



**City of London Corporation  
Department of Community & Children's Services  
Housing Division**

**REPAIRS & MAINTENANCE POLICY**

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## 1. Purpose and scope

- 1.1 This policy sets out the Housing Division's approach to property repairs to ensure that the service offered is an efficient, responsive and consistent service representing value for money.
- 1.2 The policy applies only to housing stock for which the Housing Service has repairing obligations as a landlord. It applies only to properties managed as part of the Housing Revenue Account, plus the City of London and Gresham Almshouses, which are managed by us on behalf of the respective trusts.

## 2. Aims and objectives

- 2.1 The aim of this policy is to ensure our estates and housing tenancies meet a compliant repair standard and that residents' homes are safe and well maintained.
- 2.2 We will provide an efficient and responsive repairs service for our residents that aims to ensure repairs are carried out reliably and to a professional standard.
- 2.3 We will ensure that we meet our responsibilities to leaseholders by keeping them informed of necessary works that require statutory consultation.
- 2.4 We will ensure that there are effective systems in place to monitor and maintain contractor performance and financial monitoring of the repairs service.

## 3. Service standards

- 3.1 We will provide a responsive repairs service according to the categories identified below:

Category P1 – within 24 Hours	Emergency
Category P2– within 3 working days	Urgent
Category P3 – within 7 working days	Non-urgent, could become dangerous if left
Category P4 – within 20 working days	Non-urgent, would not become dangerous if left

See Appendix 1 for additional details of repairs included in each category. You can also refer to our **Repairs & Maintenance Service Standard** on our website.

- 3.2 Outside normal office hours (8:00am to 5:00pm) we will provide an out of hours service so that residents can report emergency repairs.
- 3.3 Where there are Category P1, emergency repairs, that occur out of normal office hours, we will direct these calls to the appropriate repairs contractor who will attend to the repairs in the specified times. Non-emergency repairs will be processed during normal office hours.

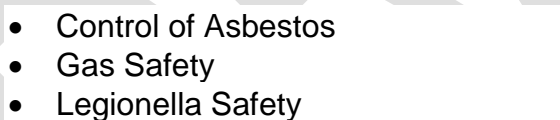
## 4. Legislation and regulation

4.1 This policy will help us to comply with the following legal and regulatory requirements:

- Landlord and Tenant Act 1985
- Decent Homes Standard
- All statutory regulation concerning Health and Safety and compliance including:
  - Health and Safety at Work etc. Act 1974
  - Control of Asbestos Regulations 2012
  - Gas Safety (Installation and Use) (Amendment) Regulations 2018
  - Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
  - Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Environmental Protection Act 1990
- Commonhold and Leasehold Reform Act, 2002
- Regulator for Social Housing – Regulatory Standards - Safety and Quality Standard (Quality of Accommodation and Repairs and Maintenance)

4.2 Where repairs are required to support our compliance responsibilities such as gas servicing, managing asbestos and fire prevention, this policy will initially defer to the requirements of those policies in the first place. Where responsive repairs are not specifically impacted upon by the requirement of those policies then the responsive repair will be undertaken in line with this policy.

4.3 We will ensure that we meet all our legal responsibilities under the relevant health and safety and compliance legislation including, but not limited to, the following issues:

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- Control of Asbestos
  - Gas Safety
  - Legionella Safety
  - Electrical Safety
  - Fire Safety
  - Lifting Operations and Lifting Equipment Regulations (LOLER)

## 5. The policy approach

### Our obligations

5.1 We will ensure that there are suitable arrangements in place to deliver an effective repairs service to meet our residents' needs and look after the long-term maintenance and improvement of our properties.

5.2 We will undertake all responsive repairs in order to meet our legal and statutory obligations to safeguard the health, safety and security of our residents, staff, other occupants and visitors and to safeguard the buildings and environment we own and manage. A list of repairs that we will undertake is in Appendix Two of this document.

5.3 We will provide information on the repairs for which we are responsible and those that our residents are responsible for in the standard Tenants' Agreement and Handbook and Leaseholders' Handbook and ensure that we review the advice to residents on a regular basis. Handbooks are provided to the incoming resident and copies can be provided upon request.

5.4 We will process responsive repairs accurately and promptly through all stages of the repair from the initial report through to delivery and completion by referring to the relevant procedure.

5.5 We will set target completion times for responsive repairs which will vary by urgency category.

5.6 We will offer appointments to residents reporting repairs under P2, P3 and P4 categories and provide them with a unique work order number, details of the repair and the next steps.

5.7 We will aim to resolve as many repairs in the first visit as possible.

5.8 We will operate a fair and consistent recharge process to cover any repairs that are the resident's responsibility. This is based on clauses in our tenancies and leases that permit such charges to be made in certain circumstances. Please refer to our Recharge Policy for further details.

5.9 We will resolve repair service failures as promptly as possible, keep residents informed of progress, and follow the Complaints Policy if the matter is escalated.

#### Tenants' obligations

5.10 We ask our tenants (and licensees) to take reasonable care of their homes and maintain the items for which they are responsible, as detailed in their tenancy or licence. Further information can be found in the Tenants' Handbook.

5.11 In summary, tenants are obliged to:

- Repair and maintain any fixings or alterations made by them.
- Keep the drains clear from any household waste.
- Report any repairs or damage promptly. Where the resident (or a household member or visitor) causes damage to any property for which we are responsible, we will recharge the cost of repairing the property back to the resident.
- Keep appointments for repairs and, where they cannot keep an appointment, to let us know in advance so the appointment can be rearranged. We may recharge the cost of missed appointments.
- Request permission before making any alterations and improvements in advance of undertaking them.

#### Leaseholders' obligations

5.12 The City Corporation's standard lease requires leaseholders to maintain their property in such a way as not to endanger or damage the structure of the building, or other residents, or alter or damage any landlords' fixtures or any part of the common areas.

5.13 In summary, leaseholders are obliged to:

- Be responsible for everything inside their home, including service pipes and stop cocks and cables that serve only their flat.
- Keep the interior in good decorative order and repair.
- Pay service charges on account based on our estimates to cover your proportion of the repairs and maintenance to the common areas and structure of the building.

5.14 Leaseholders **do not** pay for any work that is carried out to the inside of other flats, or to sheds or garages.

#### Alterations and Improvements

5.15 We will not repair or maintain any fitting or improvement residents have added or made to their home. The Housing Division will assess and intervene and make arrangement for repair works to be carried out if there is a Health and Safety risk. The cost to correct this will be recharged to the tenant or leaseholder.

#### Appointments

5.16 In order to deliver a high-quality repairs service, we offer an appointment system for tenants when reporting a repair.

	Morning	Afternoon
Responsive Repairs	8am – 1pm	1pm- 5pm
Reactive Gas Repairs	8am – 1pm	1pm- 5pm

#### Access

5.17 In accordance with the terms of their tenancy, tenants are obliged to allow access for repairs. This may include repairs to neighbouring property where access is only possible through a particular occupied property.

5.18 We will be as flexible as we reasonably can be when it comes to setting appointments for access. We expect residents to cooperate with us and our contractor(s) when they are seeking to arrange access and to take steps to rearrange appointments if they are not convenient.

5.19 Where access cannot be gained for a standard appointment, the repair will be rescheduled/cancelled.

Where the repair is an emergency or a health and safety matter then we will continue to make contact prior to the repair being cancelled. If the repair poses a serious safety risk for other residents or the building, we will take appropriate steps to gain access.

5.20 When not gaining access for a pre-agreed appointment the Housing Division experiences considerable cost and inconvenience, we reserve the right to recharge the resident for the cost of the failed visit.

#### Right to Repair

5.21 Section 96 of the Housing Act 1985 (as amended) gives tenants the “Right to Repair”. Tenants have the right to have certain urgent minor repairs carried out where the repair may affect health, safety or security. If the Housing Division do not undertake the repair within the target time, nor complete the repair after a second

request, tenants may be entitled to compensation. It should be noted that the “Right to Repair” does not give tenants the right to carry out a repair and then seek compensation.

### Out of Hours Emergency Repairs

5.22 An out of hours emergency repairs service is provided outside of normal working hours. Where an emergency repair requires attendance, our contractor will attend your home as a matter of urgency in line with our published timescales.

5.23 The “Out of Hour Service” operates from:

- Monday to Friday - between 5.00PM and 8.00AM
- Weekends - between 5.00PM Friday and 8.00AM Monday
- The out of hours service will also operate on public holidays

### Vulnerable tenants

5.24 We recognise that some vulnerable residents may require extra support to comply with the terms of their tenancy. We will provide appropriate support and adjustments, while balancing this with our obligation to deliver the repairs service.

5.25 We will ensure that data relating to vulnerabilities is stored securely. We will record this information to help us prioritise responses to emergency or urgent repair requests.

## **6. Planned Maintenance**

6.1 The Planned Maintenance programme is administered separately from the responsive repair service. Planned works are designed to improve properties and bring them up to or above the Government’s “Decent Homes Standard”.

6.2 Planned maintenance programmes include items such as replacement bathrooms and kitchens. The Housing Division will ensure that tenants are consulted and kept informed when any planned works in their homes or neighbourhoods are scheduled to take place.

## **7. Quality Assurance**

7.1 Some jobs will require a pre-inspection before the repair appointment can be arranged. The pre-inspection will be used to establish the extent of the works. A pre-inspection will be carried out by a Property Services Officer or a nominated contractor representative. Following the visit to the property the tenant will be advised if a repair is required and the priority of the repair.

7.2 To monitor the quality of the repairs service we post inspect a proportion of completed works. Alongside this we contact some tenants by phone to gain feedback on the repairs service. This information is used to continually review and improve the repairs service.

## **8. Reporting**

8.1 We will collect performance and management data and provide internal reports for the purpose of managing our contracts on a monthly basis and provide a repairs and maintenance performance report to residents on an annual basis.

## **9. Responsibilities, Monitoring and Performance**

9.1 Overall responsibility for this policy and its implementation rests with the Head of Repairs and Maintenance. The Head of Repairs and Maintenance will ensure that staff receive the appropriate training and support to achieve the aims of this policy. Where needed we may establish appropriate operational procedures.

9.2 Monitoring of the implementation of this policy and our performance in responsive repairs will be the responsibility of the Housing Management and Almshouses Sub-Committee.

## **10. Responding to complaints and learning lessons**

10.1 Monitoring of the implementation of this policy and our performance in responsive repairs will be the responsibility of the Housing Management and Almshouses Sub-Committee.

10.2 Residents may make a formal complaint about repairs matters at any stage, which will be resolved through our housing complaints procedure.

10.3 We aim to resolve complaints as quickly as possible without residents needing to resort to disrepair claims and legal action. Where legal action is taken, we will follow the Pre-Action Protocol for Housing Condition Claims, which aims to resolve claims at an early stage.

10.4 We will learn lessons from cases, update our technical approach and how we communicate with residents, in order to improve future responses.

## **11. Associated policies or strategies**


### **Strategies**

- Housing Strategy
- Asset Management Strategy

### **Policies**

- Complaints Policy
- Equality, Diversity and Inclusion Policy
- Gas Safety Policy
- Electrical Safety Policy
- Lift Safety Policy
- Insurance Cover and Claims Policy
- Reasonable Adjustments Policy
- Recharge Policy

## 12. Document management

<b>Department of Community &amp; Children's Services</b>		
<b>Housing Service</b>		
<b>Policy Title: Repairs and Maintenance</b>		
<b>Document Owner: Head of Repairs and Maintenance</b>		
<b>Date Approved:</b> •		
<b>Version: 1</b>	<b>Last amendment: n/a</b>	
<b>Effective date: xx/xx/2024</b>	<b>Next review date: xx/xx/2027</b>	
<b>Changes: New Policy</b>		



## 13. Appendix 1

<p><b>Priority One</b> <b>(Emergency - completed within 24 hours)</b></p>	<p>For some extreme situations requiring immediate action, we will aim to get to you within four hours.</p> <p>Immediate situations only include:</p> <ul style="list-style-type: none"> <li>• A serious pipe leak causing severe damage</li> <li>• A blockage where raw sewage is overflowing into a home</li> <li>• Dangerous structures which could collapse</li> <li>• An uncontrolled water burst (if cutting off the supply does not control the leak)</li> <li>• A front door that needs to be made safe after a break-in</li> </ul> <p><b>For other emergency situations, we will aim to get to you within 24 hours:</b></p> <ul style="list-style-type: none"> <li>• Electrical faults where there is a danger of fire or injury</li> <li>• Blocked toilet pans</li> <li>• No electricity supply</li> <li>• No mains water supply</li> <li>• A toilet which cannot be used (if there is only one toilet in the property)</li> <li>• No hot water</li> <li>• A heating system that has broken down in winter, or if there is a vulnerable person or baby in the house</li> <li>• A severe leak through the roof</li> </ul>
<p><b>Priority Two</b> <b>(Urgent - completed within three working days)</b></p>	<p>This is for urgent repairs that do not fall into priority one and includes:</p> <ul style="list-style-type: none"> <li>• Repairing a toilet that is not flushing (if there is only one toilet in the property)</li> <li>• Unblocking a kitchen sink, bath or hand basin</li> <li>• Repairing the overflow from the toilet cistern</li> <li>• Checking the electrics after a water leak</li> <li>• Repairing garage doors and locks</li> <li>• Repairing a faulty cooker panel, if cooking by electric</li> <li>• Repairing a heating system (outside winter months)</li> <li>• Repairing a faulty door entry system if it affects multiple homes</li> </ul>
<p><b>Priority Three</b> <b>(Completed within 7 working days)</b></p>	<p>This priority only includes:</p> <ul style="list-style-type: none"> <li>• Replacing washers</li> <li>• Repairing electrical sockets in a hall or bedroom</li> </ul>

	<ul style="list-style-type: none"> <li>• Replacing glass in shared areas (if there is no immediate danger)</li> <li>• Replacing toilet seat (for elderly or disabled tenants)</li> <li>• Repairing banister rails (if there is no immediate danger)</li> <li>• Repairing a faulty door entry system or monitor</li> </ul>
<p><b>Priority Four</b> <b>(Completed within 20 working days)</b></p>	<p>This is for non-urgent repairs that are not likely to become dangerous or cause serious damage.</p> <p>This priority only includes:</p> <ul style="list-style-type: none"> <li>• Replacing baths, wash basin, kitchen sinks, toilet pans and cisterns</li> <li>• Plastering</li> <li>• Replacing wall and floor tiles (if there is no immediate danger)</li> <li>• Repairs to inside doors, locks and handles</li> <li>• Repairing fences and gates (if there is no immediate danger)</li> <li>• Repairing tiled surrounds on fireplaces</li> <li>• Preventing draughts around doors</li> <li>• Clearing blocked gutters</li> </ul>

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## Appendix 2

We are responsible for carrying out certain repairs in your home and you are responsible for others.

### **Our responsibilities**

We have a legal responsibility to carry out certain repairs. We must keep the following in good condition:

- The structure and exterior of the building
- The services and equipment that supply water, electricity and gas
- Sewerage pipes, gutters and drains
- Communal areas including staircases, landings and footpaths
- Fire alarm systems, lighting and security equipment

Repairs we will carry out include:

### ***The structure and outside of the building***

- the roof, foundations, outside walls and outside doors
- the drains, gutters and outside pipes
- windowsills, frames and glass
- fences, pathways, steps and other entrances to the building
- chimneys and chimney stacks
- playgrounds and play equipment

### ***Inside your home (landlord's fixtures and fittings)***

These include:

- the plumbing system, including pipework, tanks, stopcocks, taps, baths, sinks, basins, cisterns and toilet fittings
- inside doors and their frames, skirting boards and kitchen cupboards
- heating and hot water systems including boilers, radiators, thermostats and controls
- electrical wiring, plug sockets, light fittings and switches, and door entry phones.

### ***Shared parts of blocks of flats or houses***

These include:

- corridors, stairways and entrances
- shared facilities such as television aerials, entry phones, rubbish chutes, lifts and stairway lighting
- fire alarms, smoke detectors, fire doors and other fire and security equipment