

Repairs & Maintenance Policy

Date Reviewed	May 2026	Next Review Date	May 2029
Consultation	H&S Panel, Customers, Staff	Reviewed By	Head of Repairs and Maintenance
EIA	Complete	Responsible Officer	Director of Customer Services
DPIA	Complete	Approval By	BCHG Board

1. Purpose

The purpose of this policy is to ensure that Black Country Housing Group (BCHG) provides a high-quality, efficient, and modern repairs & maintenance service which represents value for money.

This policy explains how we meet our legal responsibilities under the Landlord and Tenant Act 1985 to keep our homes safe, secure and in good repair. This includes looking after the structure and exterior of homes, as well as essential services such as water, heating, gas, electricity and sanitation. It sets out how we will carry out repairs in a timely and effective way, so our residents can live in a home that is safe, comfortable and fit for purpose.

Repairs are an essential means of delivering homes that our residents are proud of and services that they can trust.

BCHG will deliver this service in line with the Regulator of Social Housing Consumer Standards, ensuring homes are safe, well-maintained, and that repairs services are responsive, reliable and informed by accurate, up-to-date information about our homes and customers. We will take a proactive and risk-based approach to maintaining our homes, with a focus on preventing hazards and responding promptly where risks are identified.

Aims

- To deliver a great, consistent, and modern repairs service that represents value for money
- To provide an efficient service that ensures our properties are protected and well maintained
- To ensure all customers live in homes that are safe, of a good standard of repair, and free from hazards, in line with regulatory requirements
- To ensure properties meet the Decent Homes Standard as a minimum and are free from Category 1 hazards under the Housing Health and Safety Rating System, taking action to address risks to health and safety in a timely manner in line with regulatory expectations
- To ensure properties are compliant with the Homes (Fitness for Human Habitation) Act 2018, ensuring properties are free from hazards from which a risk of harm may arise to the health or safety of the resident or another occupier of the property.
- To comply with other relevant statutory and regulatory obligations
- To deliver the promises made within the Value Based Service Standards and the Tenant Satisfaction Metric goals.

- To promote a culture of innovation and incorporate emerging technologies

Objectives

- To interact with residents and hear the resident voice in shaping service delivery and experience
- To continually strive for high levels of performance and resident satisfaction
- To place emphasis on the quality of repair works
- To clearly define the repair responsibilities of BCHG and residents
- To provide a service that is accessible and convenient for residents
- To undertake repairs in the most efficient manner whilst adopting a right first-time ethos

For the purpose of this policy, unless specifically mentioned otherwise, the term resident also covers leaseholders. This includes other tenants, for example, partners or spouses, family members or other household members.

2. Scope

This policy covers the responsive repairs and planned/cyclical maintenance services to properties and communal areas owned and/or managed by BCHG.

Excluded from the policy are void repairs, adaptations, gas safety, fire safety, planned electrical and legionella control works which have their own policies. It also excludes repairs for leaseholders, shared owners and agency managed areas of responsibility.

The policy sets out the repairing obligations of BCHG and of the rights and obligations of our customers. It also outlines how repairs can be reported and prioritised.

BCHG will ensure that services within scope are delivered in a way that meets the outcomes of the RSH Consumer Standards, including safety, quality, transparency and resident engagement.

3. Related Policies and Other Documents

BCHG will deliver a repairs & maintenance service that complies with regulatory and statutory obligations to ensure the health, safety and security of people and property are always maintained.

This policy aligns with the Regulator of Social Housing's Consumer Standards, in particular the Safety and Quality Standard. BCHG will ensure that homes are safe and well maintained, that repairs are delivered in a timely and effective manner, and that services are informed by accurate, up-to-date information about the condition of our homes. We will take all reasonable steps to identify, assess and mitigate risks to health and safety.

The key areas of Internal policies and government legislation for this policy are:

Internal

Strategies	Policies/Procedures
<ul style="list-style-type: none"> • Quality Homes Strategy • Environmental Strategy • BCHG 2030 Strategic Plan • Procurement Policy & Procedure • Resident Engagement Strategy • Equality, Diversity & Inclusion Strategy • Financial Regulations 	<ul style="list-style-type: none"> • Gas Safety & Servicing Policy • Asbestos Policy • Fire Safety Policy • Legionella Policy • Electrical Safety Policy • Complaints Policy and Procedure • Void Property Procedure • Damp, Mould & Condensation Policy • Disrepair Procedure • Adaptations policy

External

Legislation	
<ul style="list-style-type: none"> • Defective Premises Act 1972 • Landlord and Tenant Act 1985 • Environmental Protection Act 1990 • The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 • Housing Act 2004 • Equality Act 2010 • Data Protection Act 2018 • Health & Safety at Work Act 1974 • Building Safety Act 2022 • 	<ul style="list-style-type: none"> • Homes (Fitness for Habitation) Act 2018 • RSH Consumer Standards (including the Safety and Quality Standard) • Building Regulations Act 1984 • Decent Homes Standard • Housing Health and Safety Rating System 2006 • Gas Safety (Installation and Use) Regulations 1998 • Control of Asbestos Regulations 2012 • Management of Health and Safety at Work Regulations 1999

4. Repair Responsibilities, Timescales and Categories

The responsibility for repairing and maintaining homes is shared between BCHG and residents. This is set out in Appendix A.

Residents must report repairs that are the responsibility of BCHG, as soon as reasonably possible, to ensure the property does not fall into disrepair.

Any repair that is assessed as being a category 1 hazard under the Housing Health and Safety Rating System (HHSRS) will be raised as an emergency repair. Category 2 & 3 hazards including those identified under Awaab's Law will be completed as an urgent repair. BCHG will operate a risk-based approach to prioritisation, ensuring that repairs relating to health, safety and statutory compliance are prioritised appropriately. We will maintain oversight of outstanding repairs and completion performance to ensure risks are effectively managed.

When assessing the works, BCHG will consider the nature of hazard and the personal circumstances of resident and the people they live with.

Repairs will be classified and responded to within BCHG's repair categories and timescales as detailed below.

Emergency Repairs

An emergency repair is classified as something that presents an immediate danger to the resident, the public, BCHG property, or would jeopardise the health, safety or security of the resident. They should be attended, with repairs completed within 24 hours, which may include temporary repairs, or works to make safe with a further repair completed subsequently. BCHG will ensure that emergency repairs are appropriately triaged and monitored to completion to mitigate ongoing risk.

Urgent Repairs

Urgent repairs are those that do not pose an immediate danger but could significantly impact the resident's comfort, convenience, or the condition of the property, and will be attended to with repairs completed within 7 calendar days, which may include temporary measures where necessary to mitigate the issue until a full repair can be carried out

Next Convenient Appointment

An appointable repair is a repair that can prevent immediate damage to the property and/ or overcome inconvenience to residents.

These will be carried out within 28 calendar days from the time a repair is reported to the completion of the work, at the resident's convenience.

Planned Repairs

There are some repairs that require specialist materials and/ or equipment and further time to complete, or form part of a cyclical and/or capital maintenance programme. These types of work generally consist of a replacement rather than a repair of a component.

We aim to complete planned repairs within 92 calendar days, and capital replacements—such as kitchens and bathrooms—within 183 calendar days. Where access is required, appointments will be arranged directly with residents.

Examples of repairs that fall under each response category are listed in Appendix B.

Severe Weather and/or Pandemics

On occasions where the work is of non-essential nature, BCHG may decide to defer action under day-to-day repairs and incorporate within a planned or cyclical work programme.

The Executive Team may vary the criteria in times of national emergency, such as severe or extreme weather as defined by the Met Office, or as with the COVID-19 pandemic as advised by HM Government. In these circumstances, BCHG may decide to only deliver repairs services of an emergency nature, thereby releasing resources to focus on delivering services to those most at risk.

We will continue to log, then respond to any repair requests when the situation improves, this may take longer than normal to complete non-emergency repairs.

The Executive Team may also vary the criteria to respond more quickly, where vulnerable people are at risk or likely to suffer particular problems or inconvenience. BCHG will ensure that any variation to service delivery continues to prioritise resident safety and compliance, with appropriate oversight and communication to residents.

5. Reporting Repairs

BCHG will ensure that reporting routes are accessible, inclusive, and responsive to the needs of all residents, including those with vulnerabilities, and will make reasonable adjustments where required.

BCHG are committed to making access to its services as easy as possible. In view of this there are a number of ways for customers to report repairs at a time and place that suits them as follows.

Resident portal	Email
Telephone	Website

Appointments

In addition to providing a 24-hour emergency repairs service, BCHG provide a range of appointment slots for non-emergency repairs during normal working hours as detailed below. BCHG will also, on request, meet the needs of customers who are unable to take time off work for repairs up to 6pm weekdays and up to 12 noon on Saturday mornings.

Appointment Slot	Time Window
Morning	8:00 to 12:45
Afternoon	12:45 to 17:45
Avoid school run	10:00 to 14:00
All day	08:00 to 17:45

Access

Residents must allow access for workers sent by BCHG to inspect and carry out repairs, servicing, and improvements. In emergencies we will need immediate access to mitigate risk to residents and their neighbours. Prevention of access may result in legal action and costs incurred will be pursued. Where access is required for safety or compliance purposes, BCHG will take all reasonable steps to gain entry, including legal action where necessary, to ensure the safety of residents and the property.

If BCHG are unable to gain access following two unsuccessful visits due to the resident not being home for a repair (confirmed appointments), the resident may be notified that the repair has been cancelled and to contact BCHG to raise another appointment. However, this is a last resort and we will do all we can to work with residents to gain access and complete the repair. This will include taking into account individual residents' circumstances and making reasonable adjustments where we can.

Where a no access occurs and the repair is related to health and safety or compliance matters, or materials have been ordered, the repair will stay open to allow time to make

contact to rebook the repair.

As a condition of their tenancy agreement, residents are required to pay a callout charge should they fail to keep any confirmed appointment by our employees or contractors have made in which they have given them at least 24-hours' notice and they fail to keep that appointment without good reason. If the resident notifies BCHG of when they are unable to make an appointment within at least 3 hours from the time of the appointment, the callout charge will not be applied.

BCHG will monitor no access visits to ensure a property does not fall into disrepair.

Pre-Inspections

A pre-inspection may be required before a repair appointment can be arranged. This will include circumstances where the scope of the repair is unknown. The inspection may be a physical visit to the property or alternatively may be through a virtual video call. Following the inspection, the repair will be diagnosed and planned within the appropriate timescales.

Post-Inspections

To ensure BCHG are delivering a high-quality repairs service and committed to added value, a sample of completed repairs will be inspected regularly. Post inspections are generally conducted as a desktop process using the data and images available on the our repairs system, however for repairs of a higher value, a physical on-site inspection is required in line with the post inspection procedure.

6. Equality, Diversity & Inclusion

Equality, Diversity & Inclusion is central to our business; promoting fairness and opportunity for customers and staff; helping BCHG to provide the best services shaped by and for residents; and provide you with the right personnel for your circumstances.

We are committed to celebrating diversity. To ensure equal access to our services is available, BCHG comply with the Equality Act 2010 and all other legislative requirements relating to equality. We will work to avoid exclusions or restrictions that are not appropriate to the needs of our tenants and that may lead to discrimination. We will endeavour to ensure that all customers receive a consistent level of quality service.

Equality Consideration

Under the Equality Act 2010 BCHG must consider whether our policies adversely affect our residents and/or staff. An Equality Impact Assessment (EIA) has been completed following consultation with customers.

An equality impact assessment has been undertaken for this policy, which found no adverse or disproportionate impact on individuals across the protected characteristics set out in the Equality Act. The policy is expected to have a positive impact in relation to disability and age, supporting improved outcomes for these groups, while having no identified impact—positive or negative—on the other protected characteristics.

BCHG will use data and insight to understand the diverse needs of residents and will monitor service delivery to ensure equitable outcomes.

7. Workstreams

Responsive Repairs

BCHG are responsible for maintaining the structure and exterior, internal fixtures and fittings, water, drainage, gas, and electrical systems and paving and relevant boundaries to all the properties that it owns.

These responsibilities may be carried out directly by BCHG or delegated, under a written agreement, to a third party e.g. where a site is leased to another organisation.

When carrying out responsive repairs, BCHG will reinstate the item or component to the 'as-built' standards where this is reasonably possible. Where a repair is not possible, items and components will be replaced on a like for like basis, where this is practicable. The standard of any replacement materials, fittings or components will be at least the equivalent of those replaced, however colours may not fully match aged items.

Where customers have reported a high level of repairs over a set period of time, an inspection will be carried out to the property to determine the cause of the repairs. The inspection will identify whether further repairs should be carried out as a property MOT, with the property monitored for an ongoing reduction in volume and cost.

BCHG will use property condition data, repair history and compliance information to inform decision-making and ensure that homes are maintained proactively and risks are identified early.

Vacant Properties

Vacant properties are managed in accordance with our voids property procedure which seeks to ensure that vacant properties are made ready and let to new customers as quickly and efficiently as possible.

BCHG has a lettable standard that is made available to prospective tenants when viewing a property to enable them to make an informed choice and to assess the condition of the property.

Cyclical Decorating

External painting will typically be carried out once every six-years on a rolling programme. Residents will be consulted on colour choice for doors. In developing the cyclical painting programme, the Group will ensure, as far as it is reasonable, that roughly equal numbers of properties are painted each year.

All properties in the programme will be inspected prior to start and repairs to external joinery, guttering etc. will be included in the programme. External painting will normally be carried out between April and September.

Painting of internal communal areas to blocks will be treated in a similar manner. Work

will normally be carried out during the period October to March. Internal communal areas to sheltered and other specialised accommodation may be painted on a more regular basis, but typically once every six-years.

Compliance

All gas, mechanical and other installations for which BCHG is responsible will be inspected, tested and serviced in accordance with legislation, regulation and BCHG policy. BCHG will maintain up-to-date compliance records and ensure that statutory obligations are met at all times, with appropriate oversight, reporting and escalation of any risks.

Estates Maintenance Services

Contracts for garden maintenance, window cleaning and communal cleaning will be arranged to an agreed specification. Consultation and monitoring will take place at appropriate intervals but at least annually as part of service charge reviews.

Planned / Capital Works

A 30-year programme of planned maintenance will be in place as indicated in the Quality Homes Strategy, with the programme updated annually and is administered separately from the responsive repair service.

The priority for the delivery of the planned programme is based on meeting legal requirements of Decent Homes that identify the need to provide safe, warm, and modern homes.

Planned maintenance programmes include items such as replacement kitchens, bathrooms, and windows/doors. BCHG will ensure that customers are consulted and kept informed when any planned works in their homes or neighbourhoods are scheduled to take place.

The programme will be informed by accurate and up-to-date stock condition data, ensuring that investment decisions are based on need, risk and the objective of maintaining safe and decent homes.

Rechargeable Repairs

Damage that has been caused by a resident, their family members, or visitors to a property may be rechargeable. A rechargeable repair is defined as, *'repairs that are above and beyond normal wear and tear, and arise from abuse, accidental damage, neglect or deliberate and/or malicious damage'*. Call out fees for any emergencies and/or out of hours work carried out which on arrival were not deemed to be an emergency will also be recharged.

Rechargeable repairs are underpinned by the tenancy agreement which will enable BCHG to recover the costs resulting from residents who fail to meet their obligations.

If a resident has been the victim of crime and as a result their home has been damaged, BCHG will, upon receipt of a crime number, repair the damage and not recharge the customer. However, if it is found that the resident or a family member or visitor has been responsible for any criminal damage, it will be the resident's responsibility to either repair the damage or pay for the repairs to be completed.

BCHG operate a system of fixed price charging for repairs which are the residents' responsibility. The price will be based on the prevailing schedule of rates in use at that time plus a 10% administrative charge. The price will be confirmed in advance of any work being ordered and will be payable in advance (minimum 50%). In certain circumstances an arrangement for payment will be entered in to so that the tenant is able to make payments over an agreed period.

Resident Led Alterations

Where residents wish to make alterations to their home, they must make an application in writing to carry out the works. The request will be assessed, and we will confirm with you our approval or otherwise to undertake such works. In some instances, approval will be subject to a number of conditions that must be met before undertaking works. Where a resident carries out unauthorised works in their home, we may take action as detailed within the tenancy agreement.

Where residents have carried out alterations or improvements to a property and written permission has been sought, BCHG will not be responsible for carrying out repairs unless this has been previously agreed and in writing.

8. Adaptations

BCHG will support residents to live independently by providing or permitting adaptations to their homes. Minor adaptations may be approved and, where appropriate, funded by BCHG. Major adaptations will normally require an assessment by an occupational therapist and are typically funded by the local authority through a Disabled Facilities Grant.

Further details can be found in the Adaptations policy.

9. Disrepair

Section 11 of the Landlord & Tenant Act 1985, Section 4 of the Defective Premises Act 1972 and Section 10 Homes (Fitness for Human Habitation) Act 2018 imposes an obligation on the landlord to keep the property in good repair. If these repairs are not carried out, then a resident may be able to take legal action against us for disrepair.

BCHG will be proactive in identifying potential disrepair issues and dealing with these to prevent formal notice. BCHG have a full disrepair procedure to follow, however in summary, once formal notice has been received, we undertake the following:

- Investigate and respond to the claim within the disrepair protocol timescales.
- Complete a disrepair inspection to identify any liability for BCHG and any works required.
- Repairs will be carried out in-line with the disrepair protocol timescales as priority works.

BCHG will use insights from disrepair cases to identify recurring issues and implement preventative actions to reduce future risk.

10. Resident Responsibility

Residents are responsible for taking out adequate home contents insurance as BCHG are not responsible for insuring residents' furniture, contents, or possessions.

Residents are responsible for any loss or damage to their home due to theft, fire, vandalism, flooding, or accidental damage. They may also be responsible for damage caused to another property, for example, caused by flooding from their property.

BCHG actively promotes access to the cost-effective 'My Home Contents Insurance Scheme' provided by the National Housing Federation, or residents can make their own arrangements.

Residents are responsible for internal decoration and cleanliness, maintaining their own gardens, repairs to fixtures and fittings owned by them, damage caused by wilful neglect and a number of minor repair items detailed in Appendix A.

11. Performance Monitoring and Resident Satisfaction

BCHG will maintain an effective performance management framework to ensure oversight of repairs service delivery, compliance, and risk.

We will record and monitor a range of financial and performance indicators to assess and improve the performance of the repairs service. Resident satisfaction surveys will be undertaken. Levels of satisfaction will be measured and analysed by resident profile when systems allow.

Service performance information will be reported monthly, and key performance indicators will be available to residents and will be posted on our website and we will involve residents in monitoring the performance of the repairs service.

Performance information will include measures required under the Tenant Satisfaction Measures (TSMs) and will be used to assess service effectiveness, identify areas for improvement, and provide assurance to the Board.

Specific areas of performance will be reported as follows.

- Monthly KPI's to Executive team with updates to Board
- Quarterly maintenance reports to Partnership Board
- Quarterly compliance reports to Executive Team and Group Audit Committee

This policy will be reviewed every 3 years or as required by legislative or regulatory changes.

We aim to ensure residents are fully satisfied with our repairs service. However, on occasions when residents are dissatisfied with our service, we want to hear about it so that we can put things right. Where a resident wishes to formally complain, complaints will be handled in line with BCHG's Complaints Policy.

BCHG will use analysis gathered during the complaints process and from satisfaction

responses, hearing the resident voice in further shaping and enhancing repairs service delivery. We will also use intelligence gathered from repairs logs in enhancing the repairs service such as upgrading material components to further prolong their life, resulting in fewer breakdowns, such as taps, showers and locks etc.

BCHG will ensure that residents are provided with clear, accessible information about repairs performance and will demonstrate how resident feedback and complaints have informed service improvements.

12. Consultation and Information to Residents

In all cases where major repairs or planned and cyclical maintenance are proposed, residents will be consulted in advance. The consultation will explain, in non-technical terms what work is proposed, when it will be carried out, when it will start, how long it is expected to take, which contractor will be doing the work, whom to contact in case of problems and complaints.

In the case of work that requires the tenant to move out temporarily, or work which involves significant disturbance (new damp course, rewiring, etc.) home visits will be carried out to explain what is involved and to give customers an opportunity to ask questions. Where it is necessary for the resident to move out temporarily, BCHG will give reasonable notice, cover reasonable costs, and arrange suitable alternative accommodation.

Where work entails changes to the layout or design of the property, such as a kitchen replacement, the views of residents on the proposed changes will be sought at an early stage. This consultation should include opportunities for residents to inspect plans, to view samples of new fittings and finishes, and to have access to appropriate technical advice on the options available.

Residents will be given a reasonable choice of colours and fittings and design options, except where this would entail significant extra expense for BCHG, or where difficulties would be encountered in obtaining replacements in the future, or where the value of the property to BCHG and future customers would be reduced.

BCHG will ensure that consultation is meaningful, timely and proportionate, giving residents a genuine opportunity to influence decisions that affect their homes and services.

13. Leaseholders and Shared Owners

We will undertake repairs to leaseholders' and shared owners' properties only where there is a contractual or other legal obligation that we do so. In most circumstances this means that, unlike for general needs tenants, the leaseholder/shared owner is responsible for repairs to internal building components (such as internal doors, kitchens/bathrooms etc.) and services inside the property, while BCHG is responsible for maintaining the structure, common parts, and supply of services to each flat.

Leaseholders are required to pay a proportion of the cost of repairs and maintenance to the structure and exterior of the block and the common parts as set out in the lease.

BCHG will comply with Section 20 of the Landlord and Tenant Act 1985, requiring us to serve a notice of intention, then undertake consultation before proceeding with works where recovery of cost exceeds £250 per leaseholder.

14. Appendixes

Appendix A – Repair Responsibilities

Appendix B – Repair Categories and Examples

Appendix A – Repair Responsibilities

Repair Item	Responsibility	
	BCHG	Customer
EXTERNAL		
Communal areas including lifts and stairs maintenance		
Garages and outbuildings, if owned by us (excluding unauthorised alterations)		
Footpaths and hard standings within the property boundary		
External painting and decoration		
External masonry, cladding and rendering		
Boundary fencing, walls and gates erected by us or with our permission (Privacy panels and gates and fencing leading on to communal areas – as per boundary detail)		
Boundary fencing outside of privacy panels and leading on to communal spaces		
Boundary fencing, walls and gates erected by the customer, we will only remove if it is presenting a health and safety risk		
Footpaths and hard standings installed by the customer		
Repairing and/or replacing clothes posts, lines (unless Communal) and props		
Garden maintenance and clearance of rubbish (unless Communal)		
Tree maintenance and/or removal (unless in a Communal area)		
INTERNAL		
Door and Window repairs/replacement due to wear and tear		
Outside doors, frames, and thresholds		
Outside door locks and ironmongery		
Internal door latches and handles		
Door entry systems		
Door vents repairs (the customer has the responsibility to keep vents clear to ensure permanent ventilation for heating appliances)		
Window frames and architraves, cills		
Window ironmongery and trickle vents		
Internal timber or UPVC window boards		
Additional window locks (unless DV case and requested by CRM)		
Window blinds removing and adjusting		
Security door chains		
Adjusting doors for new floor coverings		
Gaining entry to the property due to keys lost and fobs, lock-in and lock-out*		
Glazing and other damage due to misuse		
Roofs and Canopies		
Aerials, satellite dishes, telephone equipment and all associated cabling		
Chimneys and chimney stacks and pots		
Roof structure and coverings		
Fascia, soffit, and barge boards		

Guttering rainwater pipes and clips	
Concrete canopies over doors and windows	

Repair Item	Responsibility	
	BCHG	Customer
Pipes and Drainage		
Soil vent pipes and clips		
Drain and gulley surrounds		
Drain grids		
Inspection chambers		
Clearing blocked drainage (not the water authority primary drainage)		
Keeping gully grids clean		
Walls		
Foundations and damp-proof course		
Core vents repairs (the customer has the responsibility to keep vents clear to ensure permanent ventilation for heating appliances)		
Major plaster work		
Skirting boards		
Wall tiling if provided by us (where tiles are replaced an exact match cannot be guaranteed)		
Wall tiling installed by the customer		
Decorative dado and picture rails installed by the customer		
Minor plaster work such as small holes and minor imperfection in finish		
Decorative finishes - paint, panelling and artex (some artex may contain small traces of asbestos) customers must seek permission from us before removing artex finishes		
Ceilings		
Large plaster work		
Minor plaster work such as small holes and minor imperfection in finish		
Decorative finishes - paint and artex (some artex may contain small traces of asbestos) customers must seek permission from us before removing artex finishes		
Decorative plaster coving		
Floors		
Timber floorboards and joists		
Concrete and screeds		
Vinyl flooring and floor tiles provided by us (where tiles are replaced an exact match cannot be guaranteed)		
Flooring in communal areas		
Floor covering and carpets (not in communal areas)		
Staircases		
Treads, risers, banisters, spindles, and handrails		
Additional handrails and brackets (unless via an adaptation request)		

Repair Item	Responsibility	
	BCHG	Customer
Bathroom		
Bath panels		
Sink unit		
Wash hand basin		
Bath/ shower tray		
Showers (if installed by BCHG)		
Seals to bath/ sink		
Toilet seat and lid		
Shower curtain		
Bath/sink plugs and chains		
Wooden airing cupboard shelving slats		
Kitchens		
Kitchen cupboards		
Cupboard drawers and doors		
Cupboard handles, catches and hinges		
Worktops		
Any damage to the above caused by misuse		
Plumbing		
Water service pipes from internal stop tap, overflow pipes and water tanks		
Blocked sink, bath, and wash hand basin waste pipes		
Blocked toilets (Recharges will apply if due to Tenant – baby wipes etc.)		
Taps, stop tap and wheel valves		
Toilet flushing system		
Plugs and chains		
Bleeding air from radiators		
Removing and replacing of radiators for decoration		
Repairs to plumbing due to misuse, decorating, carpet fitting etc.		
Gas Services		
Gas pipework (internal leading from the meter)		
Gas boilers		
Gas fires		
Radiators, valves, time clocks and thermostats		
Gas meter and supply of gas		
Repressurisation of boiler		
Gas cooker disconnection and reconnection		
Solid Fuel Appliances		
General cleaning of appliances de-ashing and cleaning of throat plate		
Repairing and/or replacing of component parts		
Annual Servicing of Solid Fuel Appliance		

Repair Item	Responsibility	
	BCHG	Customer
Electrics		
Electric consumer unit and trip switches		
Electrical wiring, sockets, and light fittings (if fittings installed by us)		
External light fittings (if installed by us)		
Electric storage heaters (if installed by us)		
Electric focal point fires (if installed by us)		
Immersion heaters		
Extractor fans		
Heat recover units/ air-source heating and PV installations		
Smoke and carbon monoxide alarms		
Sealed lights found in kitchens and bathrooms		
Standard light bulbs and fluorescent tubes (except communal areas)		
Electrical appliances, plugs and fuses		
Electric meter and supply of electric		
Electric cooker disconnection and reconnection		
Energy efficiency		
Draught proofing		
Loft Insulation		
Adaptations		
Minor adaptations as a result of recommendations made by social services (In line with Adaptation Policy)		

Appendix B – Repair Categories and Examples (list is not exhaustive)

Emergency repairs

- Unsecure doors and windows
- Loose or detached handrail, banister, or similar item
- Unsafe electrical lighting or other fittings
- A blocked flue
- A water leak that cannot be contained
- Total loss of electricity or water supply
- Major structural damage
- Serious blockages to main drains (or blocked or broken toilet if it is the only one and where the tenant has attempted to clear the blockage)
- A complete loss of heating in the winter where no alternate heat source is available (emergency action may include the provision of temporary heating)
- Complete loss of lighting to communal areas
- Make safe dangerous structures, such as access paths and paving, walls, parapets, ceilings staircases etc.

Next convenient appointment

- Partial loss of electricity
- Partial loss of heating or water
- Minor leaks and blocked drains and pipes
- Faulty electrical fittings and minor electrical faults
- Repairing and replacing individual kitchen units
- Replacing door and window furniture (if there is no safety or security risk)
- Patch repairs to plasterwork
- Replacing wall and floor tiles
- Other minor plumbing work and replacing taps
- Repairing and clearing guttering and down pipes
- Minor roof repairs
- Partial loss of lighting to communal areas
- Blocked sink, bath, or basin inside the dwelling unless the tenant has been unable to resolve the blockage with commercially available products
- Containable water leaks
- A tap cannot be turned
- Door/gate entry system is not working
- Extractor fan broken in internal bathroom or kitchen
- Minor Fencing Repairs

Planned/Capital Replacements

- Repairs to outside walls (non-urgent)
- Large repairs to plasterwork
- Large roof repairs and gutter works (non-urgent)
- Fencing replacements (non-urgent)
- Replacement glazing (Misted Units)
- Groundworks repairs/replacements
- Flooring/covering replacements (non-urgent)
- Boiler Renewal
- Window and External Door Renewals
- Kitchen & Bathroom Replacement

- Driveway Replacement
- Lift Replacement
- Rewire of Property

**Please note, this list is not exhaustive*