

# Reactive and Planned Maintenance Policy

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<b>Related documents</b>	<p>Draft Asset Management Strategy</p> <p>Disabled Adaptations Policy</p> <p>Policy Statement - Damp and Mould in the Council's housing Stock</p> <p>Canterbury City Council Corporate Plan 2024-2028</p> <p>Climate Change Action Plan</p> <p>Rechargeable Works Policy</p> <p>HRA 2016 Tenancy Agreement</p> <p>HRA Tenancy Handbook*</p> <p>Complaints Policy</p> <p>Prescribed Hazards Standard Operating Procedure</p>

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## **1. Introduction**

Canterbury City Council (the Council) is committed to providing a customer-focused and best value approach to our repairs and planned maintenance service.

This policy sets out the services that our tenants and leaseholders can expect from our repairs and planned maintenance service. This approach will contribute to our customers' satisfaction with their homes, ensuring our repairs are carried out by the council as a landlord and our approach to the landlord's consent for tenant improvement requests.

It contributes to our commitment to provide safe and well maintained homes as set out in the Regulator for Social Housing's Consumer Standards.

This policy should be read in conjunction with the following documents that set out our responsibilities as a social housing landlord and those of our tenants and leaseholders:

- Tenancy Agreement
- Tenants Repairs Handbook
- Condensation Mould and Damp Statement
- Rechargeable Works Repairs Policy
- Tenant Improvement Requests
- Aids and Adaptation policy

## **2. Objectives of the policy**

This policy is the overarching guide to repairs and planned maintenance in our properties and associated areas, and clearly sets out the services and standards our customers can expect from the Service.

This policy relates to properties owned and managed by Canterbury City Council, including leasehold properties where CCC own the freehold.

We will ensure that our repairs and planned maintenance service reflect the following principles:

- Ensure tenants are safe in their homes.
- Provide value for money.
- Safeguard the future of homes in the district.
- Support investment in our housing estates and homes.
- Protect the environment, support carbon reduction and address fuel poverty.

- Support our tenants, especially those that are vulnerable.
- Provide easy-to-access, up-to-date information on the status of repairs.

## **2.1 Our service commitment**

We will:

- Effectively manage the repairs and planned maintenance service for our tenants and leaseholders.
- Ensure our tenants and leaseholders live in homes that are safe, well maintained, high quality and free from harm or danger.
- Treat all our tenants and leaseholders with respect and courtesy.
- Comply with legislation.
- Monitor our performance to identify trends and use evidence to continue to improve our service offer and delivery.
- Endeavour to always provide a first-time lasting fix.

## **2.2 Our tenant and leaseholder commitment**

We expect:

- Compliance with the Tenancy Agreement relating to repairs and maintenance. This includes reporting repairs in a timely manner. Failure to report repairs is a breach of the Tenancy Agreement.
- Appointments to be kept and rearranged if required.
- To be able to carry out required works, including communal areas, without obstruction or service refusal.
- A responsible person to be present for any appointment. This may not be necessary for external works; this will be confirmed prior to work going ahead.
- Pets to be in a part of the home not requiring any works.
- To be notified and updated of anyone within the home that has a disability or requires additional support to ensure we can provide the best possible service.
- Our employees and contractors are to be treated with respect

## **3. Relevant legislation**

The council will ensure that properties are repaired and maintained in accordance with best practices and relevant policy and legislation. This includes but is not limited to:

- Health and Safety at Work Act 1974
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Equality Act 2010
- Control of Asbestos Regulations 2012

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

(RIDDOR) 2013

- Landlord and Tenant Act 1985, as amended by Homes (Fit for Habitation) Act 2018
- Landlord and Tenant Act 1985, as amended by section 151 of the Commonhold and Leasehold Reform Act 2002
- Data Protection Act 2018
- General Data Protection Regulation (GDPR)
- Gas Safety (installation and use) (Amendment) Regulations 2018
- Social Housing (Regulation) Act 2023
- The Charter for Social Housing Regulation: Social Housing White Paper
- The Building Safety Act 2022
- Consumer Regulations Review
- Decent Homes Standard
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025

Other legislation that may also apply:

- Party Wall Act 1996
- Protection from Harassment 1997
- The Human Rights Act 1998
- Water Supply (water fittings) Regulations 1999

#### **4. Canterbury City Council context**

Our **Canterbury City Council Corporate Plan** 2024-2028 sets out our ambition to be a more results focused and data driven council including our commitment to a greener and fairer district.

The Council declared a climate emergency in July 2019. Substantial work continues in line with our **Climate Change Action Plan**.

Our **Tenancy Agreement** sets out the rights and responsibilities for both the tenant and the landlord, and what may happen if there is a breach of tenancy.

#### **5. Responsive repairs**

##### **5.1 Landlord responsibilities**

A responsive repair is a repair carried out by the Council at the request of the tenant to repair damage to an item within their home or part of the structure of their home. The council is responsible for

the maintenance, repair and replacement of the structure and common parts of its properties, as set out in the Tenant Handbook<sup>1</sup>. This is in accordance with relevant legislation and regulatory compliance.

## **5.2 Tenant responsibilities**

- Reporting repairs to the council in a timely manner.
- The general upkeep, maintenance, repair, and replacement of certain minor items within the home, as set out in Appendix One.
- Informing the Service if they are unable to keep an appointment.
- Allow access to their home for any work including assessments such as a stock condition survey, a property inspection, or periodic electric inspection and testing to be carried out.
- To keep their garden tidy and free from rubbish and debris. Grass or lawns must be cut and in good condition and hedges must be clipped and kept to a maximum of 1.8m (6ft) at the back of the property and 1.2m (4ft) at the front of the property.

## **5.3 Reporting repairs**

We ask tenants to report household repairs either through our website at <https://canterbury.gov.uk/repairs> or by calling our household repairs contractor for all general repairs.

For heating, hot water and gas in general needs properties, contact our contractor.

For heating, hot water and gas in our sheltered schemes, contact our communal gas contractor.

Each contractor has applicable response times based on their contracts, right to repair legislation and urgency of the work. Tenants will be offered an appointment for the required repair in accordance with our priority response times.

## **5.4 Priority repair times**

Our priority response times have been agreed upon and consulted with our Resident Engagement Panel with regard to our general housing repairs.

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<sup>1</sup> At the time of drafting the tenant handbook is not finalised and until such time it will remain inline with Appendix A

**Note on communal lifts and fire alarms**

Repairs to lifts and communal fire alarms are not included as separate items to prevent this document from becoming unmanageable but response times are becoming standardised and follow the same response times as the communal heating contract.

The Service will allocate an appointment and attend in line with the following priorities:

**General housing repairs**

<b>Priority</b>	<b>Name</b>	<b>Completion</b>
E	Emergency – within Normal Working Hours	To be commenced immediately and no later than 2 hours and completed or made safe within 24 hours
E	Out of Hours Emergency	To be commenced immediately and no later than 2 hours and completed or made safe within 24 hours
U	Urgent	To be commenced and completed within 3 Business Days
R1	Routine	To be commenced and completed within 10 Business Days
R2	Routine	To be commenced and completed within 20 Business Days
X	Less urgent minor works and alterations	To be commenced and completed in the specified period

**Domestic heating**

<b>Classification</b>	<b>Response Time</b>
Emergency	Any repair required to fix any defect that puts the health, safety or security of a Resident or third party at immediate risk or that affects the structure of the building. For example - uncontrollable water leak, report of fumes, leaking oil tank or pipework, repair request from a sheltered scheme or communal heating site, repair request from a vulnerable tenant. Complete within 4 hours of initial request.
Vital	Repairs to remedy a defect that does not cause immediate risk to the health, safety or security of a Resident or third party and although, therefore



<b>Classification</b>	<b>Response Time</b>
	not an emergency, still needs to be carried out quickly to ensure that the risk does not increase. For example - leaking from water or heating pipe, tank or cistern, total or partial loss of gas supply, blocked flue to open fire or boiler, total or partial loss of space or water heating between 31st October and 1st May. Complete within 1 day of initial request.
Urgent	Repairs carried out to remedy a defect that can be deferred without causing inconvenience or nuisance to the Resident, a third party or the long-term deterioration of the building. For example - Total or partial loss of space or water heating between 30th April and 1st November. Complete within 3 days of initial request.
Routine	All follow-on work, identified from any repairs call. For example - adjust timeclocks or programmers, balance systems. Complete within 7 days of initial request.

### **Sheltered/Communal heating**

<b>Priority</b>	<b>Response</b>
Immediate or Callout	To attend, make safe, turn off or protect sites within 1 hour (road conditions permitting) when extreme problems have occurred affecting safety and security. These problems may include flooding, fire, accident, loss of site security, weather damage, vandalism, contamination and other exceptional risks to the public and staff. They may also occur when time constraints to make safe have become or are becoming critical i.e. approaching or outside working hours. This response level is used infrequently.
5 Hour	When problems listed in Immediate or Callout above are not considered extreme and when time constraints are minimal.
1 Day	When listed in under 5 hours but not requiring a same day attendance. This may include work of a less urgent nature but still may be required to secure a building by the end of a working day.
3 Day	When repairs are not of an urgent nature and safety and security is mainly unaffected.

Priority	Response
10 Day	Minor works and alterations. A later specified date – Less urgent minor works and alterations; typically used to allow the Contractor time and flexibility to schedule in the Works or when a specific date is needed.

## 5.5 Appointments

We are committed to carrying out repairs in a timely manner and in accordance with our target response times.

To help us achieve this, we will agree on an appointment date and time with the tenant when a non-emergency repair is reported to us. The following appointment windows are available based on the particular contractor and circumstances.

### General housing repairs:

- Early morning 08:00 to 10:00 Monday to Friday
- Late morning 10:00 to 12:00 Monday to Friday
- Midday 12:00 to 14:00 Monday to Friday
- Early afternoon 14:00 to 16:00 Monday to Friday
- Late afternoon 16:00 to 18:00 Monday to Friday
- Early evening 18:00 to 20:00\* Monday to Friday
- Early morning 08:00 to 10:00\* Saturday
- Late morning 10:00 to 12:00\* Saturday

\* Demand driven appointments

### Domestic heating (General Needs):

Monday to Friday:

- 8.00am to 10.00am
- 10.00 am to 12.00pm
- 12.00pm to 1.30pm
- 1.30pm to 3.30pm
- 3.30pm to 6.00pm
- 6.00pm to 8.00pm

Saturdays only:

- 8.00am to 1.00pm (Saturdays only)

## **Sheltered/Communal heating**

AM/PM with a 2-hour slot as appropriate due to the communal nature of the plant rooms.

Regular updates will be provided to the tenant on the progress of their repair, including any cancellation or delay.

For external repairs, an appointment may not be required, but the tenant will be informed of the target response date. However, if the tenant requires an appointment for an external repair, they can request one.

### **5.6 Emergency call out and out of hours**

- The out of hours service is available: 6pm-7:30am Monday-Thursday.
- 6pm-7:30am Friday-Monday.
- Full day on a bank holiday.

The out-of-hours service runs 365 days a year and will:

- Attend emergency jobs within 2 hours.
- Make safe the situation and repair it where possible.
- Arrange a follow-up appointment when the repair is not possible.

If the reported repair does not require out of hours attendance, a job will be raised within priority response times.

### **5.7 Access to property**

When we attend for an appointment but are unable to gain access to complete the repair, attempts will be made to contact the tenant to inform them that we are at their home. If there is no reply and/or we can't access the property, a 'Sorry we missed you' card will be left which sets out the next steps for completing the repair.

It is the responsibility of the tenant to contact the Service to rearrange an appointment.

If the repair relates to moisture-related issues, a periodic inspection, a disrepair issue, or any other repair which could jeopardise the safety of our tenants or property, and we are unable to gain access, we will book a new appointment and inform the tenant of this. If there is no response after we have made three attempts, the Housing Management Team will be notified so that we can attempt contact with the tenant. If there is no successful contact, then in some circumstances, court proceedings may be

used to grant access. The tenant will be liable for any costs, including court costs, incurred as a result.

## **5.8 Right to Repair**

The Secure Tenants of Local Authorities (Right to Repair) Regulations SI. 1994 No 133, sets out that qualifying repairs should be completed within mandated timescales.

Appendix Two details this information including qualified repairs, the repair limit and the total limit of compensation.

## **5.9 Chargeable repairs**

The Tenancy Agreement sets out that all tenants must ensure that they or anyone living with them or visiting their home must not misuse, damage, vandalise or remove any part of the property, neighbouring property, or shared area. If such damage occurs and requires repair, the tenant will be charged for the related repairs.

Our Rechargeable Works Repairs Policy outlines responsibilities and process for claiming this money from tenants if we have to carry out the works on their behalf due to condition, legal need or on void of a property.

## **5.10 Level access showers**

If the council lets a property with a level access shower in place, it is to remain at the property. A level access shower will only be replaced with a bath where there is a specific medical need, as assessed by an Occupational Therapist.

Should a tenant live in a property that has a bath installed, but requires a level access shower for a specific medical need, one will only be installed as per an Occupational Health assessment and recommendation

## **5.11 Electric showers**

The Service is responsible for maintaining and repairing electric showers that it supplied and installed.

Where the tenant would like to fit their own shower, they need to follow the correct procedure i.e. tenant improvement requests.

Where a tenant has chosen to fit a shower attachment to hot and cold water taps on a bath, they should ensure that tiling is to a

sufficient height to prevent any water spillage. Failure to do so may result in damage to the property, requiring repair. Such repairs may be chargeable.

## **5.12 Fires**

In a continued commitment to reducing carbon emissions, we aim to phase out the use of solid fuel fires, open flue appliances, gas fires, gas wall heaters and electric fires within our housing stock, ensuring the existing heating system, and radiators meet required standards.

Where fires are a secondary heat source and considered to be a decorative feature within a room, we are responsible for the electric supply up to the fire. Any repairs or renewal will be the tenant's responsibility.

If a tenant considers that the fire is no longer required, we will, in consultation and agreement with them, remove the existing fire; this may include the hearth and/or surround. The area will be boarded up and made safe.

## **5.13 Minor works**

On occasion, the Service may identify the need to carry out more extensive repair works that require more detailed planning or multiple appointments to complete. In such events, we will take a more planned approach to undertaking responsive repairs, ensuring that works are arranged to meet the needs of the tenant and the service.

## **5.14 Gardens**

Maintenance of the garden is the tenant's responsibility. This includes all grassed, paved, and concrete areas, as well as shrubs, trees and planting. Ongoing upkeep of the garden and surrounding area is the tenant's responsibility as set out in the Tenancy Agreement.

On acceptance of a property, the tenant agrees to take over full responsibility for the garden beyond those small items. Other than main entrance pathways, which are retained by the council; there will be no involvement from the service unless it is recommended and accepted as an adaptation.

### **5.15 Garden paths**

The main path to the front of the property will be the council's responsibility to maintain. All other paved areas within the land area of the property will be the responsibility of the tenant.

This includes driveways or hardstanding's at the front or rear of the property unless undertaken while in tenancy as an adaption.

### **5.16 Fencing**

Except where it borders a public highway or right of way, the responsibility for fencing repair, replacement, or upgrade sits with the tenant, not the council, including those which blow down in inclement weather.

### **5.17 Sheds and outhouses**

Sheds will not typically require planning permission before construction, but there are certain limits and conditions that need to be considered so the tenant must submit an application using the tenant improvement requests procedure.

If a new tenant moves to a property where a shed is already constructed, they do so on the understanding it becomes their responsibility to maintain it or demolish it.

An outhouse is not considered to be a habitable space. Outhouses are to be used for storage only and, as such, repairs will only be provided to the structure of the outhouse and not to ensure that the space is habitable.

### **5.18 Driveways**

A driveway to a property must have a drop curb access for it to be used as a driveway.

Any driveway that the Service has responsibility for i.e those installed via an adaption, will be maintained. When moving into a property with a hardstanding or driveway the tenant will take over responsibility for maintaining that driveway/hard standing the same as all other garden paths / areas with the exception of the main pathway

Driveways and hardstands that have been installed via a tenant improvement request are the responsibility of the tenant to repair and maintain.

## **5.19 Drainage**

The Service is responsible for maintaining the structure and exterior of the property, keeping it in good repair including drains, gutters, and external pipes. All drainage blockages within the boundary of the property are to be reported to the council in the first instance. All other drainage issues are to be reported to the wastewater provider.

Internal blockages, i.e. sinks, washing machines, dishwashers and basins, are the tenant's responsibility.

The Service is not responsible for doing drainage or irrigation works to any attached gardens. However, if excess water in the garden is affecting or causing damage to the property, we will assess the need to carry out work to remedy this.

Should works be required to fences (which are the council's responsibilities), gullies, drainage, etc., and access is prevented by shrubs, bushes, or trees, the tenant is required to prune or remove the shrubs, bushes, or trees to allow access as required.

Where toilets and drainage are blocked due to incorrect usage (flushing inappropriate items), intentional damage or other tenant responsibilities we will follow our Rechargeable Works policy

## **5.20 Post inspections**

The Service will undertake a number of post-repair inspections to ensure that the quality of repairs completed on our properties is of a high standard and that our preferred contractors are providing us with a value-for-money service.

## **5.21 Prescribed hazards**

The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 introduces new obligations on social housing providers.

We have a Standard Operating Procedure (SOP) for prescribed hazards which details the timelines

For the purpose of this policy an emergency hazard is any which could cause an imminent and immediate threat to an occupant of the property.

## **6. Condensation, mould and damp**

We will proactively maintain our housing stock to manage the potential risks and promptly diagnose and prevent issues which may arise from moisture-related issues in our properties, including communal areas, to ensure that our properties are protected from any moisture-related deterioration and damage.

Information is available in our Policy Statement - Damp and Mould in the Council's housing Stock.

## **7. Fixtures and fittings**

Before making improvements or alterations to their home, tenants must get our permission in writing. If permission is granted, there may be conditions set. This is referenced throughout this document as the tenant improvement requests.

## **8. Voids**

When a property becomes empty, we will carry out all necessary repairs before a new tenant moves in. We use our repairs contractor to carry out void works so they know the standard to which we want our properties to reach, they are inspected and individual work programmes are produced for each one on completion so we know we have a decent, compliant home ready for someone to move into.

Items in good condition left in situ such as built in ovens and hobs, sheds, cupboard etc will be gifted to the tenants and on accepting the tenancy the tenant has accepted such responsibility for any such repairs/removal/modifications / replacements will become the tenant's responsibility. I.e. adapting kitchen units to take a freestanding cooker once it breaks.

## **9. Cyclical works**

Cyclical work involves routine maintenance tasks conducted on a regular basis. i.e. external decorations.

### **9.1 Gas servicing**

Faulty appliances can give off carbon monoxide fumes, which are highly poisonous. Carbon monoxide has no colour, taste, or smell and can kill. Annual gas safety checks mean we can make sure appliances are in safe working order.



By law the council is responsible for carrying out yearly gas servicing and safety checks in every home with gas. A tenant must give access to their home to allow these checks to be carried out.

A tenant will receive an appointment letter and if no access has been permitted after two appointments, legal proceedings will commence to gain entry to the property. This may include a forced entry; if this happens, the tenant will be responsible for all associated costs.

## **9.2 Smoke and carbon monoxide alarms**

In line with current regulations, properties must have at least one working smoke alarm on each storey where a room is used as living accommodation.

There must be a carbon monoxide alarm in any room used as living accommodation which contains a fixed combustion appliance. This is any appliance that uses fuel to generate heat but excludes gas cookers.

We also have the responsibility for repairing or replacing any smoke and carbon monoxide alarms as necessary that we are informed of, or that we identify during an annual gas safety check, as being in need. As these alarms may be hard-wired and/or fixed-sealed units, battery replacement is our responsibility too, where possible and reasonable to do so we will replace any council installed battery operated unit with a wired unit for better protection.

## **9.3 Sprinkler systems**

Sprinkler systems are tested once a year in line with BS 9251, which is the British Standard for Fire Sprinkler Systems in the UK. It specifies the designs, installation, components, water supplies and backflow protection, commissioning, maintenance, and testing of fire sprinkler systems installed for life safety purposes in residential and domestic premises.

## **9.4 Electrical inspections**

A periodic electrical inspection test, completed in line with legislation is designed to check the condition of the electrical installation within the property against the current UK standard for the safety of electrical installations, BS 7671 - Requirements for Electrical Installations (IET Wiring Regulations).

If access is not permitted to a property for the test to be carried out, legal proceedings to gain entry will be commenced. This may include a forced entry, if this happens the tenant will be responsible for all associated costs.

## **9.5 Communal areas**

General repairs to communal areas can be reported via the domestic repair contractor and will be allocated in line with our repair priorities.

To ensure compliance, we complete fixed wire testing on a five-year programme, as well as smoke alarm and regular emergency light inspections.

Painting of communal areas is carried out on a cyclical basis with a target time of between 5-7 years, although this is always subject to available resource and need.

## **10. Contents insurance**

The council does not insure a tenant's home contents against loss or damage. We advise that all tenants insure their personal belongings, carpets, furniture, other household items and, decoration for such damage and/or loss, including loss relating to fire or flood damage.

The council is not responsible for damage unless caused by negligence, and as such tenants should make sure their contents insurance covers damage caused by issues such as leaks.

Tenants should note that damage deemed to be progressive is not usually covered by contents and other insurances. Any issues should be reported to the council such as reporting a repair as soon as the damage is noticed and to the insurance companies too.

## **11. Party walls**

In accordance with the Party Wall Act 1996 if a resident is a private owner, we need to advise them of roofing and structural jobs and the work that is going to be carried out next to their property. This is done in writing to the private owner before the scheme starts. If there is no response from them, we would be in dispute and would have to follow the correct procedure, this would be the same for tenant improvement requests.

## **12. Asbestos**

Asbestos was added to many different types of building materials and products over the years; however it can be extremely hazardous, and you cannot tell if a material contains asbestos through a visual inspection.

Asbestos was widely used in the building industry in the past so for properties built or refurbished before 2000, it is possible that they may contain some form of asbestos-containing material. If left undisturbed asbestos is safe.

Any tenant with concerns about possible asbestos in their home is encouraged to contact the service and not attempt to resolve the issue themselves. We would require tenants to seek advice before making alterations to their home.

The way we identify, survey, and manage asbestos is in line with current legislation.

## **13. Aids and adaptations**

We are committed to supporting tenants who may have a disability or mobility issue to live independently within their home. We will work with them and the relevant agencies to ensure that appropriate adaptations are installed wherever possible, so that they can continue to live in their home.

Aids and adaptations are covered under our aids and adaptation policy.

## **14. Leasehold repairs**

As a freeholder, the Council has an obligation to carry out works to the communal areas and maintain the structure and exterior of the property. A leaseholder has an obligation to pay for these works.

Leaseholders will be informed and consulted for any upcoming works within the required timescales.

Leaseholders will be consulted as required under Section 20 of the Landlord & Tenant Act 1985 as Amended.

## **15. Pest control**

We will deal with pest infestation within individual properties where the reason for infestation is because of a building defect, such as:

- Rats and mice.
- Fleas.
- Bed bugs and cockroaches.

Any repair or remediation work required to ensure the infestation does not return will be carried out.

We are also responsible for pest control in shared or communal areas.

For all other infestations our homes are provided free of pests when in void and as such would be the tenants' responsibility to maintain this.

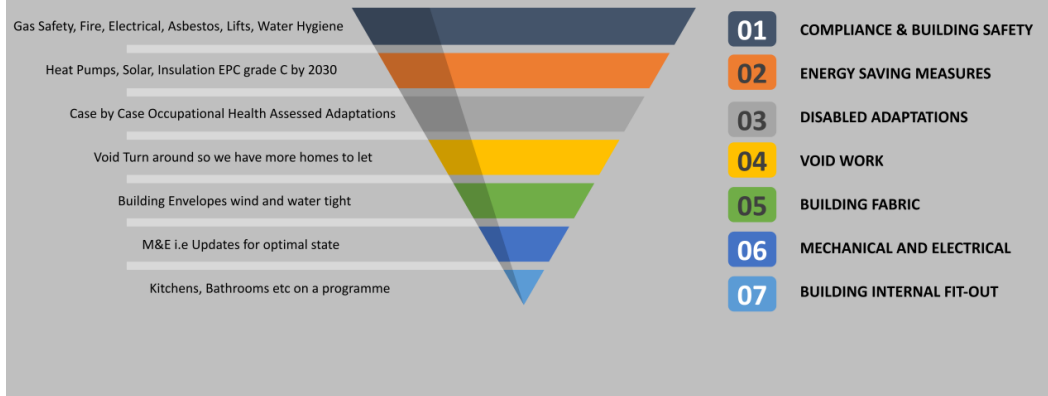
## **16. Housing investment and planned works**

### **16.1 Developing programmes**

We have a 30-year business plan that accounts for asset lifecycles and renewal periods, which is in line with our housing asset management strategy. A programme of works is established to identify the number of schemes we have planned and how many elements of work, i.e., the number of replacement kitchen and bathrooms & roof replacements, that will take place each year based on age and condition of the elements. At the start of the financial year, the tenants within the schemes will be sent out a letter to say what work will be completed.

This information is all informed by our stock condition survey programme and the priorities of our asset management strategy for the Housing Revenue Account (HRA). Figure 1 shows the spending priorities as have been agreed with the asset management strategy.

## Spending & Resource Prioritisation



The purpose of our programme is to maintain and aim to increase the condition of our stock so they always meet the minimum of keeping them safe and compliant and to the decent home standard.

As well as this we aim to improve energy efficiency and the overall quality of our homes.

### 16.2 Tenant support

Our Planned team and our contractors will fully explain the planned works process to the tenant, collect tenants' colour and style choices (where appropriate), make sure tenants are kept up to date with the progress of the works and ensure that the works are delivered smoothly and successfully.

### 16.3 Tenant choice

Tenants will be given where available options for their kitchen and bathroom fittings. This includes worktops, unit doors, unit handles and kitchen tiles where deemed appropriate.

### 16.4 Decant

A decant is when the tenant is required to move from their property on a temporary basis due to repairs or improvements that cannot be completed with the tenant in their home.

On these occasions, we will work with the tenant to ensure household needs are met and disruption kept to a minimum.

## **16.5 Tenant refusals**

If tenants refuse any planned programmed work on their home, they must sign a disclaimer. Works of a health and safety nature or structural nature cannot be refused.

If the tenant changes their mind after refusal, it may be impossible to deliver works within the existing programme. We will endeavour to schedule work as early as possible, but this may not be within the same financial year.

## **17. Customer satisfaction and complaints**

We strive to deliver excellent customer service, knowing how important our housing service is to our tenants.

We view customer feedback, including complaints, as an important way of identifying what is going well and what could be better.

We are committed to using customer feedback to improve our services and increase overall customer satisfaction.

Our complaints handling is in line with the complaint handling code, and we regularly review complaints for potential learning and policy changes.

Our housing repairs team collect tenant repair data and ask about additional repairs that are needed.

## **18. Contractors**

Through our tender exercises we aim to award to contractors in good financial standing with a true embracement of a right first-time approach and with a real passion for tenant engagement and social values.

We will always use a qualified respectable contractor who has undergone a comprehensive and competitive tender process. This is to inform us that they offer the best value and are qualified and competent to deliver the service in the way in which we want to deliver it.

## **19. Progress updates**

We understand that when things go wrong in a tenant's home, it can be stressful especially when updates on repairs or works are not provided in a timely manner. To help reduce this stress and improve

communication, we are committed to keeping tenants regularly informed about the progress of any works.

As a minimum, tenants will receive updates in line with the table below. These updates may come from the council or our contractors, depending on the circumstances. Regardless of who provides the update, we will always aim to keep tenants informed of progress and any delays as promptly as possible.

<b>Timeline/workstream</b>	<b>Update frequency/times</b>
A reactive repair/ compliance inspection	On order, on inspection, on appointment at change of appointment and whenever there is any delay but while you are waiting for us we will update you at least once per week.
A small-scale capital replacement i.e. bathroom or kitchen	On selection for the programme, start date, throughout the workstream and a minimum update of once per week while works are ongoing.
Large scale project, complex projects requiring outside approval such as the building safety regulator	At start, during consultation, on significant development and at least once every 3 months.

## **20. Definitions**

**Aids and adaptations:** equipment and/or alterations to a property to enable the household to remain in their home and maintain their independence.

**Cyclical works:** are undertaken in cycles (1 year +), to maintain the general appearance and condition of buildings and property.

**Decant:** when the tenant is required to move from their property on a temporary or permanent basis due to repairs that cannot be completed with the tenant in the property.

**HRA:** Housing Revenue Account

**Party wall:** wall shared by two adjoining properties.

**Responsive repairs** include routine and everyday repairs, as well as emergency or urgent repairs.

**The Service:** Housing Service/Facilities Management within Canterbury City Council.



## Appendix One: Repair responsibilities

Repair type	Who is responsible	
	Landlord	Tenant
<b>Bathroom</b>		
Internal pipe work boxing	X	
Bath panels	X	
Toilet seats and lids		X
Bath and sink plugs and chains		X
Taps to sink and bath (if the responsibility of CCC)	X	
Shower (if the responsibility of CCC)	X	
Tiles	X	
Basin, bath and WC	X	
<b>Ceilings</b>		
Plaster ceilings	X	
Minor repairs to plaster work, such as cracks and small holes (General Redecoration Repairs)		X
Artex – patching ceiling following any repairs	X	
<b>Decoration</b>		
Internal decoration		X
Curtain battens		X
External Cleaning: i.e Windows, Weatherboarding, Facia, Soffits etc**		X
<b>Doors</b>		
Doorbell		X
Internal doors adjustment when new flooring is fitted		X
External structures, including doors and gates (fitted by you or previous tenants)		X
Internal door glazing		X
External door glazing	X	
Door entry systems	X	
Door vents	X	
External doors – including ironmongery	X	

Repair type	Who is responsible	
	Landlord	Tenant
Gaining entry to the property (i.e. locked in, locked out, lost keys)		X
Internal doors (non-fire doors) – including ironmongery		X
Internal doors (fire doors) - including ironmongery	X	
Maintenance of catches		X
*Maintenance of locks *	X	
<b>Drains and gutters</b>		
Drain blockage (within the boundary of the property)	X	
Blocked sinks, washing machine wastes, dishwashers and basins		X
Blocked Toilets (we will recharge if tenants has caused damage)	X	
Clearing and upkeep of ground level gulleys and grates		X
Clearing and upkeep of gutters	X	
Drains and gulley surrounds/gulley grids	X	
Inspection chambers	X	
Soil vent pipes, including clips	X	
<b>Electrical items</b>		
Consumer unit (fuse box)	X	
Smoke alarms	X	
Carbon monoxide alarms	X	
Cookers, ovens, and hobs owned by the tenant (if not supplied by CCC)		X
Disconnecting and reconnecting your cooker (if not supplied CCC)		X
Electric fires (if the responsibility of CCC)	X	
Electric storage heaters (only if supplied by CCC)	X	
Electric meter and supply (contact your utility supplier)		X
Extractor fans	X	
Immersion heater	X	

Repair type	Who is responsible	
	Landlord	Tenant
Internal light bulbs, fuses, and fluorescent tubes (unless in a bathroom or communal areas)		X
Wiring – sockets, light fittings, and switches	X	
Electric plugs fitted to tenant’s appliances (not sockets)		X
<b>External items</b>		
Maintenance of garden area (grass/paved areas/concrete)		X
Clothes posts and/or hooks		X
General upkeep of gardens and surrounding areas (including paving and concrete)		X
Paths – path to front door	X	
Boundary walls (if the responsibility of CCC)	X	
Boundary fences (if the responsibility of CCC)	X	
Maintenance and replacement of most fences		X
Gates on a highway or public right of way	X	
Gates not on a highway or public right of way		X
Hardstanding and gates (if the responsibility of CCC)	X	
Outbuildings / Garage within the dwelling (as storage only)	X	
Sheds, including clearance and moving for repairs to take place		X
Communal areas – basic maintenance	X	
Communal areas – lifts and stairs	X	
Keeping air vents clear and clean (Including Extractors)		X
<b>Floors</b>		
Laminate floors (lifting and relaying for repairs)		X
Loose floor coverings and carpets (including ceramic floor tiles)		X
Concrete floors	X	
Floorboards and joists	X	
Floor, wall, and fireplace tiles		X

Repair type	Who is responsible	
	Landlord	Tenant
<b>Heating</b>		
Bleeding radiators		X
Gas meter and supply (excluding gas meter box doors)		X
Pipework	X	
Radiators, valves, time clocks and thermostats	X	
<b>Kitchen items</b>		
Cooker point change – following change of cooker		X
Cooker point – either gas or electric	X	
Maintenance of kitchen cupboards and drawers		X
Repairs to cupboard door catches, handles and hinges		X
<b>Plugs and bulbs</b>		
Energy efficiency		X
Low energy light bulbs		X
<b>Plumbing</b>		
Removing and replacing radiators for decoration		X
Repairing plumbing after decoration		X
Washing machine plumbing and fitting (if not supplied by CCC)		X
<b>Roofs</b>		
Aerials, satellite dishes, telephones and removing cables before and after maintenance work		X
<b>Security</b>		
Extra door or window locks (not to be fitted to PVC doors)		X
<b>Walls</b>		
Regrouting when discoloured		X
Minor repairs to plaster work such as cracks and small holes (General Redecoration Repairs)		X

Repair type	Who is responsible	
	Landlord	Tenant
<b>Windows</b>		
Fitting, removing, and adjusting blinds		X
Releasing windows stuck after internal painting		X

\* Unless the product of a tenant improvement request in which case the tenant is responsible

\*\* For Houses and Bungalows, Flats form part of service charge

## Appendix Two: Qualifying repairs

Qualifying repairs and associated timescales are detailed below:  
This is only where the repair is the Council's responsibility.

<b>Description of repair</b>	<b>Response times (working days)</b>
Total loss of electrical power	1
An unsafe electrical fitting	1
Total loss of water supply	1
Total or partial loss of gas supply	1
Blocked flue to an open fire or boiler	1
No heating or hot water (Between 1 November and 30 April)	1
Leak from a water pipe, tank, or cistern	1
Blocked or leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Insecure external window, door, or lock	1
No heating or hot water (Between 1 May and 31 October)	3
Partial loss of electrical supply	3
Partial loss of water supply	3
Blocked sink, basin, or bath	3
A tap that cannot be turned	3
Loose or detached banister or handrail	3
Rotten timber flooring or stair treads	3
Leaking roof	7
Door-entry phone not working	7
Mechanical extractor fan not working	7

The tenant is entitled to follow the Right to Repair scheme if the Council fails to meet the standards set for repairs as follows:

1. If the work isn't completed on time the tenant must inform the Council of the fact it hasn't and ask for it to use another contractor that the Council already has an agreement with if we have one that is available. The Council will issue the contractor with a Right to Repair notice and provide a copy to the tenant to carry out the repair if it's a qualifying repair and the likely value of repair is below £250.00.
2. If the second contractor doesn't complete the repair work within the time limit, once informed of this, the Council will issue compensation of £10 plus £2 for every day you wait. The maximum amount that can be awarded under right to repair is £50.

It should be noted that if a tenant has outstanding arrears relating to current or former tenancies, including but not exclusive to rent, former tenant arrears and rechargeable repairs, the Council will deduct compensation payments from the outstanding amount. The tenant will be notified of this in writing.