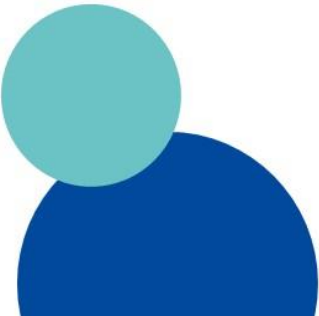




Waverley Borough Council

# Housing Repairs Policy

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**Latest publication date: 7<sup>th</sup> July 2025**  
**Lead Officer / Team: Service Improvement Team**



# 1. Document Information & Governance

## 1.1 Approval & Publication:

Approving Body	Approval route requirement	Publication Type	Review frequency	Document owner	Next Review Date
Head of Service, Co-Portfolio Holder for Housing		Internal/ external	Annual	Responsive Repairs Manager	October 2025

## 1.2 Version Control Information:

Version	Version Status (Draft, Approved /Published Internally or Externally)	Date	Version Comment	Version Author
V0.1	Working Draft	26/09/24	Creation of the document	AHardie
V0.2	Working draft	29/05/25	Update from LSAB	AHowson
V1	Drafted	07/07/25	Presented to Executive	MAlexander
V1	Approved	07/07/25	Approved by Executive	MAlexander

## 1.3 Impact Assessments and Consideration:

Impact Assessment Type	Required / Not Required	Date Completed	Impact Assessments and Considerations Comment	Assessment Owner
Equality Impact Assessment	Required	Dec 2024	n/a	AHardie
Data Protection Impact Assessment	Not required			
Climate Change	Not required			

## 2. Introduction

Waverley Borough Council is committed to providing an effective repairs and maintenance service to ensure high levels of resident satisfaction and to protect the value of its housing stock.

This repairs policy is the overarching guide to how we deliver, and what we deliver, in terms of responsive repairs and maintenance in our properties and associated areas and sets out the services and standards our tenants can expect.

This policy applies to general needs of housing properties including temporary accommodation and communal areas of the stock owned and managed by Waverley Borough Council. This policy also applies to the council's responsibility to repairs for leaseholders as stipulated by their individual lease agreements. The policy should be read alongside the tenancy agreement, which sets out the repair responsibilities of the Council and the tenant.

## 3. Policy Statement

The Council will maintain its homes in good condition by providing effective repairs and maintenance service to residents.

The Council will ensure that its repairs and maintenance services reflect the following overall principles:

- Provide a flexible, convenient and customer-orientated repairs service that gives priority to the safety and comfort of our residents
- Repair and maintain the housing stock to the Decent Homes Standard
- Meet the council's legal and contractual obligations
- Ensure the repairs service meets the performance and quality standards set by the council
- Ensure the services provided are cost effective and obtain the best value for residents from available financial resources
- Ensure the principles of health and safety and equal opportunities are central to working procedures and practices
- Maximise opportunities for resident involvement in determining the quality of the services delivered
- Carry out environmentally sustainable repair and maintenance practices whenever possible
- Measure and monitor customer satisfaction and make use of the information to continuously improve services

## 4. Aims of the Policy

The aim of this policy is to enable an efficient and effective repairs service that maintains the properties we let as a decent place to live. 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 balance operational needs and tenants' requirements; aiming to deliver a right first-time approach that achieves value for money
- Deliver a consistent and reliable 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

## 5. Legal Framework

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

- Construction, Design Management 2015 (as amended)
- Section 11 of the Landlord and Tenant Act 1985
- Building Safety Act 2023
- Social Housing Act 2023
- 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
- The Fire Safety (England) Regulations 2022
- 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)

## 6. Rights and Responsibilities

### 6.1 Waverley Borough Council responsibilities

Our responsibilities for repairs and maintenance are listed on page 13 of 'Your Introductory/ Secure Tenancy - September 2022.

We will:

- keep the structure outside of your home in good repair. This means we will repair things such as windows and outside doors, roofs, drains, gutters and pipes outside the property.
- keep all the installations for supplying you with water, electricity, gas and sanitation facilities in repair and working order, as long as we installed these. This includes sinks, toilets, basins and baths. This does not include other fixtures and fittings or your own appliances that use water, gas or electricity. It also does not include any gas, electric or water meters that serve your home, as these are the responsibility of the companies who supply the service to you.
- keep in repair and working order any heating fittings (including for heating the water) that we have installed in your home.
- keep all shared areas and items that are our responsibility in a state of repair. This means we will repair things such as shared entrance doors, staircases and hallways.
- keep all shared services, such as lighting in corridors and door-entry systems, in repair and working order.
- make sure we remove our rubbish, building materials and equipment from your home within a reasonable time after carrying out repair work and will try to keep disruptions to a minimum.
- carry out repairs within timescales set by law or within a reasonable time of becoming aware of them. If we do not, under Section 96 of the Housing Act 1985 (the Right to Repair), there are regulations stating that, depending on certain conditions, we will pay you compensation.
- carry out a minimum of 10% post inspections in addition to the repair's contractor completing a minimum of 10% Post inspections
- ensure the contractors provide each operative and any subcontractor with identity cards including the operatives photo, name and logo of their company and WBC logo. They must present these prior to entering your home.

## 6.2 Tenant responsibilities

Your responsibilities for repairs and maintenance are listed on page 14 of 'Your Introductory/ Secure Tenancy - September 2022'.

You must look after your home in a reasonable and responsible way. You must report to the Housing Repairs Service immediately any repairs that need carrying out to your property that we are responsible for.

There are some types of repair that are your responsibility. These include:

- decorating the inside of the property
- replacing internal broken glass
- accessing the property, and arranging a new set, if you have lost your keys
- replacing door catches and door handles inside the property
- replacing loose or broken toilet seats
- replacing sink and bath plugs and unblocking sinks, baths and toilets
- repairing or replacing gas cookers, gas connections and other gas appliances that belong to you (with an accredited specialist)
- dealing with gas leaks on appliances that belong to you (with an accredited specialist)

- repairing or replacing electric cookers, electrical connections and electric appliances that belong to you (with an accredited specialist)
- resetting electrical trips
- replacing fuses to appliances
- replacing light bulbs
- replacing smoke detector batteries unless we have hard wired the smoke detector
- dealing with phones and phone connections, TV aerial points and any other equipment which needs connection points
- dealing with digital TV cables, internet connections and other technology connections
- replacing dividing fences between properties
- replacing damaged or missing tiles to hearths or surrounds. However, if there is a gas fire or back boiler in the fireplace, we will remove this for you.
- keeping all grates, grids, drains and gullies clean and clear except gutters that catch water from the roof, which are our responsibility.
- not do anything to deliberately block toilets and sinks.
- if you, your friends, relatives, children or any other person living in or visiting the property damages the property or any items, you are responsible for repairing, renewing or replacing these items at your own cost even if they are normally our responsibility. If we have to carry out the work, we will charge you the cost of the work.
- managing condensation levels inside your property by properly ventilating and heating it. You should not dry wet clothes and possessions inside the property on or by radiators or heaters.

### **6.3 Communal Repairs**

Waverley Borough Council is responsible for repairs that are necessary to any communal areas such as:

- Stairs
- Lifts
- Fire alarm systems and emergency lighting
- Landings
- Door entry systems and security gates
- Communal lighting
- Communal drains
- Communal windows
- External areas such as bin storage areas, boundary fencing and walls, paving, communal gardens etc.

### **6.4 Leaseholders and shared ownership**

We will undertake repairs to leaseholders' and shared owners' properties where there is a contractual or other legal obligation to do so. In most circumstances, the leaseholder/shared owner is responsible

for repairs to internal building components (such as internal doors) subject to lease agreement specifics and services inside the property, while the council 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 their lease.

## **7. Reporting a Repair**

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.

Reporting Repairs during office hours. The council offers a range of ways for reporting repairs, including emergency repairs. Tenants can report repairs online, by telephone, in person (during office hours) by email, in writing or to a member of staff.

Reporting Emergency repairs outside of normal office hours. Tenants can report emergency work to the council's out-of-hours helpline by telephone. 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.

## **8. Repairs Priorities**

### **8.1 Emergency Repairs**

These are repairs where there is a potential to cause significant risk to the tenant or the property. Emergency repair is used to describe such works that can be defined as removal of the risk that generated the emergency. In all instances, if possible, a full repair will be undertaken on attendance. Our agreed response time for emergency repairs is attendance within 2 hours of the repair being reported.

Emergency repairs include;

- major structural damage,
- a water leak that cannot be contained,
- a total loss of electricity,
- a loss of water supply, fire and flood damage,
- serious blockages to foul water drains,
- loose or detached handrails, banisters or similar items,
- insecure external doors or windows,
- offensive or discriminatory graffiti,
- a complete loss of heating and/or hot water in the winter season (31<sup>st</sup> October to 1<sup>st</sup> May) including secondary heating sources. Vulnerable customers will receive priority during peak times, which may include the provision of temporary heating.

## 8.2 Urgent Repairs

Urgent repairs are deemed to be more time critical than routine repairs but are not classed as an emergency as there is no immediate or significant risk to the tenant or the property. Our agreed response time for urgent repairs is attendance within 7 working days of the repair being reported.

## 8.3 Routine Repairs

A routine repair is any type of repair that does not fall into the emergency or urgent repair criteria. Our agreed response time for a routine repair is attendance within 28 days of the repair being reported.

## 8.4 Assessment of residents' needs and circumstances

The health and vulnerabilities of the household will be considered when assessing priority of repairs.

## 8.5 Out of Hours Provision

The council operates an Out of Hours Service during evenings and weekends outside of the council office opening hours. This is for emergency building, electrical or plumbing, drainage defects to Council owned housing only. All calls will be triaged via our Out of Hours call center and contractors may attend to make safe only, with follow on repairs to be reported the next available working day.

Where an emergency occurs that deems a tenants home not safe or un-inhabitable e.g. fire or water damage or not secure, the council Out of Hours Call Centre will always recommend tenants stay with relatives or friends in the first instance, failing that a temporary decant to a Hotel is the only option available which will be booked via the Call center (Please see [Home Relocation \(Decant\) Policy](#)).

For complete loss of heating and/or hot water in the winter season (31 October to 1 May) including secondary heating sources. Vulnerable customers will receive priority during peak times, which may include the provision of temporary heating.

## 9. Rechargeable Repairs

The Council will charge residents for repair works carried out on their behalf where this expenditure has been caused either by damage which is not the result of fair wear and tear, or by unauthorised alterations to the property. All repairs that are caused by damage whether intentional, accidental or as a result of negligence will be recharged to the tenant in the following circumstances:

- Repairing any damage caused to the property, garden or communal area
- Replacement of fixtures and fittings that are beyond repair
- Reporting emergency repairs that are not an emergency
- 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
- Where the removal of rubbish, goods and belongings is required to clear a property left behind by the former tenant. The cost of storing former tenants' belongings will be made in accordance with the relevant policy.



- An additional call out charge will be added for out of hours call outs where the repair is rechargeable

All costs associated with the repair will be recharged including an administration fee and vat.

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

## 10. Right to Repair

The right to repair scheme gives a tenant the right to request another contractor and to claim compensation if certain small and urgent ("Qualifying") repairs valued at less than £250 are not carried out within prescribed time limits.

Qualifying repairs under the Right to Repair Scheme 1994 will be carried out within the statutory timescales. Should these timescales not be met, the council will be liable to pay compensation to the tenant at the prescribed rate (See Compensation and Reimbursement Policy).

The Right to Repair Scheme involving compensation only applies if works are not carried out within the timescales specified and the following qualification criteria are met:

- The repair must be an emergency or urgent repair that affects the tenant's health, safety or security
- Waverley Borough Council must be responsible for the repair
- The repair must cost less than £250.

If the repair is not carried out within the initial timescale the tenant can request that another contractor carries out the works. If the works are then not completed within the second specified period, the tenant may request compensation.

The council will only meet claims for compensation where tenants have followed the appropriate repairs reporting and notification procedure.

There is no compensation payable for Right to Repair if:

- The repair was as a result of damage caused by the tenant
- The tenant had not informed the council that the repair was needed
- The tenant did not allow access to complete the repair or missed the appointment
- Access could not be gained for health and safety reasons.

## 11. Right to Buy

Tenants who wish to purchase their home can submit a Right To Buy (RTB) if they meet certain criteria. However, upon doing this they are entitled to statutory repairs only to ensure the property is weather proof, safe and all services (gas, electric, water, drainage) are in proper working order. No replacement works will be carried out unless absolutely necessary.

## **12. Policy Outcomes**

By successfully implementing this policy it will enable an efficient and effective repairs service that maintains the properties we let as a decent place to live.

## **13. Document Improvement**

The Council welcomes comments and feedback on its policies and procedures. Please contact the Service Improvement Team if you have any comments.

## **14. Related information**

### **14.1 Other Related Council Policies / Information**

Waverley Borough Council [Tenancy Agreement](#)

Waverley Borough Council [Website](#)

Waverley Borough Council Recharges Policy (available on request)

### **14.2 Other Documents / information**

Right to Repair Scheme [Website](#)

Compensation Policy