

Appendix 1



REPAIRS AND MAINTENANCE POLICY

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1. Scope of Policy

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1.1 This policy sets out the overall approach that Redditch Borough Council will take in relation to the repair and maintenance of properties.

1.2 The principles of this policy apply to all residents regardless of tenancy type. However, the full provisions of this policy only apply to customers living in social, affordable and market rented homes with secure tenancies.

1.3 The full provisions of this policy do not apply to:

new homes that are within the initial defect's liability period of up to a year after handover (customers should refer to their welcome pack for details); or

Leasehold properties see link [Leaseholders Handbook RBC](#) section 5 pages 11 & 12.

1.4 RBC is committed to delivering a range of maintenance services that are shaped around the legitimate expectations of residents and to ensuring homes and communal facilities are safe and well maintained.

2. Policy Aims and Objectives

2.1 We aim to provide all our residents with a safe, warm and secure home that is well maintained.

2.2 We understand how important this service is to our residents, and we are striving to make improvements to achieve the following aims and objectives:

Managing Repairs Services

- Resident-Focused Approach: Ensure residents are treated with empathy and respect throughout the repair process.
- Compliance and Data Management: Maintain properties to meet all legal and contractual obligations, supported by accurate and up-to-date asset and repairs data.
- Transparency and Communication: Share performance information with resident groups, confirm appointments, and keep residents informed if repairs require multiple visits.
- Efficiency and Coordination: Work collaboratively with contractors to minimise disruption, monitor performance, and strive for first-time fixes.
- Continuous Improvement: Actively listen to resident feedback and improve services accordingly.
- Clear Responsibilities: Make repair responsibilities and escalation routes transparent to residents.

Quality

- Strong Governance: Apply rigorous contract, risk, cost, and performance management across all repair's services.

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- Performance Monitoring: Use inspections, resident surveys, and photographic evidence to track and improve quality.
- Efficiency and Standards: Aim for first-time fixes, provide updates for complex repairs, and recall contractors if work is substandard.
- Appointments and Data: Ensure all repairs are pre-arranged, set clear rules for missed appointments, and analyse data to identify trends and improve service.
- Record Keeping and Innovation: Maintain detailed visit records, share relevant information with contractors, and embed innovation in service improvements.
- Regulatory Learning: Actively learn from feedback from the Housing Ombudsman, Social Housing Regulator, and other authorities.

3. Policy Outline

3.1 Classification of Repairs and Maintenance Activities

Repairs are classified based on their urgency and the level of risk they pose to the property and its occupants. Issues that present an immediate danger to health, safety, or security are treated as emergencies and addressed promptly, while less critical problems are scheduled according to their impact on comfort and functionality. This approach ensures that the most serious hazards are resolved quickly, protecting both residents and the integrity of the home.

3.2 The Table below sets out the various Priority Codes, their timescales, definitions and examples of such repairs.

<u>Job Category</u>	<u>Priority Code</u>	<u>Timescale</u>	<u>Definition</u>	<u>Example</u>
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Emergency *	1	24 Hours - Will be made safe, then follow up if needed	Issues which pose an immediate health, safety or security risk.	Major Disaster or fire, Severe storm damage. Uncontrollable water leak within property
Urgent	2	5 Working Days	Issues which pose a health risk, but not an immediate risk.	Partial loss of electric power No hot water Blocked sink Unblock second toilet in the property.
Routine	3	up to 20 Working Days	Work that poses no threat to occupants and/or may require substantial repairs.	Repair dripping tap Renewal of bath, hand basin Remove Graffiti
Planned Maintenance Repair	4	up to 60 Working Days	These are works that cannot wait for the investment works programme and will be packaged together and dealt with on a programmed repairs basis.	Major plastering works to walls and ceilings. Large fencing areas. Certain works in relation to Awaab's Law.

Damp and Mould

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We understand that damp and mould are significant concerns for many of our tenants and leaseholders, and we recognise the health risks they can cause. Although damp, condensation, and mould can be complex issues to manage, we are committed to addressing each case promptly and effectively, taking a proactive and thorough approach to resolving these problems whilst following necessary requirements.

Please see our Damp and Mould Policy for details

4. Repairing Responsibilities

4.1 The Council is responsible for most repairs and maintenance within the council owned housing stock and the upkeep of communal areas (Appendix 1). However, Residents are responsible for some repairs Under the Tenancy Agreement and this Policy.

4.2 Residents must report repairs promptly and allow access to their property for inspections and any necessary work. Repairs, maintenance, and replacement of certain items within the home are outlined in the Tenancy Agreement and the Tenant's Handy Hints guide, available on the Council's website.

For full list of Residents repair responsibilities see Appendix 3.

5. Planned repairs

5.1 These are substantial or grouped works that require a lead-in period and may involve resident consultation. They typically include tasks needing two or more tradespeople for more than two days on a single element, such as bathroom or kitchen replacements scheduled before their planned renewal date. Examples include:

- Boundary fencing works
- Full roof replacement.
- Complete replacement of windows or doors.
- Bathroom or kitchen upgrades where the scheduled renewal date is in the future, but the asset is beyond economical repair

For a full list of planned maintenance works see appendix 2.

6. Out of hours service

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6.1 Redditch Borough Council provides an out-of-hours repair service exclusively for emergency issues occurring outside normal working hours (8:00am to 5:00pm, Monday to Friday), including weekends and Bank Holidays.

6.2 All qualifying emergency reports will be attended within **2 hours**. The out-of-hours call handler will dispatch a trade operative to make the property safe or, where possible, complete the repair immediately.

6.3 If follow-up work is required, the Business Support Team will contact the customer on the next working day to arrange a suitable appointment, based on the urgency of the outstanding repair.

7. Responsive Repairs Service

7.1 Reporting Repairs

7.1.1 To ensure the service is accessible for all residents, RBC will maintain a range of ways for repairs to be reported. These include:

- by phone
- online
- via any employee or representative

7.1.2 Residents are responsible for reporting repairs to RBC and must allow access to their home for any work, inspections or surveys to be carried out by the RBC or any of its contractors or representatives.

7.1.3 All requests for repairs reported by residents will be assessed against the RBC's repairing obligations, as outlined in the [RBC Housing Repairs Handy Hints Booklet Aug 23 WEB](#). Redditch Borough Council may charge for undertaking repairs where damage has been caused by the customer, members of their household or visitors to the property.

7.2 No Access

7.2.1 We and our contractors will make three separate attempts to gain access, using a range of communication methods including phone calls, emails, and text messages. If these attempts are unsuccessful, a written appointment letter will be issued.

7.2.2 If access is still not granted, the case will be referred to the Tenancy Team to carry out a tenancy audit. This audit will confirm whether any barriers exist, such as a protected characteristic requiring reasonable adjustments. The Tenancy Team may

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involve a Senior Trade operative during the audit to discuss access or arrange the works at that time.

7.2.3 If the audit does not resolve the issue, one of the following actions will be taken:

Suspected Abandonment: If the property appears abandoned, the Tenancy Team will initiate the abandonment process to recover possession.

7.2.4 Tenancy Support Required: If the resident needs assistance to manage their tenancy (e.g., hoarding or property condition issues preventing access), they will be referred for tenancy sustainment support.

7.2.5 Legal Enforcement: The case will be escalated to the Prevention Enforcement Group to consider applying for an access injunction through the courts to complete the necessary works.

7.3 Home Improvements

7.3.1 A secure tenant has a legal right to make alterations and improvements to their home if they obtain written permission before they carry out any works and seek all relevant permissions including Planning and Building Regulations approval etc.

7.3.2 We will not unreasonably withhold consent when a request to carry out improvements/alterations is made. If consent is provided, the resident will become responsible for any subsequent repairs, maintenance or replacement of the improvement/alteration. At the end of the tenancy, a resident may claim compensation for certain eligible improvements carried out provided they have the relevant consent.

7.4 Leaseholder Obligations

7.4.1 We will not carry out repairs for leaseholders where the terms of the lease state that a repair is their responsibility. Leaseholders' repair responsibilities are set out in detail within the individual lease agreement. The same recharge approach will apply to leaseholders as for tenants. We will not carry out repairs to homes we manage for third parties unless expressly identified in formal agreements.

We will consult with leaseholders in accordance with the Leaseholders handbook.

For more details please consult the [leaseholder handbook](#).

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8. Equality and Diversity

8.1 We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

An Equality Impact Assessment will be required in respect of this policy and which identified no negative impacts on any person/group with a protected characteristic as a result of this policy.

9. Complaints

9.1 Residents and service users can complain in person, over the telephone, in writing, by email and digitally.

9.2 To complain by telephone then resident, service users and their representatives should telephone 01527 64252 during office hours and state to the customer service team if they are unhappy with a situation that they wish to have rectified or wish to make a complaint about the service that they have or have not received.

9.3 To complain by email, residents, service users, or their representatives should address their complaint to
housingreviewsandcomplaints@bromsgroveandredditch.gov.uk

9.4 To complain in writing correspondence should be sent to:

Housing reviews and Complaints
Town Hall
Walter Stranz Square
Redditch
B98 8AH

9.5 To complain digitally residents and service users and their representatives can access the our website by pasting the following URL into their browser:
<https://www.redditchbc.gov.uk/residents/my-home/housing-complaint-or-enquiry/i-am-a-council-tenant/>

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10. Monitoring and Review

10.1 This policy will be reviewed every two years or on the introduction of new legislation or best practice guidance, whichever is the sooner.

10.2 Redditch Borough Council will monitor the effectiveness of this policy and propose

changes where necessary to enhance service delivery and improve the customer experience. Performance data and customer satisfaction results will be reviewed through quarterly performance reports, tenant engagement opportunities, Portfolio Holder meetings, and Senior Management Teams to identify areas requiring improvement or further review.

11. Associated Documents

List of documents - associated policies, procedures and publications:

Aids and Adaptations Policy

Asbestos Management Policy

Complaints, Comments and Compliments Policy

Electrical Safety Policy

Fire Safety Management Policy

Gas and Fuel Burning Appliance Safety Policy

Health and Safety Policy

Rechargeable Repairs Policy

Water Systems (Legionella) Management Policy

Asset Management Strategy

Equality, Diversity and Inclusion Strategy

Our Customer Commitments

A Guide to Undertaking Your Own Home Improvements

Lettable Standard

Rechargeable Repairs Guide

Allocations Policy

Tenancy Management Policy

Damp and Mould Policy

Appendix 1 – RBC repair responsibilities.

Repair of Structure and Exterior

To keep the structure and exterior of the premises in good repair including:

- The roof/s.

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- Drains (excluding drains maintained by mains provider), gutters and external pipes.
- Outside walls, outside doors, windowsills, window catches, sash cords (glass) and window frames, including any necessary external painting or decoration.
- Internal walls, skirting boards, doors and door frames, door jambs, thresholds, floors, ceilings and kitchen units and work surfaces (but not painting and decoration).
- Internal plaster work (not filling of minor cracks prior to decorations).
- Chimneys and chimney stacks and flues *(leasehold shared chimney stacks will fall under section 20 and the section 20 process followed).
- Boundary walls, fences, steps and ramps.
- Footpaths from the drive/public footpath to the front door and from the front door to the backdoor.
- Car parking areas (where provided by RBC).
- Garages and outbuildings (where provided by RBC).
- Stair and passenger lifts.

Repair of Installations

To keep in good repair and proper working order any installations provided or adopted by RBC for space heating, water heating and sanitation and for the supply of water, gas and electricity, including:

- Water pipes and tanks, gas pipes and electrical wiring.
- Electrical sockets and light fittings (but not plugs or non RBC appliances).
- Basins, sinks, baths, toilets, flushing systems and waste pipes.
- Water heaters, boilers, fireplaces, fitted fires and radiators (where provided by RBC).
- Smoke alarms and carbon monoxide detectors (where provided by RBC).

Repair of Communal Areas

To take reasonable care to keep the following in reasonable repair and fit for use by the customer and other occupiers and visitors to the premises.

- Communal entrances, halls and passageways.
- Stairways and passenger lifts.
- Rubbish chutes.
- Lighting.
- Any other communal parts.

Decoration of Exterior and Communal Areas

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To maintain the exterior of the property and any internal communal areas in a reasonable state of decoration.

Appendix 2 – Repair timescales

Component replacement and works not classed as repairs

RBC will complete these works within the timeframes listed below. These are works outside the scope of a repair and as such are not subject to responsive repair KPI's

Alterations to kitchen and bathrooms where authorised (not Aids & Adaptations work)

Replacement security doors and replacement windows

Replacing out of date smoke alarms

Extra electrical sockets or light fittings where authorised

Legionella works- (Timeframe according to risk identified)

Fire risk assessment works, including fire doors. (Carried out by an external contractor) (Timeframe according to risk identified)

Gas fires will be inspected as part of the LGSR, however no repairs will be carried out if found faulty and will be condemned until repairs are carried out by the tenant and a compliance certificate issued or removed altogether. Electric fires are tenants' responsibility, and no repairs will be carried out if faulty.

Adjustments to categories and timescales will be made to support vulnerable customers who have no available support to assist them.

To keep in good repair and proper working order any installations provided or adopted by RBC for space heating, water heating and sanitation and for the supply of water, gas and electricity, including:

Water pipes and tanks, gas pipes and electrical wiring

Electrical sockets and light fittings (but not plugs or non RBC appliances)

Basins, sinks, baths, toilets, flushing systems and waste pipes

Water heaters, boilers, fireplaces, fitted fires and radiators (where provided by RBC)

Smoke alarms and carbon monoxide detectors (where provided by RBC)

Appendix 3 – Tenant repair responsibilities.

General

Residents are responsible for keeping the interior of their home in a good condition and to decorate all internal parts as often as is necessary to keep them in good

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decorative order. Residents are also expected to take reasonable precautions to prevent damage once a repair fault has been identified.

To repair, renew or replace as necessary any parts of the structure, installations, fixtures or fittings inside or outside the building that are damaged by the customers, a member of the household or someone the customer has allowed into the property, including children. Criminal damage or vandalism should be reported to the Police and a police crime number obtained.

Not to make any changes to the structure of the property, its fixtures and fittings, boundary fence or wall or anything connected to the provision of services to the property without written permission from RBC.

RBC are not responsible for any sheds that have not been provided by RBC within the curtilage of the property and as such they are tenant responsibility in all cases.

To maintain any approved changes to the structure of the property, its fixtures and fittings, boundary fence or wall or anything connected to the provision of services to the property.

To take reasonable steps to avoid moisture build up (condensation) within the property and causing damage.

To pay in full any rechargeable repair cost due to misuse or damage to the structure or fittings of the property.

Internal Decoration and Other Matters

To keep the interior of the premises in good and tenantable repair and in clean and good decorative condition, and to decorate all internal parts of the premises as frequently as is necessary to keep them in reasonable decorative order.

Minor Repairs

- Residents are responsible for carrying out minor repairs such as the following:
- Replacing plugs and chains to baths, basins and sinks
- Replacing keys that are lost or when resident have been locked out
- Testing and maintaining battery smoke and carbon monoxide detectors, including battery replacement
- Repair and maintenance of secondary heating, including electric or gas fires, open fires and wood burners.
- Sweeping chimneys as often as necessary to prevent fires and to ensure efficient operation

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- Replacing fuses, light bulbs, fluorescent tubes and their starters for standard fittings.
- Cleaning baths, wc pans and washbasins
- Replacing toilet seats
- First attempt to clear blockages in sinks, hand basins, water pipes, toilets or gullies
- Repairing minor plaster cracks or holes to walls and / or ceilings
- Taking steps to prevent water in pipes and tanks from freezing
- Repairing gas/electric cookers and all white goods not provided by RBC
- Garden Maintenance including trees
- Replacing washing lines and posts or restringing including rotary dryers (except in communal areas).
- Maintaining garden paths and patio/hard standings outside of the defined repairs in appendix 2.1
- Maintaining driveways not installed by RBC
- Repairing any fences installed by customers
- TV aerials (except communal aerials) and any damage to property or neighbouring property caused by their installation.
- TV/BT/Multimedia points and extensions within the home
- Ensure the property is appropriately heated and ventilated-and report non-functional extractor fans
- Cleaning off mould and condensation
- Altering doors for carpets.
- Alterations to install additional appliances, fittings or fixers (after seeking prior permission from RBC)
- Residents own Gas and electric cookers and hobs must be installed by an approved qualified contractor and evidence of certification provided to RBC.
- Re-glazing of external windows and doors where the customer has caused the damage.
- Removal of pests in the home (rats, fleas, wasps, etc.)
- Minor repairs to internal door handles, catches.
- The provision of window restrictors
- Replacement window lock keys

Appendix 4 – Rechargeable repairs guide.

Residents can be charged for repairs under the following circumstances:

- If the resident asks RBC to carry out extra work that is their responsibility
- If the resident replaces any fixtures or fittings, or does any repairs or improvements without first obtaining RBC's written permission

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- If RBC has to repair anything that the customer, members of their family, visitors or pets have damaged (including blocked toilets or waste pipes caused by neglect or misuse)
- If the resident misuses the emergency call-out system
- Re-lighting boilers where this is caused by an act or omission of the resident
- Any repairs that are the resident's responsibility
- Any damage to a chimney where there is a solid fuel appliance and is caused by burning incorrect fuel or failure to maintain appliance if their own has been fitted.

In certain circumstances residents may qualify for a waiver where vulnerability can be demonstrated, this will be decided on a case-by-case situation.

RBC will consider the replacement of locks where this is required to protect the resident from domestic violence or burglary. RBC will also carry out the work at no cost to the resident where this is required through no fault of the customer.

When a resident does not carry out repairs that are their responsibility and failure to do so causes a risk to the resident, neighbours or the property, RBC may carry out the repair and recharge the cost to the resident.

Where a resident is deemed to be vulnerable by way of disability, immobility through old age or for any other reason, RBC may carry out works that would normally be the responsibility of the resident to complete without recharging. Each case will be considered on its merits, the decision will be at RBC'S discretion based on known information and individual circumstances.

RBC expects that the resident takes reasonable care to avoid damage to the property, as an example: leaving the front or rear door open and the wind blows it shut and the glass in the door shatters this would be classed as a recharge.