

## Harlow Council tenant repairs policy

The tables below outline the scope of repairs undertaken by the council within a tenanted property and the timescales for the work to be undertaken. The list is not definitive only provides a general indication. All works not identified will be considered as tenants' responsibility.

The current tenants are responsible for any fixtures or fittings they have installed themselves or by previous tenants, such as a new bathroom suite. The only exception is where the item is a danger or in breach of health and safety, in which case the council may remove the item and recharge the tenant.

There will be circumstances where the council has provided additional facilities, such as for people with disabilities, these services will be maintained and repaired by the council or removed if no longer required.

Before vacating a property, tenants will be expected to ensure all items they are responsible for are in good order.

All damage and repairs caused by the tenant will be the responsibility of the tenant. If the council has to carry out these repairs, we will recharge the tenant.

Damage caused by others must be reported to the police, and a crime number obtained.

### Priority target times:

Emergency: under 24 hours

Urgent: under 5 working days

Standard: under 20 working days

Planned: within 9 months

## Council repair responsibilities

### Carpentry

Repair	Priority	Comment
Repair, renew, fix balustrade, handrails and missing spindles	Urgent Right to repair	If a health and safety risk Right to repair – under 3 days
Rotten timber flooring or staircase	Urgent Right to repair	If a health and safety risk Right to repair – under 3 days
Internal woodwork	Standard	Council will only repair woodwork where defects are caused by damp or

		structural movement
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## Communal

Repair	Priority	Comment
Fire door closers	Urgent	If a fire safety risk
Broken communal glazing	Urgent	Make safe with emergency boarding up only
Replace broken communal glazing	Standard	Glass replacement only
Stair nosings	Urgent	Make safe if missing or badly damaged (health and safety risk)
Stair nosings	Planned	Replace if missing or badly damaged (not a health and safety issue)
Graffiti removal	Emergency	Paint out, but only where obscene
Estate paving	Emergency	Make safe if significant trip hazard (health and safety risk)
Estate paving	Planned	Not health and safety risk
External window sills	Emergency	If sill damaged and at risk of falling at height or over access areas
External window sills	Planned	If not a health and safety risk, or following making safe
External storage or refuse doors	Standard	
Internal storage or refuse doors	Urgent	Make secure if significant fire safety hazard
Meter cupboard doors	Urgent	
Intake cupboard doors	Urgent	
Partial loss of power or lighting	Urgent	Including replacement of light fittings, bulbs and fittings
Roof access doors	Standard	Becomes emergency if health and safety risk
Washing lines and posts	Standard	In communal areas. Replace individual lines for vulnerable tenants.
Dumped rubbish removal	Urgent	If a fire safety hazard
Responsive repairs to water systems	Standard	Becomes emergency if health and safety risk
Door entry systems	Urgent	
Dry risers	Planned	Becomes urgent if health and safety risk

## Damp

Repair	Priority	Comment
Penetrating, rising and condensation	Standard	Provide information leaflet, arrange a housing inspection to identify cause if required (minor works only)

## Decorations (internal and external)

Repair	Priority	Comment
Following repair works	Standard	As a follow on from repairs or leaks only and only to affected area

## Disabled adaptations

Repair	Priority	Comment
Minor works	Standard	Repairs under £500 (such as hand rails or ramps), only if we have a referral from Occupational Therapist

## Doors

Repair	Priority	Comment
Canopies	Emergency	Repairs or removal of hazardous canopies if a health and safety risk
External frame and threshold repairs	Standard	Door replacements completed under planned works
External door locks	Standard	Only if deemed vulnerable tenant or external door or lock is insecure and emergency under right to repair
External only – draught excluding	Standard	Vulnerable tenants only
Evictions	Urgent	Force entry and make safe, including lock change

## Drainage

Repair	Priority	Comment
Clear blockage of foul pipe or gully	Emergency	For blocked communal or shared waste pipes, soil vent pipes, gully's or toilets. We recharge if inappropriate disposal has caused blockage (flushed nappies for example). Blockages to non-shared pipes, gully's, and wastes are tenant responsibility and rechargeable to tenants.
Internal and external foul pipes	Urgent	Repairs to leaking foul waste pipes, soil vent pipe and gully's serving sink and bathrooms within property (not blockages).
Washing machines	Standard	All plumbing and wastes associated with a washing machine up to the point of connection to the machine.
CCTV survey	Standard	

## Electrical

Repair	Priority	Comment
Full loss of power or lighting	Emergency	If a health and safety risk
Partial loss of power or lighting	Urgent	
Unsafe power or lighting	Emergency	Includes replacement consumer unit if necessary (health and safety risk)
Replacement of power or lighting fittings	Standard	If not a health and safety risk
Storage heater repairs	Emergency	If only source of heating between 1 Nov and 31 April or all year if vulnerable tenant
Storage heater repairs	Urgent	If only source of heating between 1 May and 31 October
Storage heater renewals	Planned	
Extract fan repairs or replacements	Standard	Only where installed by the council
New extract fan	Planned	Only if required to assist condensation issue
Renewal of mains-wired smoke alarm	Urgent	Only where installed by the council
Replace consumer unit	Planned	Refer to rewires under planned works
Replace communal lamps and bulbs	Urgent	If a health and safety risk
Renewal of electric showers	Urgent	Only where installed by the council and only source of cleansing (wet room)
Renewal of over bath electric showers	Standard	Only where installed by the council

## External

Repair	Priority	Comment
Wall repair	Planned	Brickwork and render or pebbledash repairs - only where defect causing water penetration
Minor structural repairs	Planned	Make safe if health and safety issue

## Fencing

Repair	Priority	Comment
Repairs to boundary fencing, gates, hinges and catches	Planned	Garden division fencing will not be repaired or replaced unless agreed by the council

## Floors

Repair	Priority	Comment
Asbestos vinyl tiles	Urgent	We will remove damaged floor tiles with asbestos content, but replacement is tenant responsibility.
Bathroom and kitchen	Planned	Tenant responsibility for repair – we will only provide as part of a kitchen or bathroom replacement or asbestos.
Replace floor structure and screeds	Planned	Repairs to concrete floor structure and screed Becomes urgent if there is a significant trip hazard.
Rotten timber flooring or staircase	Urgent Right to repair	If a health and safety risk Right to repair – under 3 days

## Garages

Repair	Priority	Comment
Door repair and lock replacement	Urgent	Any other work or replacement under planned works
Roof repair	Standard	Minimal repair to prevent water ingress - any other work or replacement under planned works
Rubbish removal	Standard	Only removed under void process

## Gas

Repair	Priority	Comment
Total or partial loss of gas supply	Emergency Right to repair	

## Heating and hot water

Repair	Priority	Comment
Total loss of heat or hot water	Emergency Right to repair	If only source of heating between 1 Nov and 31 April - includes failed immersion heaters where sole source of water heating
Loss of heat or hot water	Urgent	If only source of heating between 1 May

	Right to repair	and 31 October - includes failed immersion heaters where sole source of water heating Right to repair – under 3 days
Appliance replacement	Capital programme	Includes appliance renewal only where beyond economic repair - excludes new systems where none currently fitted
Blocked flue or ventilation grille	Emergency Right to repair	If health and safety risk due to gas combustion and carbon monoxide
Leak from water or heating pipe	Emergency Right to repair	Right to repair - emergency
Radiator renewals	Standard	Individual radiator leaks only
Reprogramming of controls	Urgent	Only if deemed vulnerable tenant or issue found in a void property
Heating pipe work renewals	Standard	Partial replacement only - full replacements on planned programme
Gas carcasses	Standard	Internal gas pipe work up to meter.
Replace hot water jackets	Planned	Completed within gas servicing programme

## Internal walls and ceiling

Repair	Priority	Comment
2 course splash-backs (bathrooms) 3 course splash-backs (kitchens) Silicone sealant	Standard	Tenant responsibility for repair - the council only provide splash-backs when sanitary fittings or full kitchen is replaced Mastic joint failure is council responsibility
Plaster	Planned	Blown damaged plaster (over 300mm <sup>2</sup> area) or plaster board is assessed for genuine wear and tear or damp – otherwise tenant responsibility
Textured finishes	Urgent	The council only remove damaged textured coatings with asbestos content – no replacement provided
Textured finishes	Planned	Where plastering is required and not a health and safety risk

## Kitchen

Repair	Priority	Comment
Kitchen unit (for example doors, hinges, drawers)	Standard	Minimal holding repairs only - significant works through planned programme
Wall unit (for example doors, hinges, handles)	Standard	Minimal holding repairs only - significant works through planned programme
Wall unit	Urgent	If a health and safety risk (units hanging off walls for example)

## Paths and paving

Repair	Priority	Comment
Front access	Emergency	Make safe if significant trip hazard (health and safety risk)
Patch repairs to front access	Urgent	Replacement – completed under planned works if not health and safety risk

## Plumbing

Repair	Priority	Comment
Replacement WC pull chains and seats	Urgent	Only for vulnerable tenants
Total loss of water	Emergency Right to repair	
Partial loss of water	Urgent Right to repair	Right to repair – under 3 days
Renewal of electric shower	Urgent	Only where installed by the council and only source of cleansing (wet room)
Renewal of over bath electric shower	Standard	Only where installed by the council
Replacement shower tray	Urgent	Only where installed by the council and only source of cleansing (no bath)
Replacement shower tray	Standard	Only where installed by the council and bath available
Water pipes, stop cock, isolation valve leaking	Emergency Right to repair	Leaking plumbing only Right to repair - emergency
Renewal of tap washers	Standard	
Stop cock or isolation valve	Standard	Only if fitting jammed and not leaking
Taps	Urgent Right to repair	Only if fitting jammed and not leaking Right to repair – under 3 days
Renewal of main storage tanks	Emergency	Only where health and safety risk or causing damage or damp to building - other works through planned programme
Renewal of ball valve	Emergency or Urgent	Emergency for vulnerable tenant if their only WC – otherwise urgent
Water pipe renewals	Planned	Full replacements on planned programme where no leaks
Chipped enamel repairs (bath)	Standard	
Bath replacement where unusable	Urgent	Only urgent where only source of washing - bath to be assessed for genuine wear and tear – otherwise tenant responsibility
Bath, WHB and pedestal and WC and cistern replacement	Planned	Planned replacement where other suitable sources of washing fittings are available and no health and safety risk
Cistern refixing or leaking	Emergency Right to repair	Right to repair – emergency
Cistern refixing or replacement where unusable	Urgent	Cistern to be assessed for genuine wear and tear – otherwise tenant responsibility
WC Pan re-fixing or replacement where unusable	Urgent	WC to be assessed for genuine wear and tear – otherwise tenant responsibility
WHB and pedestal re-fixing or replacement where unusable	Standard	WHB and pedestal to be assessed for genuine wear and tear – otherwise tenant responsibility

## Roofing

Repair	Priority	Comment
Property not watertight	Urgent	Temporary works may be required with

	Right to repair	full replacements on planned programme
Repairs to flashings or soakers	Standard	Any other works completed on planned programme
Gutter repair or renewal	Urgent	If a health and safety issue (for example unsafe or causing damp to building) - otherwise planned programme
Down pipe repair or renewal	Urgent	If a health and safety issue (for example unsafe or causing damp to building) - otherwise planned programme
Repairs to chimney stacks	Urgent	If a health and safety issue (for example unsafe or causing damp to building) - otherwise planned programme
Repairs to fascias and soffits	Urgent	If a health and safety issue (for example unsafe or causing damp to building) - otherwise planned programme

## Sheds

Repair	Priority	Comment
Shed clearance	Standard	The shed will be cleared on request by the council

## Smoke alarms

Repair	Priority	Comment
Replace or renew	Urgent	Fit a new battery operated smoke alarm if a property does not have one fitted Fit a hardwire smoke alarm if the property is a void or is being upgraded (capital works)

## Trees

Repair	Priority	Comment
Works	Standard	Only on council housing land, including tenants gardens and only where creating damage to structures, boundaries or neighbours. All other tree surgery is subject to Agresso orders.

## Windows

Repair	Priority	Comment
Glazing	Emergency	Accidental and malicious damage - only with a crime reference number
Renewals	Planned	Planned programme only
Tilt and turn security fixings	Urgent	If security risk - repair and make safe
Replacement of air vents	Planned or Urgent	If vent required for gas safety, replacement priority urgent
Rehanging casements or hinge renewal	Standard	
Renewal of gaskets	Planned or Standard	Misted double glazed units - standard priority if windows not water tight
Replacement or repair window locks	Urgent Right to repair	The council to fit and maintain all window locks and restrictors
Replacement sash cords	Standard	

## Washing lines

Repair	Priority	Comment
Individual, rotary and posts	Standard	If house or bungalow, it is tenant's responsibility for the washing line. If a communal rotary washing line, we will replace rotary line or just washing line. We will replace all posts

## Vulnerable persons

If a tenant or leaseholder is considered vulnerable, they may receive an enhanced repairs service. We aim to complete a repair on the first appointment within the following timescales:

### Priority target times:

Emergency: attend within 2 hours, make sure under 24 hours

Urgent: under 3 working days

Standard: under 15 working days

Planned: within 9 months

We may enhance the priority time further if the repair is required more quickly due to the vulnerability - for example if the standard response may exacerbate health problems or work is required to essential adaptations to allow access to a tenant's home.

All heating and hot water repairs normally prioritised as urgent are incorporated under the emergency code and completed throughout the year, during warmer seasons as well. Repairs will include failed immersion heaters where they are the sole source of water heating and reprogramming of controls if necessary.

## Temporary accommodation

As the councils temporary accommodation can be based on one person or more living in a single room the repaired priorities should reflect this. It will not always be reasonable to follow the priorities.

HTS (Property & Environment) Ltd will adopt a flexible approach with consideration to individual circumstance and the impact of any proposed repair priority. An example would be waiting for up to 21 days to repair an electrical fault when the tenant or family live in a single room.

## Harlow Council recharges

Your tenancy agreement states that you must pay any reasonable costs incurred by the council as a consequence of your breach, or failure to perform, any part of this agreement. Things for which the council may recharge include:



- the costs of carrying out repairs to the property due to damage for which you are responsible, your failure to maintain the property appropriately, or your neglect, or misuse
- the costs of rectifying any work to the property which you have carried out without the necessary written permission of the council
- changing locks and securing the premises if required due to your abandonment or neglect
- any other reasonable costs which the council incur due to your breach of this agreement

## **Complaints**

If you are not happy with the service you have received, you need to report your concerns to council on 01279 446655. We will investigate and provide you with a written reply to your concerns within 10 days.

If you feel the issue has still not been resolved, you can use our complaint procedure.