



RESPONSIVE REPAIRS POLICY

NOVEMBER 2021

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Issue Date:	Review Date: November 2024	Revision Date: November 2021

1. INTRODUCTION

- 1.1 SW9 CH believes that the quality of its maintenance and improvement service is of great importance, not only to ensure the satisfaction of residents but to protect the value of its housing stock and to ensure that SW9 CH is compliant with its obligations under the management agreement with the landlord, Network Homes (NH).
- 1.2 This policy sets out our approach to the delivery of the responsive repairs service. The service is one of our most important functions as a managing agent and we need to do it well to achieve high satisfaction ratings from our residents.
- 1.3 Responsive repairs and voids are SW9 CH's highest areas of expenditure. SW9 CH will always seek to ensure that every aspect of expenditure of the repairs and voids budget is spent effectively and returns values for money, and to achieve high levels of satisfaction. We also expect our tenants to fulfil their tenancy obligations to carry out minor repairs themselves and not to neglect or mistreat their home. Please refer to the Tenant's Handbook for information.
- 1.4 The principles of this policy apply to all residents, regardless of tenancy type. However, the full provisions of this policy only apply to residents living in social, subsidized and affordable rented homes with assured, secure tenancies. The full scope of this policy does not apply to leaseholders and other residents whose management services are provided by SW9 CH. Please refer to the Leaseholder's Handbook for information.
- 1.5 We will not carry out repairs for leaseholders where the terms of the lease state that such repairs are the responsibility of the leaseholder.
- 1.6 The Landlord or Freeholder will undertake any communal repairs that is their obligation as specified in the Lease. These works are to be recharged to the leaseholders through service charges.
- 1.7 Any works undertaken by the Landlord or Freeholder that is the Leaseholder's responsibility within a Leaseholder's property will be subject to recharge to the individual Leaseholder, plus administration charge and VAT.
- 1.8 The scope of this policy is limited to responsive repairs but within that there are a range of matters covered in detail in part 4, Policy Operation.

2. AIMS AND OBJECTIVES OF THIS POLICY

- 2.1 We aim to:

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- deliver an efficient, effective and value for money responsive repairs service that meets the needs of our residents.
- comply with all relevant legislative and regulatory requirements and meet our contractual obligations.
- ensure that all residents live in a safe and secure environment

2.2 Our objectives are to:

- provide a prompt and cost-effective responsive repairs service that our residents value.
- provide services which are easily accessible and place to suit our residents' needs.
- ensure residents are aware of their responsibilities for repairs and contractual obligations in line with their tenancy or leaseholder agreement and handbook.
- keep in good repair the structure, interior and exterior of our properties and its fixtures and fittings.
- keep in good repair and proper working order all installations for the supply of water, gas and electricity.
- maintain all entrances, halls, stairways, passageways, rubbish chutes, lighting, and other parts provided for common use.
- Monitor and report any repairs to the following: lifts, door entry systems, fire protection systems, firefighting equipment and other relevant repairs to the appropriate allocated contractor.

3. Performance Monitoring

3.1 The repairs contracts operate within a performance management framework. The framework uses a series of measures and performance indicators to demonstrate service quality in terms of achieving 'purpose' and value for money. SW9 CH's contract management deals with continuous improvement of service delivery, and contractor's performance and costs.

3.2 Measures and performance indicators are not set by this policy, but the baseline is set out in the contracts and through joint working and continuous improvement. There is expected to be a positive direction of travel balancing cost and performance with the objective of providing the optimum quality of service and the resident experience, balanced against the optimum cost to SW9

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- 3.3 Included in the performance monitoring will be the contractor's performance against target for each of the key 'Priority' areas i.e. Emergency (24 hours, Urgent (7 days) and 'Routine' (28 days). Example of this can be found at Appendix 1. Regular reports will be produced and reviewed in the monthly Operational meetings with the contractor. Where there are regular and/or considerable failures in completing jobs within the KPI targets, corrective action, within specific timelines, will be agreed with the contractor and where necessary, remedies applied as per the contract.

4. Policy Operation

4.1 Reporting repairs

4.1.1 Residents can report repairs by phoning the SW9 CH's Repairs Team or for a non-urgent repair, by email.

4.1.2 Repairs can be reported:

- By telephone (From Monday to Friday 09.00 – 17.00)
- Via email
- Visiting the front reception desk
- Submit an enquiry form from our website at [Report a repair form | SW9](#)

4.2 Out of hours service

4.2.1 SW9 CH provides a telephone service for residents to report emergencies outside of normal working hours. These will be attended within twenty-four hours. The action taken will usually be limited to making the property safe, for example by turning off the water supply in the event of a leak. However, where practical, if the contractor can carry out the repair at the same time, they are instructed to do so. Where a property is visited and made safe then the contractor will provide a report outlining the follow-on works required in order to complete the repair.

4.2.2 SW9 CH repairs desk will pick up any follow-on work from the out of hours service and will raise and issue the job to the contractor the following day to ensure permanent lasting fix is carried out.

4.3 Priorities

Repairs are classified as emergencies, urgent or routine repairs:

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4.3.1 Emergency Repairs

Where these are reported during the working day they will be attended either within 4 or 24 hours. Emergencies are broadly defined as: *where there is an immediate danger to life or limb, major damage to the property, flooding, major electrical fault, heating or hot water failure in winter, or the property is not secure*. When attending an emergency that meets the above criteria, our initial response on arrival will be to make safe. If it is practically possible, subject to materials and parts being available, then a full repair will be carried out. However, our primary response is to always make safe upon arrival.

Examples of repairs that are *not* emergencies are loss of light or power in one room, blocked sink or toilet where there is more than one toilet in the household, or a toilet that does not flush. Where a blocked toilet is found to have been caused by the tenant, e.g trying to dispose of nappies, wet wipes, sanitary products (but not limited to these examples) then the tenant will be recharged for the full cost of clearance and works.

4.3.2 Urgent Repairs

Urgent repairs are situations where there is **not** an immediate risk to life health or safety or to the structure of the building, but there would be if the problem was not resolved promptly. These repairs will be completed within 7 calendar days. These could include clearing blocked stack or repairing the electrical supply (power or light, if the supply has not failed completely), repairing hot water heating (between 1 Mar and 31 September).

4.3.3 Routine repairs

These are all repairs that are the landlord's responsibility which are not emergencies. All routine repairs are expected to be completed at the next available mutually convenient appointment (see below) and in all cases within 28 calendar days. Whereby the works will take longer that 28 days to complete due to exceptional circumstances (e.g. ordering parts and materials) SW9 CH will communicate this to the resident of expected timescales for the works to be completed. SW9 CH expects its contractors to organize their resources so that the waiting time for repairs is no more than 7 calendar days. Work where specialized materials or parts have to be sourced or the work is not causing inconvenience may take more than 7 days but no more than 28 calendar days.

4.4 Repairs by appointment

When a tenant has reported a repair, the job will be raised and issued to the contractor, who will then contact the tenant with the next available appointment within 48 hours. The appointment will be either an AM or PM

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appointment and will take into account of any domestic commitments such as school pick-ups etc.

4.5 Void Repairs

Where there are any repairs to be carried out within Void properties, the Repairs Team will carry out works necessary following processes outlined in our Local Voids Management Procedure.

4.6 Planned Maintenance and Cyclical Works

Networks Homes, as landlord, has responsibility of the planned and cyclical works for the buildings and properties on the estate. SW9 CH will assess what work is required and such information will be passed onto Network Homes. NH will then decide what planned maintenance and cyclical works will be carried out for the upcoming financial year. A timetable for these works will be provided by Network Homes once the planned maintenance and cyclical works have been decided.

4.7 Defect Liability Period

All new builds have a defect liability period from when they are passed over from the developer to SW9 CH. This determines whether a repair that is needed within the newbuild, which has been identified as a defect within the property within the liability period, would fall under the responsibility of the developer. For further information, please see our Defect Liability Guidance.

4.8 No access

Having made an agreed appointment, SW9 CH expects its tenants to be available for the appointment and to facilitate access. The contractor will not enter a property where the only person present is a minor (those under 18 years old). Where our contractor attends an appointment and cannot gain access they will:

- Contact their scheduling team for them to contact the resident to establish whether the resident is in.
- If unable to contact the resident, the operative is to leave a contact card (and photograph the door) and the contractor is to rearrange the appointment with the tenant. SW9 will be informed by email of the no access.
- For any jobs where 2 attempts have been made within 5 working days with no access gained, one more attempt will be made by SW9 to contact the resident. If SW9 are unable to contact the resident, they will confirm by email to the contractor that the job should now be cancelled.
- SW9 will then write a letter to the resident informing them that the job has

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now been cancelled due to three failed attempts to make contact with them. Should they still require the work to be done, they will need to contact the office to raise a new job.

- For appointments missed by the contractor, residents will be reimbursed in accordance with the SW9 CH Complaints Policy.

4.9 Responsibilities

- 4.9.1 Appendix 2 contains the list of responsibilities for SW9 CH and for its tenants and Appendix 3 for its leaseholders. Individual tenancy agreements may confer different responsibilities from those listed in the appendices and where they do then the tenancy agreement will take precedence.
- 4.9.2 Tenants are expected to look after their homes and carry out repairs that they are responsible for themselves. Any works that are undertaken by SW9 that are the tenants' responsibility, they will be recharged at the full cost.
- 4.9.3 Where there is evidence of sustained deliberate damage or neglect SW9 CH may consider this a breach of the tenancy conditions and pursue legal action against the tenant and/or seek a court order to recover the cost of repairing the property.
- 4.9.4 Where that damage is not a sustained pattern, but it appears that fixtures and fittings have been deliberately damaged or roughly treated so as to require repairs, then SW9 CH may exercise its option not to carry out non health and safety work or raise a charge requiring payment in full for the cost of work before carrying it out.
- 4.9.5 Where damage is caused by domestic violence then SW9 CH will complete repairs as a matter of urgency and seek to recover the costs from the perpetrator.

4.10 Code of Conduct

All contractors and sub-contractors are monitored through satisfaction tests and formal complaints. All contractors and sub-contractors are expected to adhere to the SW9 CH Code of Conduct, when on our estate and visiting our residents in order to carry out repairs. All contractors and sub-contractors are expected to have clear visible ID and wearing full uniform and PPE when attending any appointments to our residents.

4.11 High levels of repairs

SW9 CH will monitor the frequency and types of repairs that its tenants request.

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Where it appears to SW9 CH that a tenant is having an unusually high number of repairs then an MOT visit by a technical surveyor will be carried out to establish why there is such a high trend of repairs to this property. The technical surveyor will then produce their detailed findings, supported with photos, which will then be sent to the Property Services Manager for them to evaluate whether further action is required against that particular tenant. Whilst SW9 CH will always carry out work to ensure that its homes are safe to occupy it may withdraw all non-health & safety work if it believes that the property is being mistreated and/or take action under the terms of the tenancy agreement.

4.12 Households with no repairs

SW9 CH does not want any of its tenants to live in a property that needs some repairs which are the responsibility of the managing agent/landlord. Therefore, SW9 CH will monitor homes which do not report a repair over a period of two years will be referred to tenancy management staff to decide whether to investigate further.

4.13 Insurance

Tenants are responsible for taking out insurance for their property and contents and could be liable if found to have caused damage to adjoining properties. SW9 CH are not responsible for indemnifying loss or damage to tenants' properties or contents.

Leaseholders and shared owners are responsible for insuring their own contents and could be liable for damage caused to adjoining properties.

Leaseholders are responsible for submitting a claim to Network Homes for the rectification of any damage to their residential property which is covered by the insurance policy. Any works that Network Homes is obliged to carry out as the landlord may be covered by the buildings insurance.

5. Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

6. Review

All policies should be reviewed every 3 years as a minimum, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.

7. Related Documents

7.1 Network Homes (the landlord) Asset Management Strategy 2016-2021

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SW9 CH Allocations and Lettings Policy
 SW9 CH Local Lettings Policy
 SW9 CH Complaints Policy
 SW9 CH Resident Recharge Policy
 SW9 CH ASB Policy
 SW9 CH Health and Safety Policy
 Tenancy Agreements
 Lease Agreements
 SW9 Code of Conduct
 SW9 CH Voids Policy
 SW9 Defect Liability Guidance

8. Legislation and regulation

8.1 The legislation listed in this policy is not intended to cover all legislation applicable to this policy. To meet the required HCA Governance & Financial Viability Standard outcome on adherence to all relevant law, SW9 CH/Network Homes will take reasonable measures to ensure compliance with any and all applicable legislation by reviewing policies and procedures and amending them as appropriate. The legislation listed within this policy was considered at the time of the development of this policy, but subsequent primary and secondary legislation, case law and regulatory or other requirements will be considered, and the policy reviewed and adopted in accordance with the requirements set out therein, even should such subsequent legislation not be explicitly listed within this policy. Any queries relating to the applicable legislation should be directed to the policy author.

8.2 This policy is written in the context of the legal and regulatory requirements SW9 CH/Network Homes is required to work within. The main legislation is as follows:

- **Defective Premises Act 1972:** Section 4 of this Act places a duty on landlords to take reasonable care to ensure that anyone who might be expected to be affected by defects in a property is reasonably safe from injury or damage to their property.
- **Landlord and Tenant Act 1985:** This Act imposes on landlords an obligation to carry out basic repairs, covering the structure and exterior of the property and installations for the supply of water, gas and electricity, and for sanitation and space heating and heating water. There is also an implied covenant to maintain the property in good order.
- **Environmental Protection Act 1990:** This Act makes provision for the control of premises which are considered to be prejudicial to health or a nuisance. This legislation means SW9 CH/Network Homes may become liable for damages and compensation to residents and their families who suffer as a

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result of failure to maintain properties so as not to be prejudicial to health or a nuisance.

- **Homes (Fitness for Human Habitation) Act 2018:** Section 1 inserts Section 9A into the Landlord and Tenant Act 1985 and imposes a duty on landlords to ensure that the property is fit for human habitation and is that the property does not contain any hazards that are prejudicial to health.

8.3 We will comply with provisions in other legislation, including:

- Localism Act 2011
- Equalities Act 2010
- Common hold and Leasehold Reform Act 2002
- Housing Grants, Construction and Regeneration Act 1996
- Party Wall Act 1996
- Leasehold Reform, Housing and Urban Development Act 1993
- Housing Acts 1985, 1988 and 2004
- Building Regulations Act 1984
- Health and Safety at Work etc. Act 1974, Sections 2, 3 and 4
- Occupiers Liability Acts of 1957 and 1984.

8.4 SW9 CH/Network Homes will comply with relevant statutory regulations covering construction, asbestos, water hygiene, electrics, gas safety and health and safety more generally. The Housing Health and Safety Rating System, introduced under the Housing Act 2004, is an important part of the regulatory framework governing our responsive repairs service.

8.5 Wherever practical and in accordance with the Network Homes Asset Management Strategy SW9 CH/Network Homes will aim for our homes to comply with the Decent Homes Standard (as a minimum). To meet the standard, homes must have modern facilities, be in a reasonable state of repair and be warm and weatherproof. We will therefore seek to replace and/or improve components and/or services to ensure properties continue to meet the Decent Homes Standard when we undertake responsive repairs on them. The Standard does not apply to leasehold and shared ownership properties.

8.6 We will comply with the Housing Regulator's Home Standard as set out in "The Regulatory Framework for Social Housing in England from April 2015".

6.7 Environmental Protection Act 1990: This Act makes provision for the control of premises which are considered to be prejudicial to health or a nuisance. This legislation means SW9 CH/Network Homes may become liable for damages and compensation to residents and their families who suffer as a result of failure to maintain properties so as not to be prejudicial to health or a nuisance.

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RESPONSIVE REPAIRS POLICY

SW9 Community Housing	
Document status (Version/Draft/Final)	Draft v.2
Document reference	AM.P1.R.19.v1
Reason for review	Adapted by SW9 CH
Approved by (Board/Committee)	Services Committee
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Effective from (Date)	November 2021
Policy author	Property and Estate Services Manager, SW9
Policy owner	Repairs Manager, SW9
Accountable officer	Executive Director, SW9
Date of next review	November 2024
Consultation: internal	N/A
Consultation: residents	N/A
Equality Impact Assessment (EIA)	Date completed
	Initial/ Full EIA

VERSION CONTROL – CHANGE RECORD

Date	Version	Reason for change
18 th March 2019	v.1	Adapted by SW9 CH
9 th November 2021	v.2	Review

REVIEWERS/ CONTRIBUTORS

Name	Position	Version reviewed & Date
Simon Hall	Interim Property Services Manager	v.1 reviewed – November 2021

Appendix 1- Contractor KPI Scorecard

Contractors Performance Scorecard

KPI No.	Performance Indicator	Target	Freq	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Responsive Repairs								
1	Day to day repairs within budget?	Within budget	Mth					
2	Voids within budget?	Within budget	Mth					
3	Number of 4 hour emergencies raised	for info						
4	% of 4 hour emergencies completed on target	100%	Mth					
5	Number of 24 hour emergencies raised	for info						
6	% of 24 hour emergencies completed on target	100%	Mth					
7	Number of out of hours emergencies raised	for info						
8	% of out of hours emergencies completed on target	100%	Mth					
9	Number of 7 day jobs raised	for info						
10	% of 7 day jobs completed on target	90%	Mth					
11	Number of 28 day jobs raised	for info						
12	% of 28 day jobs raised and completed on target	90%	Mth					
13	Average number of days taken to complete 28 day jobs	21	Mth					
14	Average number of days taken to complete 7 day jobs	7	Mth					
15	Number of follow on works	for info	Mth					
16	% of jobs with materials on order	for info	Mth					
17	% of no accesses	4%	Mth					
18	% of appointments kept / appointments made	90%	Mth					
19	% of works orders completed first time	90%	Mth					
20	Overall number of works in progress	for info	Mth					
21	Number of variation orders	for info	Mth					
22	Average cost of variations self approved by contractor (on top of initial cost)	for info	Mth					
23	Average cost of variations approved by SW9 (on top of initial cost)	for info	Mth					
24	Total number of works orders	for info	Mth					
25	Number of communal repairs raised	for info	Mth					
26	% of communal repairs completed on time	100%	Mth					
KPI No.	Performance Indicator	Target	Freq	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Voids								
27	Number of major voids completed during the month	for info	Mth					
28	Number of non major voids completed during the month	for info	Mth					
29	% of void works completed in target time	100%	Mth					
30	% of 7 day void works completed within target time	100%	Mth					
31	% of 14 day void works completed within target time	100%	Mth					
32	% of 28 day void works completed within target time	100%	Mth					
33	% of other* void works completed within target time	for info	Mth					
34	Average turnaround time for non-major voids	21	Mth					

Key

	KPI on target
	KPI within 10% of target
	KPI not within 10% of target
	Figures not applicable for current month
	Figures not provided by relevant team

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The responsibilities contained in this section apply to tenants living in rented properties. However, reference should be made to individual tenancy agreements as these set out the specific contractual responsibilities for SW9 CH/Network Homes and our tenants.

SW9 CH'S RESPONSIBILITIES

Structure, Exterior and Interior of Property

The areas of responsibility highlighted below are the responsibility of SW9 CH, but some of these responsibilities will be limited to only providing a temporary repair, and the full repair is the responsibility of the Landlord. SW9 is responsible for the day-to-day responsive repairs to limited parts of the exterior and interior of a tenants dwelling and the building in which it is situated. The repairs are subject to it not being identified as tenant damage. If it has been then those repairs will either not be carried out or will be recharged to the tenant prior to work being completed.

This includes:

- Roof (NH), outside walls and doors
- Window sills
- Window catches
- Repair or renewal of window fasteners and locks on uPVC windows
- Sash cords
- Window putty
- Window frames
- Glass (where broken as a result of a crime for which there is a crime reference number)
- Internal walls – but not decorating
- Skirting boards – but not painting
- External doors and door frames (if health and safety compromise, then refer to NH fire safety team)
- Door jambs
- External doors threshold
- Post boxes if in a block of flats
- Floors but not floor coverings

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- Ceilings and plasterwork – but not painting or decorating (unless it is a void)
- Drains (stack and external drains)– except where they are blocked because of the tenant's actions
- Gutters, where accessible
- Overhauling leaking or dripping taps including mixers to the wash hand basin, sink or bath
- External pipes

- Pathways steps or other means of access

- Make good any plaster work or damaged decorations that have resulted from our error.
- Treating infestations of rodents and some insects.
- Kitchen unit doors, catches, hinges, drawers and runners
- Renewal of sealant around bath, wash hand basin and showers
- Repair or renewal of window locks on timber windows
- Bath panels

Gas, Water & Electricity

We are responsible for repairing all leaks. We are responsible for keeping in repair and working order installations for the supply of water, gas (where available) and electricity. These include:

- Basins
- Sinks
- Baths
- Toilets
- Showers where fitted by SW9 CH
- Flushing systems and waste pipes
- Taps and washers

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- Electrical wiring
- Gas and water pipes and taps
- Water stopcock for the property
- Water and space heaters
- Fitted fires (if fitted by Network Homes/SW9 CH)
- Electrical sockets
- Light fittings – but not bulbs or shades
- Gates, hinges, locks and latches serving individual dwellings

Communal Areas

We will ensure that the communal areas are kept in good repair and are safe and fit for use. This includes keeping communal area lighting and entry phones in working order. All cyclical maintenance is completed by Network Homes as part of their cyclical maintenance program.

TENANT RESPONSIBILITIES

General Provisions

The below list which outlines the tenant’s responsibilities is not an exhaustive list.

We expect our tenants to:

- Keep the inside of their home clean and in good condition and keep communal gardens and gardens private to the household clean and tidy
- Undertake repairs they are responsible for and avoid doing anything which may result in blockages to pipes and drains, examples: disposing of fat, oil, sanitary materials, wet wipes, nappies and such like down toilets or sinks
- Make simple lifestyle changes to resolve issues such as condensation. Where condensation is the likely cause of any reported dampness or mould growth the tenant will be advised of the action that needs to be taken to deal with the problem and prevent further incidences. SW9 CH/Network Homes recognises that it has an obligation under the Housing Act 2004 and the environmental Protection Act 1990 to deal with certain cases of condensation and damp
- Take responsibility for minimising pest infestations e.g., by keeping their

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properties clean and removing obvious sources of food.

Interior and Exterior of a Property

- Replacing broken windows, unless we were responsible for the breakage or you have a police crime reference number no repair will be carried out apart from securing the premises by boarding up.
- Tenants floor coverings including laminate flooring. Where laminate flooring needs to be removed when access is required to pipework the tenant must arrange for this to be removed, lifted or relayed and do so at their own expense.
- Provision of additional electrical sockets – which if fitted must be done by a competent electrician and in accordance with the current edition of the Electrical Regulations
- Maintenance of tenant installed smoke and CO2 detectors are the responsibility of the installer, i.e., tenant.
- Door locks and keys (unless the lock fails)
- Fitting extra locks and catches
- Replacing locks and keys if they are lost
- House numbers, letter plates and door knockers or bells
- Fitting extra catches and safety devices
- Wall and surface tiles, for example around window reveals or kitchen surfaces
- Shower heads and shower hoses
- Clearing blockages located on the residents side of waste pipework before entry to the stack or (if in a flat) communal sewer (if in a house)
- Re-fixing any type of fence panel or gravel board to an existing post, SW9 will take responsibility only if fence panel or gravel board places onto public footpath or highway.
- Bath and basin plugs or chains
- Bathroom cabinets, towel rails, toilet roll holders
- Mirrors
- Toilet seats and lids

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- Clothes lines, posts, tidy dryers and rotary dryers
- Curtain rails and batons
- Provision / replacement of dustbins
- Minor cracks to plaster cleaning and descaling of toilets, wash basins, showers and baths
- Maintenance of any fixture or fitting not supplied by SW9 CH/Network Homes or supplied but gifted
- Maintenance of any fire or gas appliance not supplied by SW9 CH/Network Homes or supplied but gifted
- Supplying, fitting, servicing, repairing or replacing any tenants fitting, fixture or appliance, for example a washing machine, cooker, fridge is solely the responsibility of the tenant.
- Re-lighting boilers and setting heating controls
- Bleeding radiators
- Internal painting and decorating
- Draught exclusion, providing doors / windows fit reasonably
- Supplying and fitting cylinder jackets
- Fitting TV aerials or their maintenance (except communal supplied services)
- Adapting doors to accommodate carpets
- Easing and adjusting internal doors
- Minor gaps between skirting and floors
- Plumbing in dishwashers or washing machines and American fridges
- Fitting tenant supplied cooker
- Plugs, lamps and the tenants own light fittings
- Changing light bulbs, tubes and fuses (unless vulnerable or disabled SW9 CH will accommodate)
- Internal window glass – unless it is a hazard to children (in which

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case the resident could be recharged) or is SW9
CH/Network Homes responsibility under Fire Regulations

- Shelving, coat and hat rails
- Doorbells, batteries and bulbs (except in communal areas and for door entry systems)
- Drain gratings that are not in communal areas
- Rubbish clearance
- Tenant's own fences and sheds (if they have their own gardens, but are not permissible or balconies)
- Cleaning basement entrance areas and in front of homes
- Gardening at individual properties
- Garden maintenance including hedge and lawn cutting for individual properties (if garden has grown out of control, then SW9 will recharge the resident for any works undertaken prior to works being completed unless elderly or disabled.))

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APPENDIX 3 REPAIR RESPONSIBILITIES FOR LEASEHOLD PROPERTIES

The responsibilities contained in this section generally apply to leaseholders, however, reference should be made to individual leasehold agreements as these set out the specific contractual responsibilities for the parties.

SW9 CH/ NETWORK HOMES' RESPONSIBILITIES

Leaseholders living in flats or in a converted house

SW9 CH/Network Homes is responsible for repairs to the following:

- Roof (NH)
- Outside walls, window frames and most outside doors
- Gutters and outside pipes
- Drains and gullies
- Some shared boundary walls and fences, unless these are the leaseholders responsibility under the terms of the lease
- Shared pathways and steps
- Shared areas inside the building
- Shared TV and entry phone equipment
- Shared alarm and fire safety equipment
- Lifts
- Pumped water systems
- Pumped sewage systems
- Communal boilers
- HIUs – where stated in the lease SW9 CH will also maintain HIUs and all associated elements of the heating system

Leaseholders living in a house/street property

SW9CH/Network Homes or whoever is the freeholder will maintain and repair the

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communal land.

LEASEHOLDER'S RESPONSIBILITY

Leaseholders living in flats or in a converted house

The leaseholder is responsible for all repairs, maintenance and replacements to the inside of their home, plus the following services and utilities: water, electricity and where connected gas, that apply to their flat only:

- Central heating including the thermostat and programmer, boiler, pump, radiators and pipework. Exceptions would be properties where it is stated in the lease that SW9 CH is responsible for maintaining them.
- Inside walls and ceilings, for example the plaster finish and decoration, and the floors including the floorboards and floor coverings
- Joinery within the property, for example doors and door frames, door hinges, skirting boards, staircases and banisters
- Locks, latches, handle, window catches and sash cords.
- Glass in windows and doors
- Chimney flues
- Plasterwork
- Decoration and painting
- Kitchen units and worktops
- Appliances such as cooker hoods, hobs, ovens, gas and electric fires and night storage heaters
- Leaks emanating from pipes within the leaseholder's property.
- Leaseholders that sublet are responsible for ensuring that they have a valid Gas Safety Certificate. Leaseholders must request permission before subletting.

Leaseholder living in a house

The leaseholder is responsible for all the repairs to the inside and outside of the property. Leaseholders that sublet are responsible for ensuring that they have a valid Gas Safety Certificate

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