

# HOUSING SERVICES REPAIRS AND MAINTENANCE POLICY

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## 1 INTRODUCTION

The Council is committed to delivering a high quality, value for money repairs service which is customer focused, efficient, and accessible to everyone. This policy sets out how the Council delivers a responsive repairs and maintenance service which meets the needs of tenants and leaseholders, and enables the Council to meet its statutory, regulatory, and contractual obligations.

## 2 PURPOSE

This policy sets out the Council's overall approach to repairs and maintenance and how it meets its obligations.

## 3 SCOPE

The policy applies to the responsive repair and maintenance of Council owned housing properties, including garages, district heating boiler houses, communal areas, neighbourhood centres, and some equipment such as lifts.

The policy includes the Council's and tenants' responsibility for the completion of repairs in the following areas:

- Emergency repairs
- Non-urgent repairs
- Non-standard (batched) repairs
- Cyclical maintenance
- Out of hours repairs
- Repairs which are the responsibility of tenants, and
- Rechargeable repairs.

It also sets out the approach to:

- Decoration allowance
- Right to compensation
- Right to repair
- Tenant recharges.

Separate policies exist for certain aspects of the Council's repairs and maintenance obligations. These are referred to in this policy. The key ones are:

- Housing Services Gas and Carbon Monoxide Policy
- Housing Services Electrical Safety Policy
- Water Safety Policy
- Lift Safety Policy
- Fire Safety Policy
- Damp, Mould and Condensation Policy
- Asbestos Management Plan



## 4 LEGISLATION AND GUIDANCE

The Council has an obligation to keep its homes in a reasonable state of repair and to keep its tenants, their families, and visitors safe.

In April 2024, a new suite of consumer standards was introduced to bring greater transparency, and to monitor and improve, the quality of services delivered by social housing landlords. The repairs and maintenance of properties is covered by the Safety and Quality Consumer Standard.

In addition to repairs, the Council has compliance responsibilities relating to:

- Gas safety
- Electrical safety
- Legionella checks
- Servicing passenger lifts, medical lifts, and hoists
- Asbestos inspection
- Fire safety, and
- Maintenance of communal areas.

For more information, please refer to the separate policies which set out how the Council meets the obligations.

## 5 TREATING TENANTS WITH DIGNITY AND RESPECT

The Council is committed to providing a high-quality customer service that is accessible to everyone, right first time, and keeps customers informed of progress.

The Council's responsive repairs and maintenance service aims to put tenants at the centre of its delivery. It is committed to being accessible to every tenant, and values tenant feedback – both complaints and compliments.

When attending tenants' homes to carry out repairs, the Council and its contractors must:

- Be respectful of tenants' homes, environment, and cultural factors,
- Aim to carry out the repair during the first visit,
- Minimise noise and disruption,
- Park works vehicles properly and not damage grass verges,
- Always wear their identification badge,
- Protect tenants' floorings by wearing shoe coverings when entering a tenant's home,
- Not use tenants' facilities without tenants' permission.

To support operatives carrying out repairs, the Council asks tenants to:

- Not use abusive or threatening language or act in a violent, aggressive or abusive manner towards the Council staff and contractors,
- Keep their pets in a room away from operatives carrying out the repair, and
- Not smoke/vape inside the property when Council staff or contractors are present.

## **6 DELIVERING RESPONSIVE REPAIRS AND MAINTENANCE**

### **6.1 Right First Time**

The Council aims to complete a responsive repair on the first visit; this is called 'Right First Time'. The repair is 'Right First Time' if the operative attended the property, identified, diagnosed, and fixed the fault during the first visit/during the same day. If this is not possible, as additional materials or trades are needed, a second visit will be scheduled within a reasonable timescale.

### **6.2 Reporting repairs**

Tenants can report repairs for their own properties. If nominated by the tenant, household members, carers, and friends, can also report repairs on behalf of the tenant.

Tenants, or their nominated advocates, can report most day-to-day repairs on the website, using 'Housing Online', or by telephoning the Council's customer contact centre on 01709 336009. Some repairs, such as damp and mould, can currently only be reported via the telephone, but the Council aims to implement online reporting functionality as soon as possible.

When reporting repairs, tenants, or their nominated representatives, need to tell us:

- Their name, full address, and daytime telephone number,
- As much as they can about the repair –where the problem is and what is wrong,
- Whether there are any particular circumstances, such as health conditions or other vulnerabilities, that need to be taken into account, and
- Convenient times when operatives will be able to access the property.

If a gas leak is suspected, tenants should contact the National Gas Emergency Service on 0800 111 999.

Day to day repairs do not include large installation work, such as new roofs or upgrade works, such as kitchen replacement. These works are completed on larger planned work schemes.

### **6.3 Appointments for responsive repairs**

When repairs are requested, and the work is ordered, a mutually convenient appointment will be agreed. The appointment will be for either a morning, afternoon, midday, or weekend, on a mutually convenient date.

Appointments are available all-day, Monday to Friday for day-to-day repairs, and seven days a week for plumbing, joinery, and electrical repairs. Tenants can book the following time slots:

	Appointment slot	Monday to Friday	Saturday*	Sunday*	Bank holidays
Morning	08:00 to 12:00	✓	✓	✓	Emergencies only
Afternoon	12:00 to 16:00	✓	✓	✓	
Evening	16:00 to 20:00	✓			
Midday	10:00 to 14:00	✓			
All day	08:00 to 20:00	✓			

\*Plumbing, joinery and electrical work only.

**For reports of damp and mould**, the Council's Damp, Mould and Condensation Policy sets out the Council's timescales for responding and addressing damp and mould.

**For medical lifts and hoists, and for passenger lifts**, operatives attend within four hours. More details are contained in the Lift Safety Policy.

There may be circumstances beyond the Council's control when operatives will not be able to attend the scheduled appointment. On these rare occasions, the tenant will be contacted in advance of the appointment to reschedule.

#### 6.4 Timescales for responsive repairs

The Council allocates responsive repairs into categories and each category has set timescales for completion.

When a repair request is received, the Council will work with the tenant to determine the urgency of the repair, and:

- Complete emergency repairs within four hours (where there is risk to life or property)
- Complete some gas repairs before the end of the next working day (such as no heat and no hot water)
- Arrange a mutually convenient appointment with the tenant to complete non-urgent repairs within 28 days.

The Council has just procured an external organisation to carry out stock condition surveys for all its HRA properties, over the next three years. Sample surveys will start in November 2024 with the surveyors working to capacity from January 2025.

The Council is currently unaware of the scope of repairs, and the quantity of repairs, which will result from the stock conditions surveys. As such, no decisions have yet been agreed regarding who will carry out the resulting repairs. Should the Council opt for its external contracting partners to carry out the work, there may be an impact on the 28-day timescale for carrying out non-urgent repairs.

**Emergency repairs** are defined as repairs that require immediate and urgent action to prevent risk to people or property, as such, the Council operates 24-hours a day, 365 days of the year to attend emergency repairs. These repairs usually involve carrying out work to make the home safe and secure while further works are arranged for a later date.

All reported emergencies are attended within a four-hour period. This includes emergencies that are reported after 16:00 which are passed to the emergency call out team. The call out team works between 16:00 and 08:00.

When reporting emergency repairs, tenants may be asked additional questions to understand the extent or severity of the repair. Depending on the specific details and the tenant's circumstances, some repairs may fall out of the four-hour priority and be allocated as non-urgent.

Please see Appendix A for the full list of emergency repairs.

Where an emergency repair has been completed, such as boarding broken glazing in a window, the Council will arrange a follow-up appointment for further works to be carried out, such as measuring-up and re-glazing the window. When there is a delay between the emergency repair and the follow-up works, the Council will:

- Write to the tenant to inform them that further works have been arranged, and
- Contact the tenant again to let them know when operatives will attend.

Unless materials or skills needed to carry out the repair are non-standard, in most cases follow-up repairs will be completed within four months.

**Urgent repairs** include a total loss of heating and hot water. Urgent repairs are attended by 20:00 on the day after a repair is reported. For example, if an urgent repair is reported on a Monday morning, an operative will attend either before 20:00 on Monday or between 08:00 and 20:00 on Tuesday, dependent upon availability.

**Routine Repairs** are standard, non-urgent repairs which are allocated within a 28-day priority, and appointments are chosen by tenants or agreed at a mutually convenient time (see 6.3).

Examples of non-urgent repairs include:

- A light not working,
- A dripping tap,
- A radiator not working,
- Leaking guttering,
- A repair to a roof tile.

The 'Tenants Personal Circumstances' section sets out how the Council may on occasion prioritise the delivery non-urgent repairs.

**Planned maintenance** works are repairs which do not require urgent attention and can be included in a future works programme. This includes replacing an external door, kitchen, roof or bathroom which cannot be repaired. Tenants receive confirmation that the work has been placed on a programme and they will be notified when the work will take place.

**Cyclical maintenance** covers the regular servicing of gas appliances, electrical wiring, and carbon monoxide/fire detectors, as well as the maintenance of communal water tanks, medical lifts and hoists, including stair lifts, and passenger lifts.

### **6.5 Repairs to medical lifts and hoists, and passenger lifts**

Please refer to the Lift Safety Policy.

### **6.6 Repairs to communal aerials**

Repairs to communal aerials should be attended within 5 working days.

### **6.7 The Council's repairs responsibilities**

The Council is responsible for the structure, exterior, services, and fixtures and fittings, and any communal areas in the building, excluding communal gardens. In all cases, repair is considered before renewal.

The Council is responsible for the following:

- a) Drains, gutters, and outside pipes,
- b) Roof, external walls, doors, and windows,
- c) Maintenance of pipework for water, and gas and electricity installations, within the boundary of the home,
- d) Outbuildings,
- e) Sewers which are not the responsibility of another person or body,
- f) Paths, steps, or other access routes that connect the front of the property to the front door, and the front door to the back door,
- g) Heating and hot water systems including central heating, gas fires, fireplaces, flues, ventilation and chimneys,
- h) Water, including baths, wash-hand basins, sinks, toilets, pipes, drains, and guttering,
- i) Fitted kitchens,
- j) Medical lifts and hoists, and passenger lifts fitted by the Council,
- k) Services to utilities including gas pipes, electrical wiring, and any fixed appliances provided by the Council, and
- l) Communal areas such as hallways, door entry systems, fire alarms, stairs, lifts, landings, and communal entrances.

The Council will not repair or replace items:

- a) Which are old but functional – if they are working well, they may not be repaired or replaced,
- b) For cosmetic reasons – such as a scratch on a windowpane, or a stain on a floor tile,
- c) Which could be a minor trip hazard such as a loose tile or a crack in the pavement (unless the tenant has mobility issues),
- d) Which do not match the rest of the kitchen or bathroom. (If an exact replacement cannot be found, the closest match possible will be fitted, but the entire kitchen or bathroom suite will not be replaced.)
- e) This includes unsafe fencing. Where fencing is broken or unsafe, the Council will remove the fencing and will only replace it by exception.



## 6.8 Tenants' repairs and responsibilities

To ensure tenants receive a fair and value for money service, tenants are responsible for carrying out some minor repairs. A full list of these can be found in the Tenants' Guide to Your Home and the tenancy agreement.

Unless provided by the Council's Furnished Homes service, tenants are responsible for the connection of washing machines, dishwashers, tumble dryers, cookers, and any other electrical appliances.

Any work to gas, electrical or water supplies must be carried out by a qualified and competent person. Failure to do so may constitute a breach of tenancy.

Examples of tenant responsibilities include:

- a) Tenant's own fixtures and fittings, eg. curtain rails,
- b) Internal decoration,
- c) Repairing small cracks and holes in walls and ceilings,
- d) Repairing tile grouting,
- e) Any lock changes as a result of lost or stolen keys,
- f) Clearing external grates,
- g) Clothesline hooks and clothes posts,
- h) Repairing and replacing boundary fences, gates, and associated hardware
- i) Internal door handles and latches,
- j) Floor covering, including vinyl and carpets (unless provided as part of the paid for Furnished Homes package),
- k) Very small areas of mould which can be easily wiped away, eg, on a windowsill or at the bottom of a window where condensation is sometimes found.

Plumbing repairs include:

- a) Refixing or renewing a toilet seat,
- b) Refixing or renewing the plug and chain for the bath, sink, or wash hand basin,
- c) Refixing or renewing cylinder jackets,
- d) Refixing or renewing high level toilet flush chains,
- e) Plunging minor blockages to sinks, baths and showers.

Electrical repairs include:

- a) All extension leads,
- b) Light bulbs, including outside lights,
- c) Tenants own non-standard light fittings, fluorescent tubes and starters,
- d) TV aerials, satellite dishes, or sockets other than communal sockets,
- e) Telephone cables and equipment, except door access control,
- f) Resetting timer controls to heating and hot water systems, including changing batteries.

Please note, this is not an exhaustive list.

The Council may carry out repairs caused through damage by the tenant and the costs will be recharged to the tenant.

To avoid further damage to the property or risk of injury, it is tenants' responsibility to report repairs promptly.

## **6.9 Tenants' Personal Circumstances**

The Council will take into account whether a tenant or household member has a health condition which is being adversely impacted by the repair which therefore requires more urgency than the designated timescales.

High priority is also given to repairs arising from harassment, domestic violence, or offensive graffiti.

Depending on tenants' needs, and in particular circumstances, the Council will endeavour to do the following:

- Adjust the urgency of a repair if the risk to health, safety and security is increased due to tenants' personal circumstances,
- Officers/operatives may make a safeguarding referral if vulnerabilities are identified, and if it is understood that the household could benefit from wider support,
- Offer additional support to tenants who may need reassurance regarding the nature of the repair and how it will be carried out.

The Council will aim to record tenants' relevant support needs and personal circumstances on IT systems and refer to this information when liaising with tenants. To do this, the Council will encourage all tenants to share information about their personal circumstances and vulnerabilities when engaging with services.

Due to limitations in the Council's IT systems, the Council may on occasion request that a tenant provides information about their circumstances at the point at which they report a repair. This is because information already held by the Council about the tenant's circumstances may not be available to Council officers logging repairs.

## **7 LEASEHOLDERS' RESPONSIVE REPAIRS**

The Council's obligations to leaseholders include keeping the building in which the leasehold property is sited, in a good state of repair. This includes the external fabric of the building, and any shared or communal areas.

In turn, leaseholders are obligated to pay a share of the costs for carrying out those repairs; the details of these repairs are set out in leaseholders' annual service charge invoices. The apportionment of these charges can be found in leaseholders' leases.

For more information, please refer to Leaseholders' Rights and Responsibilities on the Council's website.

## **8 REPAIRS TO NEW BUILD PROPERTIES**

New Council properties, whether built by the Council or acquired on the open market, are subject to a 12-month defects period.

For acquisitions of new build properties, or properties acquired on the open market, building contractors and housebuilders are responsible for dealing with any defects identified during the 12-month defects period. They are responsible for defects arising from faults in materials, manufacturing, and installation but any repairs needed as a result of tenant use, are dealt with in the same way as other responsive repairs.

Repairs requested during the defects period will be triaged before being passed onto the contractor/housebuilder. This is to ensure that the repair is needed due to a defect. Triageing the repair will reduce the likelihood of the Council being charged by the contractor for an incorrect call out.

Emergency repairs to new build or acquired properties align with the Council's timescales for emergency repairs to its other stock. If necessary, the Council will instruct its own repairs and maintenance operatives to carry out the repair and consider recharging the contractor/house builder afterwards.

## **9 NO ACCESS**

It is important that Tenants allow operatives access to carry out repairs, servicing, and maintenance, as stated in tenancy agreements and Guide to Your Home. In some cases, if tenants refuse to grant access to operatives, the Council will apply to court to gain access.

If operatives are unable to access the property to carry out a repair, a missed appointment card will be left at the address requesting that the tenant contacts the Council to arrange a new appointment.

If the appointment was initially made to carry-out a repair which is causing a risk to the tenant, their household members, and other residents, or is causing damage to the property, the Council will explore all available options to gain access, including legal action.

The Council is legally obligated to carry out certain maintenance and servicing works, such as annual gas servicing. The Council sends appointment letters to tenants with a date and time to carry out the work and, if operatives are unable to gain access to the home on the first occasion, a second appointment letter will be sent, and, if necessary, a third appointment letter. Tenants have the opportunity to contact the Council and rearrange the appointment at any time.

If, after three attempts, the Council still cannot access the property, legal proceedings may commence, and the Council may apply to court to gain access.

Council officers or agents may enter the property without giving notice if entry is necessary because of an emergency. If forced entry is needed, the local Police will be notified and, when appropriate, a request for assistance will be made.

## 10 COMPLIANCE

Legislation places a duty on landlords to service and maintain elements of tenants' homes regularly. In addition to repairs, the Council has specific responsibilities relating to:

- Gas safety
- Electrical safety
- Water hygiene checks
- Servicing passenger lifts, medical lifts, and hoists
- Asbestos inspection
- Damp and mould
- Fire safety, and
- Maintenance of communal areas.

For more information, please refer to the Council's Compliance Policies.

## 11 DAMP AND MOULD

The Council is taking a proactive approach to dealing with damp, mould, and condensation in Council properties and currently runs this aspect of the repairs and maintenance service to different timescales than other repairs. For more information, please refer to the Damp, Mould, and Condensation Policy.

## 12 TENANT ALTERATIONS

Tenants are entitled to make improvements and alterations to their home but must get written permission before carrying out any work.

A tenant alteration pack can be requested and must be completed, giving details of the type of work proposed and a basic drawing of the change. It is important that tenants do not start work without written permission. If permission is not provided, then tenants may have to return the property to how it was before or will be re-charged for the Council to carry out the repairs.

Tenants must get permission to carry out the following, or other similar work:

- Decorate the outside of the property,
- Any structural alteration, improvement, or addition to the building,
- Any change to the fixtures and fittings or additions to the fixtures and fittings.

This includes:

- Building a garage or shed or other large structure in the garden
- Laying a drive or car parking space
- Installing a shower, central heating or gas fire. (Please note, the installation of log burners or dual fuel fires is not allowed.)
- Artexing ceilings. (the Artexing of walls is not allowed)
- Removing walls
- Installing a new fitted kitchen
- Installing fitted wardrobes
- Laying laminate flooring
- Installing a new bathroom

- Building a porch
- Removing or replacing internal and external doors
- Constructing a door arch
- Putting up TV aerials or satellite dishes
- Installing CCTV cameras or other surveillance
- Altering the garden or boundary of the property

This list does not state every type of alteration which requires permission. In addition, building regulation approval or planning permission may be required dependent upon the type of work. It is the tenant's responsibility to obtain any relevant permissions.

The Council will not take responsibility for the repair or maintenance of installations fitted by the tenant unless this has been agreed in writing.

### 13 TENANT RECHARGES

Tenants will be recharged for any works required as a result of tenant damage or fault. For example, any deliberate or accidental damage that could have been prevented with reasonable care – such as doors being damaged, or keys lost, and a lock change required.

**At the end of a tenancy** the Council may take steps to recover reasonable costs incurred if:

- Missed or damaged items need to be replaced or repaired,
- Aids and adaptations are removed without the Council's permission,
- Any tenant alterations do not comply with relevant regulations and have to be replaced or repaired,
- Any tenant alterations were made without the Council's written consent (see the Tenants' Alterations Procedure),
- Items are left in the home and need to be removed and stored, after the termination date,
- Items are left in the home which need to be disposed of by the Council,
- The property needs to be cleaned.

The Council will charge tenants for any works which are listed above as tenants' responsibilities if the work is carried out by the Council or its contractors to return the property to its original condition.

### 14 DECORATION ALLOWANCE

Once properties are let, tenants take responsibility for decorating their homes as detailed in the tenancy agreement.

When delivering some works to properties, tenants' decoration to walls and ceilings can be damaged and compensation is paid to tenants to help towards the cost of redecorating; this compensation is called Decoration Allowance.

Decoration Allowance does not cover the full cost of re-decorating, rather it is a sum awarded to acknowledge the damage done to décor which can be used to contribute towards the cost of redecorating.

The Council has a legal duty to make good or compensate for damaged decorations as a result of works carried out to their homes. Examples of such repair work may include:

- Electrical re-wiring following an electrical fault,
- Broken bathroom fittings and associated re-tiling,
- Insecure external windows/doors,
- Loose or detached banister/handrail,
- Leaking roof,
- Repairing a defective damp proof course.

The Council has no legal responsibility to provide decoration allowance following an improvement to a home. As a good landlord the Council wishes to help tenants where decorations have been disturbed following programmed/ improvement works. Not all improvement works will cause damage or require the full decoration of a room. Examples of programmed works can include:

- Kitchen replacement (if the Council does not redecorate following fitting),
- Bathroom replacement (if the Council does not redecorate following fitting),
- Damp proof course renewal,
- Installing a Damp Proof Course for the first time,
- Plastering.\*

\* Most damage to plasterwork is discovered during routine redecoration by a customer. In such circumstances, compensation for damage to decoration is not appropriate. If the Council has to make good plasterwork as a result of damage caused during repair work, then the customer should be compensated by way of a decoration allowance.

From April 2025, the Council's sums and payment methods for decoration allowance will change:

CURRENTLY	FROM APRIL 2025
Payment of £25 per room damaged	Payment will increase to £50 per room damaged
Awarded per habitable room	Will be awarded: <ul style="list-style-type: none"> <li>• per room, including halls, stairs and landing which will count as one room.</li> <li>• for any other rooms within the main envelope of the property and in which tenants carry out their daily lives – this does not include outhouses.</li> </ul>
Paid by cheque	<ul style="list-style-type: none"> <li>• Paid as a credit to the tenant's rent account, or</li> <li>• by cheque, issued in the tenant's name</li> </ul>
No limit	Limited to £350 per property.

The sums awarded will be increased annually, in line with corporate Fees and Charges.

## **15 RIGHT TO REPAIR**

If there are delays with works being carried out, and the work is not completed to the timescales specified in the service standards, the Right to Repair Scheme may offer tenants the chance to request that an alternative contractor carry out the work. If the repair is still not done, the tenant may be entitled to compensation.

The Right to Repair only applies to certain eligible repairs. Additional information on the scheme is available in The Guide to your Home.

## **16 AIDS AND ADAPTATIONS**

The Council is committed to helping tenants stay in their homes for as long as they choose. If tenants require adaptations to their homes, such as handrails to the entrance to doors, or a shower unit rather than a bath, an assessment can be requested. The Council may be able to assist with funding towards the cost of adapting homes to better meet a tenant's assessed care needs.

More information can be found in the Council's Aids and Adaptations Policy.

## **17 USING REPAIRS DATA TO INFORM INVESTMENT DECISIONS**

The Council draws on multiple data sources to understand the expected lifespan of components of its housing stock. These data indicate the expected lifespans of roofs, kitchens, boilers, etc.

Examples of this include:

- Analysis of repairs data to inform capital programmes, eg, roofing programmes,
- Referrals from each areas' Technical Officers, drawing on their experiences and inspections in a locality,
- Tapping into the knowledge and data of contract partners,
- Referrals from Technical Officers regarding pathways, paving, etc, which are passed for possible inclusion in the Environmental Programme,
- Looking at data from proactive hot-spot areas for damp and mould.

## **18 DISREPAIR AND COMPENSATION**

In some circumstances, the Council may need to offer a tenant compensation, including:

- If a tenant has completed agreed improvements to their home which qualify for compensation,
- Right to Repair (see section 15),
- If the Council or its contractors accidentally damage tenant property when carrying out a repair,

- If the Council's/contractor's service has been considerably below a reasonably expected standard and if the tenant has been substantially inconvenienced or incurred a financial loss.

Tenants are able to lodge a disrepair claim with the Council if the Council has been informed of a defect and been given reasonable opportunity to rectify it but has not done so. Please refer to the Council's website to find out more about Housing Disrepair Claims.

## 19 EQUALITY AND DIVERSITY

The Council supports equality of access for all its tenants, especially those who are at most risk due to their/their household members' needs, those who have difficulties managing their property, and those who struggle to sustain a tenancy. The Council recognises that some groups with protected characteristics are more likely to fall into one of these categories.

Where appropriate the Council will adapt working practices to ensure tenants do not face additional barriers when accessing services. This includes providing information to tenants in Braille, large print, audio, or alternative languages.

The Council will record and monitor data to gain insight on satisfaction levels and service outcomes for tenants with protected characteristics and use this information to help improve services.

The Council will take into account whether a resident has any particular needs that give a specific repair more urgency than the designated timescales.

Depending on tenants' needs, and in particular circumstances, the Council will adjust the urgency of a repair if the risk to health, safety and security is increased due to tenants' personal circumstances.

## 20 MONITORING AND PERFORMANCE

This policy and the repairs and maintenance service will be monitored through a variety of means, including:

- Regular performance reports, including a monthly performance scorecard and a quarterly compliance scorecard
- Contract monitoring meetings with contractors
- Tenant feedback, including the level and nature of complaints from tenants regarding repairs and maintenance, tenant perception measures results, and instant satisfaction survey results (tenants are sent a text message after each repair requesting feedback).

**Responsive repairs and Tenant Satisfaction Measures;** please see Appendix B for a full list of performance indicators for responsive repairs and Tenant Satisfaction Measures.

For more information regarding compliance monitoring and performance, please refer to the Compliance Policies.



## 21 COMPLAINTS

Anyone who feels that they have had a poor service from the Council, or one of its contractors, and has tried to get the problem solved by speaking to an officer from Housing Services, can make a complaint.

For more information about how to make a complaint, please refer to the Council's Complaints Procedure for Housing Services.

## 22 HOW TENANTS CAN GET INVOLVED

The Council is keen to involve tenants in shaping its services and ensuring the Council delivers on the issues which matter most to tenants.

By working together, the Council and tenants can develop and improve services for all customers. From how well Council policies are explained to where and how money is spent, tenants can have a say on what happens.

The Council convenes a Repairs sub-group of the Housing Involvement Panel which includes tenant representatives.

For more information, please see the Council's Tenant Engagement Framework or visit the Council's Tenant Involvement web pages

[www.rotherham.gov.uk/tenantinvolvement](http://www.rotherham.gov.uk/tenantinvolvement)

Email [customerinvolvement@rotherham.gov.uk](mailto:customerinvolvement@rotherham.gov.uk), or

Phone 01709 822100

Tenants could also contact the local tenant federation.

Rotherham Federation of Communities

Web [www.rotherhamfederation.org](http://www.rotherhamfederation.org)

Email [info@rotherfed.org](mailto:info@rotherfed.org)

Phone 01709 368515

## COMPLETE LIST OF EMERGENCY REPAIRS

REPAIR	WHEN IS THIS REPAIR CLASSED AS URGENT?
Waste pump not working	If this is a wet room
WC pan blocked	If it is the only toilet in the property
Fire alarm triggered in neighbourhood centre	Always
Fire alarm triggered in block of flats	Always
Repair communal external door (Property Not Secure)	Always
Refix hip/ridge tiles – if roof leak or dangerous	If the tiles are hanging dangerously
Renew hip/ridge tiles – if roof leak or dangerous	If the tiles are hanging dangerously
Refix loose concrete coping	If the coping poses a significant risk to tenants or members of the public
Refix loose brick on edge coping	If the coping poses a significant risk to tenants or members of the public
Soil pipe leaking on joint	If the pipe is leaking raw sewage
Soil pipe cracked and leaking	If the pipe is leaking raw sewage
Refix soil pipe	If the pipe is at imminent risk of falling
Cooker control unit (switch and socket) damaged/not working	If there are bare wires showing or signs/smells of burning
Cooker outlet (plate behind cooker) damaged/not working	If there are bare wires showing or signs/smells of burning
No power or lights	If trip switches have been reset and there is still no power/lights
No power to property	If trip switches have been reset and there is still no power/lights
No lights to property	If trip switches have been reset and there are still no lights
Light switch damaged or not working	If there are bare wires showing or if there are signs of burning
Smoke alarm/beeping/sounding	If the alarm is sounding constantly
Socket/fused spur damaged/not working	If there are bare wires showing or signs/smell of burning
Water leaking on to electrics	Always
Boundary wall loose or crumbling	If the wall is at risk of falling
Cladding boards loose or damaged	If the cladding is at risk of falling
Coping loose/missing bricks	If the wall is at risk of falling
Coping loose/missing concrete	If the wall is at risk of falling
Repair concrete canopy over door	If the canopy is in a dangerous state
Repair timber canopy over door	If the canopy is in a dangerous state

<b>REPAIR</b>	<b>WHEN IS THIS REPAIR CLASSED AS URGENT?</b>
Repair PVC canopy over door	If the canopy is in a dangerous state
Gain entry to property/lock change	Always
Wall unit unsafe	If the unit is at risk of falling imminently
Supply and fit grab rail to shower/bath	If the tenant is ready to leave hospital and the works are needed as part of their discharge.
Supply and fit grab rail to toilet	If the tenant is ready to leave hospital and the works are needed as part of their discharge.
Supply and fit grab rail to external door	If the tenant is ready to leave hospital and the works are needed as part of their discharge.
Supply and fit key safe	If the tenant is ready to leave hospital and the works are needed as part of their discharge.
Leaking pipe work at roof level	If the leak is coming into the property and affecting the electrics
Leak from cold water tank	If the leak is affecting the electrics or if the leak cannot be contained
External water mains pipe burst/leaking	If the leak is within the boundary of the property
External water mains pipe frozen	If the pipework is within the boundary of the property
Soil pipe leaking	If the pipe is leaking raw sewage
Soil pipe loose	If the pipe is at imminent risk of falling
Pot loose or broken	If the chimney pot is at imminent risk of falling
Chimney stack loose or crumbling	If the stack is at imminent risk of falling
Barge boards missing, loose or rotten	If the loose boards pose an imminent danger of falling
Fascia boards missing, loose or rotten	If the loose fascia boards pose an imminent danger of falling
Soffit boards missing, loose or rotten	If the loose soffits pose an imminent danger of falling
Board up window	Always

**COMPLETE LIST OF PERFORMANCE MEASURES FOR RESPONSIVE REPAIRS AND TENANT SATISFACTION MEASURES (TSMs)**

RESPONSIVE REPAIRS	TSMs
% of four-hour responsive repairs which are attended within timescales	Homes that do not meet the Decent Homes Standard
% of four-hour emergency gas responsive repairs which are attended within timescales	Number of responsive repairs raised during reporting year
% of responsive repairs completed "Right First Time"	Number of responsive repairs cancelled by landlord (the Council) or at the tenant's request, for any reason
% of gas responsive repairs completed "Right First Time"	Number of responsive repairs reclassified either by addition of extra time or change in status to another work category, eg Planned
Average number of days to complete a void (major works and minor works)	Number of responsive repairs completed in first year
% of 24-hour urgent gas responsive repairs which are attended within timescales	Number of responsive repairs which have not been completed (work in progress)
% of appointed responsive repairs which are completed within timescales	Asbestos safety checks
% of appointed gas responsive repairs which are completed within timescales	Lift safety checks
% of planned revenue works which are completed within timescales	Gas safety checks
% of aids and adaptations which are completed within timescales	Fire safety checks
% of voids uncap and tests Availability of Uncap & Test slots	
% of repairs where an appointment has been made and kept	