

HOUSING REPAIRS AND MAINTENANCE POLICY

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Department : Housing Commercial Services
Subject : Housing Repairs and Maintenance Policy

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Please state what policies and strategies (if any) this policy is linked to (a list of policies and procedures can be found at [policies and strategies](#))

linked to

Tenancy Agreement
 Compensation Policy
 Complaints Policy
 Decant Policy
 Health and Safety Policy
 Equality Impact Assessment relating to the Repairs and Maintenance Policy.

Version	Date	Details of amendment	Creator/ amender	Approved by	Next review due
1	3 March 2020	Review of previous version and update to new format	Louise Austin	Richard James	March 2023
2	23 January 2024	General review Incorporating rechargable works policy and lettable standard	David Scruton		
3					
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HOUSING REPAIRS AND MAINTENANCE POLICY

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1. Reasons for Policy

- 1.1 This policy sets out how the Council will meet its legal and regulatory duties as a landlord in respect of repairing and maintaining its Council housing stock. The policy is concerned with delivery of responsive repairs, wider investment decisions will be driven by our current Asset Management Strategy and other policies and documents. Key links will be set out in this document.
- 1.2 The policy also provides the broad parameters to deliver an excellent repairs and maintenance service that enables people to live in well maintained, warm and safe homes.

2. Legislative Context

- 2.1 This policy is governed by a large number of regulations and statutory law. They set out the duties that need to be undertaken to provide a repairs and maintenance service. They include (but not limited to):

Construction, Design Management 2015 (as amended)
Section 11 of the Landlord and Tenant Act 1985
Public Health Act 1963
Housing Act 1985
Home Standard 2015
Environmental Protection Act 1990
Equality Act 2010
Human Rights Act 1998
Commonhold and Leasehold Reform Act 2002
Secure Tenants of Local Housing Authorities Regulations
Gas Safety (Installation and Use) Regulations 1998
Fire Reform Regulations 2005
Guidance specifically the Regulatory Reform (Fire Safety) Order 2005
The Control of Asbestos Regulations 2012 (as amended)
Health and Safety at Work Act 1974
The Management of Health and Safety at Work Regulations 1999
Control of Substances Hazardous to Health Regulations 2002 (as amended)
Water Supply (Water Fittings) Regulations 2018 (as amended)

3. Objectives of the Policy

- 3.1 The objectives of this policy is to enable an efficient and effective repairs service that maintains the properties we let as a decent place to live, as well as setting out clear expectations to tenants and residents about how we will deliver a customer focussed service. To achieve this, we will: -
 - Be clear about the repair and maintenance responsibilities for the Landlord and the Tenant.
 - Enable repairs to be reported in a number of ways.
 - Organise repair priorities that balances operational needs and tenants' requirements; aiming to deliver a right first-time approach that achieves good value for money.

- Deliver a consistent and equitable service to our tenants.
- Make best use of performance information to continually improve the service.
- Ensure that the health and safety of all concerned are at the forefront of what we do.

4. Scope

4.1 This policy applies to “responsive” repairs necessary to ensure that Council properties meet the lettable standard.

4.2 The Council’s cyclical, planned maintenance and Landlords Health and Safety obligations are covered by the Asset Management Strategy and, as such, are not included in this policy. Areas covered by that strategy include:

- Cyclical Painting and Decoration
- Asbestos Management Plan
- Aids and Adaptations
- Gas Safety and Servicing
- Water Testing and Treatment
- Electrical Safety Testing
- Lift Servicing and Testing
- Housing Stock Investment, including home improvements
- Estates Improvements

5. Definitions

Decency – The Decent Homes Standard set by Government provides the minimum standard of housing conditions that all our housing must meet. The standard focuses on the condition of external structural components such as roofs, chimneys, windows, and doors, and internal fixtures such as kitchens, bathrooms, and central heating systems, ensuring all of these components are kept ‘decent’, as well as ensuring that properties are safe and free from hazards.

EIA – this stands for Equalities Impact Assessment. EIA’s are used by the Council to examine our services and policies to see whether they have the potential to affect people differently. The main purpose is to identify and address existing or potential inequalities resulting from policy and practice development to ensure there is no negative affect on a particular group.

Emergency Repair- repairs where there is a potential to cause significant risk to the tenant or property that cannot wait until the next working day.

Improvement works – is the term used for works carried out on the property where a key component is replaced i.e. a new kitchen, bathroom, roof etc.

Lettable Standard – is the standard that a property will meet before the start of each new tenancy.

Out of Hours – the period outside of normal office hours, covering evenings, weekends and bank holidays. Emergency repairs reported out of hours will be actioned before the next working day when necessary

Rechargeable Repair/Recharges – Rechargeable repairs are those where the costs that may be charged to the responsible tenant due to repairing damage or neglect to our properties.

Rechargeable works - works carried out by the Council, which are the responsibility of the tenant as the signatory to the tenancy.

Repairs Handbook – The repairs handbook is a guide that the council produces to help tenants understand their repair and maintenance responsibilities and helps them to report repairs. The handbook is reviewed regularly.

Responsive Repairs - are defined as work requested by the tenant to existing elements of their property. These are considered as day to day repairs.

Right First Time – is the term used for responsive repairs that have been completed on the first visit to undertake a repair. The Right First Time definition is periodically reviewed and agreed with tenants groups.

Right to Repair – the right to repair applies to specific repairs as set out in statutory instruments. The government sets out the time the council has to complete these repairs and compensation may be owed if these timescales are not met.

6. Responsible Party

6.1 The Commercial Services Team Manager is responsible for the operational delivery of services in accordance with this policy.

7. Empty Homes and the lettable standard

7.1 When a tenancy ends, work is undertaken to bring the property up to the Empty Homes Lettable Standard prior to the next tenant moving in. This is to ensure that the property is safe, secure, clean and in a good state of repair. The work will be carried out as efficiently as possible to reduce the time that incoming tenants are waiting to move into their new home and to minimise any rent loss between tenancies. Therefore, occasionally, it may be practical to postpone some repairs or improvements until the new tenant has moved in. This will be discussed and agreed with the incoming tenant.

7.2 The Lettable Standard is reviewed with the appropriate tenant groups and staff from across the Housing Service.

7.3 The Lettable Standard will be reviewed every three years or when changes to legislative, regulatory or operational need requires an intermediate review. The lettable standard is included at Appendix 1.

8. Maintaining the lettable standard

8.1 The expectation is that during the period a property is tenanted it will continue to be maintained to the lettable standard. This responsibility is shared between the tenant and the Council as landlord.

8.2 The tenant is responsible for reporting repairs in a timely manner as the need arises as well as carrying out a number of minor repairs. The list of current tenant responsibilities are set out at appendix 2.

8.3 The Council is responsible for, maintaining an appropriate cycle of servicing and replacement together with carrying out responsive repairs as required.

9. Landlord and Tenant Repair Responsibilities

9.1 Landlord Repair Responsibilities

The Council is responsible for the repairs and maintenance of the main structure and common parts of the building. We will:

- a) Keep the following in good repair and repair any damage that has not been caused by the tenant, anyone living at the property or visitors to the property:
 - The structure and exterior of the building including roofs, chimneys, external windows and doors, built in garages.
 - Drains, external pipes and guttering.
 - Sewers, which are not the responsibility of another person or body.
 - Paths, steps or other access routes that connect the front of the property to the front door and the front door to the back door.
 - Sanitary fittings in the property, such as baths, basins and WC's.
 - Heating and hot water.
 - Communal areas including entrance halls and stairways.
- b) Maintain any installation provided by the Council for water and space heating and for supplying water, gas and electricity (excluding meters). The Council will also arrange for gas and solid fuel appliances owned by the tenant to be serviced annually. The Council will make all reasonable efforts to enable access to carry out the work.
- c) Keep the property free from hazards as defined in the housing health and safety rating system.

9.2 Right to Repair

The Council will meet its legal requirement under the Right to Repair. The relevant statutory timescales are set out in that scheme and included in the Repair Handbook.

9.3 Leasehold Properties

The Landlord's repairing responsibilities for leasehold properties vary depending on the specific details in each individual lease.

As freeholder, the Council will also be responsible for keeping the structure and exterior of the building in good repair as well as maintaining and repairing all the communal parts of the building and estate.

9.4 Tenant Repair Responsibilities

Tenants are expected to comply with all conditions laid out in section 6 of the Tenancy Agreement relating to repairs and maintenance. Tenants repair responsibilities are provided in more detail in the Repairs Handbook, the relevant section is reproduced at appendix 2.

It is the tenant's responsibility to report repairs promptly, to avoid causing further damage to the property or risk of injury to tenants or others. Failure to report repairs may be considered neglect of the property and is a breach of the Tenancy Agreement.

Tenants are required to:

- Provide access to the property in accordance with section 5 of the Tenancy Agreement.

- Repair and maintain any alterations or improvements which they have carried out to the property following approval from the Council.
- Repair any damage to any part of the property caused by the deliberate or careless actions or omissions of the tenant, anyone living at the property or visitors to the property.
- Keep the property in good internal decorative order, including making good any internal decoration affected by home improvement works or repairs.
- Maintain anything installed or fitted by the previous tenant following a mutual exchange.
- Act in a reasonable manner to help us minimise and address damp mould and condensation

10. Tenant Alterations and Improvements

- 10.1 A tenant may make alterations to their home providing they have obtained permission from the Council prior to works taking place. Permission may contain conditions that the tenant is required to comply with to ensure that the work is completed to an acceptable standard and in accordance with all relevant regulations and other necessary consents, such as obtaining planning permission.
- 10.2 A condition of any permission may also require the tenant to remove any permitted alteration where it has failed to meet the required standard, or where the alteration has deteriorated beyond economic repair, and reinstate the property as if the alteration had not taken place. This may occur at any time during or at the end of a tenancy.
- 10.3 The Council will not withhold permission without due cause but reserves the right to refuse a request to make an alteration.
- 10.4 Depending on the nature of the work the Council may inspect the work during and/or on completion. Minor work, such as replacing taps, will not be inspected.
- 10.5 Tenants are responsible for the repair and maintenance of the alteration during the tenancy.
- 10.6 In accordance with the Housing Service Compensation Policy when a tenant leaves their home, under “The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994”, compensation for improvements they have made can be paid, upon request. The value of the compensation is determined through an assessment process laid down in the regulations.

11. Reporting Repairs

- 11.1 The Council is committed to ensuring that customers can report repairs through accessible and efficient methods.
- 11.2 Reporting Repairs during office hours.

The Council is committed to maintaining as wide range of methods for reporting repairs during normal officer hours. We will continue to monitor the effectiveness of these and explore the potential for increasing options.

- 11.3 Reporting repairs outside of normal office hours.

The Council aims to ensure that all customers who need to report emergency repairs outside of normal office hours are able to do so.

Tenants are able to report emergency work to the Council’s out of hours helpline by telephone or by emailing the Council’s central control desk. These are repairs where there is a potential to cause significant risk to the tenant or property that cannot wait until the next working day. As described in

paragraph 8.2, above, developments in online tenant portals in the future will also extend to reporting emergency repairs.

12. Repairs Requiring Inspection/investigation

- 12.1 The majority of repair requests are raised based on the information provided by the tenant. However it is not always possible to fully diagnose or determine the work required from this information and therefore to minimise inconvenience to the tenant or ensure we have fully understood the scale of the problem on occasion an inspection will be necessary to correctly identify the work required.
- 12.2 A repair inspection appointment will be agreed and booked with the tenant to be carried out within 10 working days of the tenant request.
- 12.3 Once an inspection has been carried out a report to the tenant will be produced within two days setting out the outcome of the visit and how we will address any identified issues and the likely timescales

13. Repair Priorities

- 13.1 There are four repair priorities that cover responsive repairs.
 - 13.1.1 **Emergency Repairs**- repairs where there is a potential to cause significant risk to the tenant or property that cannot wait until the next working day. These will be made safe within 4 hours. Emergency repairs reported outside of office hours will be actioned before the next working day if necessary
 - 13.1.2 **Urgent Repairs**- These will be completed within three working days. These will often be follow on jobs where the emergency repair has only been able to make safe.
 - 13.1.3 **Scheduled Repairs** – Most routine repairs of a non-emergency nature will be scheduled repairs. These will be completed within 20 working days.
 - 13.1.3 **Co-ordinated works**- These are more complex jobs that require either more than one trade or are expected to take more than four hours to complete. The target time for co-ordinated works is 60 days
- 13.2 All jobs will be scheduled at the time of reporting where the tenant has contacted the repairs service directly unless they require pre-inspection.
- 13.3 As part of the visit outcome repairs following on from a pre-inspection will be assigned as priority in line with the categories above. The tenant will be contacted to arrange an appointment for any works once the inspection report is completed.

14. Decanting Tenants

- 14.1 There are a number of scenarios where it may be necessary to decant a tenant. This may be because planned works are intrusive or impossible to be carried out with the tenant in situ or could be to provide safe and habitable accommodation until emergency repairs can be carried out.
- 14.2 When considering a decant one of the following will normally have occurred:

- A hazard has been identified and it is not reasonable for the tenant to occupy the property until remedial works have been carried out
- Loss of primary amenity – electricity, gas, water, WC where no 24 hour alternative can be utilised (neighbour, family) etc
- Works involve use of hazardous substances or controlled by Control of Substances Hazardous to Health regulations (COSHH) (e.g. two or more rooms are affected)
- Loss of significant proportion of habitable space for more than one week and works cannot be sequenced to prevent this.
- The nature of the work is considered detrimental to the health and safety of the occupants.

14.3 More detail on our approach to decants can be found in the separate decant policy.

15. Failure to access the property

- 15.1 If a tenant fails to or is unable to provide access for a pre-arranged appointment, a missed appointment card will be left at the address, requesting the tenant rearrange the appointment within seven days. If the tenant does not make contact within the seven days a further attempt to communicate, by the tenant's preferred contact method, will be made.
- 15.2 If the tenant does not respond to this second communication the repair or inspection will be cancelled after seven days of the second communication. Any contact after this time will be treated as a new request.
- 15.3 Where there has been a repeated pattern of failed appointments due to the tenant failing to allow access then consideration will be given to charging for failed appointment. Each case will be considered on its merits and have regard to any mitigating factors. Waiving of a charge may form part of our reasonable adjustments for disabled customers.

16. Recharges

- 16.1 To ensure that the Council uses its resources in a fair and efficient manner there will be occasions where tenants will be recharged for work carried out to their homes. There are two broad scenarios where this will occur. The Council will recharge tenants for work where damage has been caused by the tenant, their household or visitors to their property, alternatively the council may agree to carry out works that are otherwise tenant responsibility and the tenant has requested that the council carry out the work.
- 16.2 In all cases where a potential recharge may occur consideration will be given to any exceptional circumstances that may apply and discretion will be applied as appropriate. Waiving the charge in such circumstances may be part of the council's reasonable adjustments under the Equalities Act.
- 16.3 When recharging tenants the Council will ensure costs are fair and reasonably recover the costs to the Council of carrying out the work. Wherever possible the tenant will be given an expected cost of carrying out the work and encouraged to seek alternative quotes and consider using an alternative contractor should they wish to do so. However, where the work is urgent and required to maintain the safety or integrity of the building this option may not be offered.
- 16.4 All repairs that are caused by damage whether intentional, accidentally or as a result of negligence will be recharged.

Such work could include:

- Repairing any damage caused to the property, garden or communal area.
- Replacement of fixtures and fittings that are beyond repair.
- All associated costs incurred as a breach of Tenancy Agreement conditions.
- All associated costs incurred as a result of neglecting the upkeep of a garden.
- Removal of rubbish, goods and belongings at the end of the tenancy. The cost of storing any former tenants' belongings will be made in accordance with the relevant policy.

Furthermore, a tenant may be charged if they deliberately present a repair as an emergency to receive swifter resolution than would normally be required by the policy.

16.5 Where there are outstanding charges or other breaches related to the tenancy agreement the right is reserved not to attend to subsequent chargeable repairs.

16.6 In some circumstances the Council may agree to carry out works that would normally be considered the responsibility of the tenant. In these circumstances a recharge may be incurred. In these circumstances the costs will be fully explained to the tenant at the time the work is agreed.

16.7 The following criteria will be applied when considering a request:

- Whether the tenant is currently in breach of any relevant part of their Tenancy Agreement.
- Whether the tenant not having any outstanding recharges.
- The availability of our In-House Repairs Team (or sub-contractors) to undertake the work within the tenant's timescale.
- Any specific vulnerabilities of the tenant that may impact on their ability to carry out/arrange the work themselves.

17. Compensation

17.1 There are circumstances where as a result of a failure in standards of service delivery in relation to repairing obligations where a tenant may be entitled to compensation. These are set out in the compensation policy.

18. Adapted properties

18.1 Where properties have been adapted, the adaptation will be maintained and replaced, when required along with any other fixture or fitting. If the adaptation is no longer required it may be removed rather than repaired.

19. Provision of decorating packs

19.1 In certain circumstances we will issue a decorating pack to allow a tenant to enhance the décor of their properties.

19.2 When deciding whether to issue a decorating pack the Council will consider extent of decorating required to bring the home up to a reasonable standard as well as the ability of the tenant and/or their household to undertake the decorations themselves.

20. Enforcement to allow repairs

- 20.1 As a landlord the Council has a responsibility to protect its assets including the housing stock as well as protect the safety of other residents in our communities.
- 20.2 Whilst the majority of tenants are co-operative and are keen to ensure their homes are maintained to a high standard there are a small minority who for a variety of reasons may be reluctant to allow the Council to carry out necessary repairs. In such circumstances the Council will utilise the necessary enforcement tools to ensure that works are carried out.
- 20.3 Any costs associated with enforcement may also be recharged to the tenant.

21. Compliments and Complaints

- 21.1 Tenants' views are actively encouraged, and all tenants could provide feedback regarding the service they have received.
- 21.2 All complaints received in respect of the service covered by this policy will be determined whether they are a complaint or a request of service.
- 21.3 Complaints will be dealt with in accordance with the Council Complaints Policy.
- 21.4 Both compliments and complaints have equal merit to help improve the services we deliver and identify good working practices to share with others.
- 21.5 Compliments and complaints information is collected by colleagues that are not directly involved in the repairs service.

22. Equality and Diversity

- 22.1 We aim to ensure that our policies and procedures are fair and transparent; and that we work towards achieving balanced and sustainable communities in accordance with our equality and diversity goals.
- 22.2 This policy has been subject to the Council's Equalities Impact Assessment (EIA) screening matrix and [to be updated once new EIA completed.]
- 22.3 We aim to work with other stakeholders both internal and external to ensure the needs, requirements and circumstances of each tenant are considered, this includes any identified health or mobility issues.

23. Implementation and Monitoring

- 23.1 The Strategic Director is responsible for implementing and monitoring of this policy.
- 23.2 This Policy will be reviewed at least every three years from the date approved, to ensure its continuous suitability, adequacy and effectiveness. The introduction of new legislation, regulatory or operational changes or other matters may trigger an earlier review.
- 23.3 Managers of the Repair and Maintenance Service are responsible for making sure that all relevant employees are aware of the contents and responsibilities of this policy.

24. Right to Review

- 24.1 Tenants may request access to information relevant to repairs under the Freedom of Information act.

24.2 Tenants are entitled to challenge decisions made under this policy using the Complaints and Members / MP enquiry process.

Appendix 1 lettable standard

Lettable Standard

The below provides a general overview of our lettable standard. It is a set of principles rather than a technical specification

Overarching Principle

The overarching principal of our lettable standard is to ensure that a property can be lived in from the day the tenant signs for the tenancy. Properties will be let that are safe, clean and in good working order. The condition the property is handed over will mirror that we expect to be maintained during the lifetime of the tenancy.

Safety

Electric and where appropriate gas safety checks will be carried out.

If the property contains a solid fuel appliance this will be checked and repaired as necessary.

Polystyrene ceiling tiles will be removed from any room as these are a fire hazard.

The property will be free from Category One Hazards

1 smoke detector will be fitted in a flat, and 2 in a house.

Cleanliness

Properties will be clean and all parts clear of rubbish

Any visible infestations, with the exception of ants, will be treated

Concrete floors will be clean and reasonably dust free and left in such a condition that a floor covering may be applied by the incoming tenant

Plumbing

Stop taps will be accessible and the location identified for incoming tenant.

Radiators, pipework and heaters will all be in good condition, working, securely fixed, free from damage, and paint splashes.

All waste pipes will be watertight, securely fixed and free from blockages.

Electrics

Electrical fittings will all be in good condition, working, securely fixed, free from cracks, damage and paint splashes.

Externals

Front and rear doors to the property (excluding communal areas) will have their locks changed.

Windows will open, close and lock (were locks fitted) properly and securely, broken glazing will be replaced. There will be no excessive gaps around closed windows, and all seals will be intact and serviceable.

The roof will be watertight with no missing ridge tiles, missing flashing, slipped or missing roof tiles, damaged gutters, missing stop ends or cracked down pipes.

All gutters, gulleys and rainwater pipes will be free from blockages and debris.

Internals

All internal doors should be in good condition and door furniture should operate smoothly, and latches engage properly.

Damp and Mould

The property will be tested for any structural dampness and any remedial works carried out to damp courses. All walls and ceilings will be made free from all signs of previous damp

Decorating

Existing textured finishes on ceilings and walls will be left in place, except where it is damaged.

All plasterwork to walls and ceilings will be tested and will be left in good condition.

There will be no gaps to the plaster finishing around sockets, switches or door and window frames.

All floorboards will be fixed and level and any broken boards replaced. There will not be a gap between floorboards of more than 10mm. .

Carpet grippers will be removed from entrance doorways, thresholds and stair treads to avoid injury.

Stair treads and risers will be in sound condition and securely fixed, free from splits and rot, banisters and handrails will be in place, be securely fixed and free from damage.

The decoration will be in good order throughout. Where this is not the case basic painting will be carried out.

Kitchens

A minimum of 1 x double kitchen sink unit; 1 x double base unit; 1 x single wall unit will be provided, unless the property has a pantry which will reduce the minimum number of units to 1 x double kitchen sink unit; 1 x double base unit.

Kitchen units will have doors that open and close correctly and are in a serviceable condition.

Kitchen taps will be serviceable and be free from leaks. Where taps are renewed in supported properties, these will be replaced with lever type taps.

A sink plug and chain will also be in place.

There will be minimum of 300mm of worktop space either side of the cooker area.

There will be a minimum of two rows of tiled splash back fitted to worktops.

Provision will be made for a utility supply of either gas or electricity within the kitchen; this will depend upon the amount of space in the kitchen.

Where practical and where there is sufficient space for an appliance plumbing for a washing machine will be provided

Bathrooms

We will provide a new toilet seat

The WC pan will be clean and free from cracks or chips either in the pan or around the rim. The WC cistern will flush, and the WC pan will be adequately secured to the floor and be level.

Bath and basin taps will be serviceable, with acceptable pressure and be free from leaks. Where taps are renewed in supported properties, these will be replaced with lever type taps.

The bath and basin will have a plug and chain installed and the bath will be free from cracks or large chips.

There will be at least two rows of tiled splash back to the bath and basin, providing the basin is not directly below a window, in which case one row may have to be fitted. All mastic seals will be in good condition.

If a shower is fitted, the shower components including riser, hose, head and screen will be in good condition. Any tiling that is installed will be adequate for shower use.

Gardens

Gardens will be cleared of all rubbish and unwanted possessions.

Grass, hedges etc. will be trimmed to a height/standard the tenant will be expected to maintain, (final cutting may take place after the tenant has moved in and this will be made clear to the tenant.).

The Council will ensure that fencing that adjoins public footpaths or open areas is secure and in good condition. Other boundaries will be clearly marked.

All brick outbuildings will be structurally safe and clear of all rubbish, debris, waste and unwanted possessions. The buildings must have a working door and lock. Gas and Electric checks will include any outbuildings.

A rotary dryer and sufficient anchor will be provided in all private gardens where such provision is practicable

Appendix 2 Tenant Responsibilities

The list of tenant responsibilities are published in the repairs handbook. The current list of tenant's responsibilities is set out in the table below

Who is responsible for...	Us	You
Aids and adaptations installed by NWLDC, including external ramps and hard-standings	✓	
Blockages - Cost of clearing blockages from toilets, wastes, wet room gullies, external gullies and drains that are not caused by wear and tear of the drainage system or the responsibility of the Water Authority		✓
Carpets and other flooring finishes excluding the bathroom and kitchen and those in communal areas		✓
Carbon Monoxide (CO) detector testing (on a monthly basis as a minimum)		✓
Damage to NWLDC fittings or appliances caused by frost, such as outside toilets and taps		✓
Domestic appliances (unless provided by NWLDC)		✓
Electrical - All elements that NWLDC provided to supply the property with electric such as wiring, consumer unit, sockets, switches, light pendants, cooker connection point and storage heaters. This does not include fittings that have been installed by the tenant with written permission from the council	✓	
Electric fires, surrounds, hearths and solid fuel appliances supplied by NWLDC	✓	
External meter cupboards	✓	
External render and major plaster replacement that has perished or affected by damp	✓	
Extractor fans, fire alarms and CO detectors supplied by NWLDC	✓	
Fences, gates and garden walls fitted by NWLDC	✓	
Floor boards / floor panels (excluding laminate flooring) including where they are affected by woodworm	✓	
Garage - owned and leased by NWLDC	✓	
Garage - plot owned by NWLDC with tenant's own garage on the site		✓
Garden maintained to the standard it was handed over at relet		✓
Gas cooker connection point, where applicable	✓	
Infestations - Damage caused by infestations of pests that could have been prevented by the tenant		✓
Infestations - repair work required to stop vermin entry	✓	
Internal decoration (excluding communal areas)		✓
Internal doors and associated ironmongery		✓
Key safes that have been provided by NWLDC	✓	
Kitchen base units and wall cupboard adjustments		✓

Kitchen cupboards and worktops for fair wear and tear	✓	
Locks - All work required to gain access when locked out of any lock (excluding faulty locks)		✓
Loft insulation	✓	
Minor repairs and maintenance appropriate of a person acting in a tenant like manner		✓
Mould and condensation that isn't caused by a defect that is NWLDC's responsibility		✓
Obtaining and maintaining gas and electricity supplies		✓
Outbuildings - Brick built	✓	
Paths, steps or other access routes that connect the front of the property to the front door, and the front door to the back door	✓	
Power failure due to tenant's faulty electrical items, including resetting or replacing fuses		✓
Replacement of additional keys or fobs for any lock or entry system		✓
Replacement of fluorescent tubes, starters and light bulbs of any type (excluding bulbs in sealed fittings)		✓
Replacement plug and chain to any sink, bath or basin		✓
Sanitary fittings in the property, such as baths and basins, taps and toilets	✓	
Sewers which are not the responsibility of another person or body such as Severn Trent	✓	
Sheds and non-permanent structures installed by the tenant		✓
Sheltered Schemes - Appliances supplied by NWLDC in communal areas	✓	
Sheltered Schemes - Communal areas including entrance halls and stairways	✓	
Sheltered Schemes - Communal TV systems up to the main TV aerial point within each property	✓	
Sheltered Schemes - Door entry systems, lifts, fire alarms and emergency lighting	✓	
Sheltered Schemes - External decoration and internal decoration of the communal areas	✓	
Sheltered Schemes - External drying areas and appliances provided by the NWLDC for washing and drying clothes	✓	
Shower curtain replacement		✓
Skirting boards, picture rails, architrave and battens		✓
Small cracks and holes in plasterwork		✓
Smoke alarm testing (this should be done on a monthly basis as a minimum)		✓
Solid fuel tools		✓
Stairs, banisters and handrails	✓	

Structure and exterior of the building including foundations, ventilation, roofs, chimneys, soffits, fascias, external doors, windows and associated fittings, and integral garages	✓	
Telephone line and points after the initial installation		✓
Toilet seat replacements		✓
TV aerials and TV provided by cable or satellite dishes (excluding communal systems in sheltered schemes)		✓
Wall tiling or aqua board installed by NWLDC	✓	
Washing line concrete posts in place before the start of the tenancy	✓	
Washing lines and rotary air dryers, except those provided by NWLDC in communal areas		✓
Water and heating - Maintaining installations and associated fittings provided by NWLDC for water, space heating, and for supplying water, gas and electricity serving the property (excluding the suppliers pipework, wiring, meters or stop taps)	✓	