy for timescales aligned to Awaab’s Law