Housing Services

Responsive Repairs Policy & Standards

Published November 2010
Responsive Repairs Policy and Standards

Contents

Section number

<table>
<thead>
<tr>
<th>Section number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
</tr>
<tr>
<td>2</td>
<td>Our Corporate Priorities</td>
</tr>
<tr>
<td>3</td>
<td>Value for Money and efficiency</td>
</tr>
<tr>
<td>4</td>
<td>Customer access to the service</td>
</tr>
<tr>
<td>5</td>
<td>Resident Involvement and Consultation</td>
</tr>
<tr>
<td>6</td>
<td>Performance Monitoring</td>
</tr>
<tr>
<td>7</td>
<td>Our Contractors</td>
</tr>
<tr>
<td>8</td>
<td>Leaseholders</td>
</tr>
<tr>
<td>9</td>
<td>Rechargeable repairs</td>
</tr>
<tr>
<td>10</td>
<td>Vulnerable Customers</td>
</tr>
<tr>
<td>11</td>
<td>Supporting Documents</td>
</tr>
<tr>
<td>12</td>
<td>Equality and Diversity</td>
</tr>
<tr>
<td>13</td>
<td>How we will monitor this policy</td>
</tr>
</tbody>
</table>

Appendix A  Repair obligations and standards
1. Introduction

The aim of this policy is to ensure that residents continue to receive a high standard of service focused upon the main areas of repairs that the Council undertakes. This policy sets out how we intend to do this.

The Tenant Services Authority (TSA) became the Council’s housing services regulator on 1st April 2010. The TSA has set 5 national standards that the Council must meet in addition to its statutory responsibilities. In terms of repairs the Council must specifically provide a cost effective repairs service that responds to the needs of, and offers choices to, residents. We must also meet all statutory requirements that provide for the health and safety of our tenants. This policy sets out to support the TSA Standards.

This policy also identifies those areas of repair, which are the responsibility of residents.

The Council has a statutory duty to undertake certain areas of repair work in accordance with section 11 of the 1985 Landlord and Tenant Act.

The Council also has a duty to ensure repairs are undertaken in accordance with the Right to Repair legislation.

This repairs policy compliments the agreement already made with residents within the Tenants' Welcome Pack to undertake repairs to their homes; and clarifies previously ambiguous areas of the repairs service’s responsibility in terms of work we will undertake for residents.

The overall aim of the repairs policy is to contribute to the efficient and effective maintenance of the Council’s housing stock.

The specific objectives of the repairs policy are: -

- to provide an efficient, prompt and cost effective responsive repairs service, which is easily understood;
- to promote understanding of the Council’s legal responsibilities and tenants obligations in relation to responsive repairs issues;
- to achieve high standards of customer care;
- to monitor the performance of the responsive repairs service to seek continuous improvement;
- to provide a service which reflects the Council's commitment to equality of access to the repairs service for all residents and takes account in particular of the needs of vulnerable groups.

The principles underpinning the repairs policy are: -
that all residents and stakeholders have the opportunity to be involved and consulted in the development of the service and its operational procedures;
that through supervision, monitoring and feedback from customers the service is continuously improved;
that communication with residents is always clear, appropriate, easily understood and easily accessible;
that the repairs service is supported by appropriate training for staff;
that the policy should be supported by detailed procedures and agreed practices applied uniformly across the service.

2. Our Corporate Priorities

This repairs policy will ensure that we assist in meeting the corporate objectives of the Council plan.

The Council also has two core values:-

“Putting customers at the centre of all we do”

and

“Value for Money”

This policy has been written to ensure that our repairs service meets these values.

The Housing Services’ Housing Strategy sets out 5 key objectives for the Housing Service. This policy has direct links to assist in achieving these which are:-

- to maximise the supply of suitable and affordable housing and meeting housing needs;
- to enable vulnerable people to live independent lives;
- to improve the quality of and energy efficiency of housing;
- to develop sustainable communities and promote neighbourhood renewal;
- to promote better and fair access to Housing Services.

3. Value for money and efficiency

The Council recognises that it is important to ensure that the service provides value for money to residents and continually develops the service to provide the most efficient and effective methods of delivery.

There will be a focus on:-

- reducing inputs for the same outputs – putting in fewer resources to get the same results;
• reducing prices for the same outputs – paying less for inputs to get the same result;
• achieving more outputs or improved quality for the same inputs – getting better results from the same resources;
• achieving proportionally more outputs or improved quality compared with the extra resources that are used;
• ensure effective procurement methods are in place to lead to long term value for money, meet user needs, maximise social and economic benefits and minimise damage to the environment and customers.

4. **Customer access to the service**

We will ensure that as many differing methods are available to report repairs as possible. These will include:-

• providing a freephone telephone number;
• via housing staff – face to face;
• in writing;
• at our contact points;
• through local ward members;
• via our Website;
• via text;
• using email;
• providing an out of hours service for emergency repairs.

We will continue to develop further methods in conjunction with residents.

On reporting a repair, residents will be:-

• told the priority details assigned to their repair order or be advised a technical inspection is required before an order can be raised;
• given the name of the contractor who will be undertaking the work;
• advised if the repair falls within the “Right to Repair” category;
• advised if the work will be rechargeable due to their neglect or a direct act by them or a visitor causing the need for the repair;
• sent a satisfaction questionnaire when the order is raised, which will help us in improving our services further and monitoring our own current performance;
• advised that where they have applied to buy their home the Council will only undertake emergency repairs to make the property water tight and safe.

5. **Resident Involvement and Consultation**

We will ensure there are various methods for residents to provide feedback and be consulted. The four main methods in regards to the repairs service are:-
Repairs Focus Group

We have a Repairs Focus Group made up of tenant and leaseholder representatives. The purpose of this group is to act as a forum for consulting with residents and improving the service. The group meets approximately every 2 months and is involved in monitoring our repairs service, working with us to improve the service and share their experiences with us. Residents interested in joining this group should contact Housing Services.

Contract monitoring meetings

Resident representatives will be invited to attend our contractor monitoring meetings on a monthly basis

Area based consultation meetings

Where a programme of planned work is proposed on a specific estate – area based consultation meetings will be held to obtain feedback and consult with residents.

Customer satisfaction surveys

All residents who have a repair or planned maintenance work undertaken will have the opportunity to complete a customer satisfaction feedback form.

Our resident engagement strategy sets out further methods of involving residents in monitoring our services, which includes repairs.

6. Performance Monitoring

Service Standards

We have set, in conjunction with residents, a range of service standards, which provide that we shall:-

- respond to the need for an emergency repair within one day;
- respond to the need for an urgent repair within five working days;
- ensure that all repairs covered by Right to Repair legislation are completed on time.
- tell residents what priority their repair has been given, together with a timescale for completion, a job reference number and a contact number for enquiries;
make sure that any contractor carrying out repairs carries an identification card and that all contractors adhere to the Council’s code of conduct;

make good any damage to your home caused by our repair work within 10 working days and remove any debris once work has been completed;

provide residents with a short questionnaire so that they can comment on how satisfied they were with the service;

inspect 30 per cent of completed repairs to ensure they have been done to the right standard.

inform you if a repair is your responsibility and give you a price for doing the work. We will not start work until the cost has been agreed and we have been asked to go ahead.

How will we monitor this policy?

This policy will be reviewed and monitored by the Repairs Focus Group at regular intervals and not less than once every 12 months.

We will also ensure that relevant and meaningful performance indicators are in place to monitor both our own and our contractors’ performance. Specifically we will produce regular performance information relating to:-

- customer satisfaction with the service;
- percentage of jobs completed on time by our contractors;
- number of jobs overdue by our contractors;
- number of pre and post inspection orders raised;
- percentage of properties having an up-to-date gas servicing certificate;
- percentage of jobs completed right first time;
- average cost of each repair order;
- number of telephone calls answered within 6 rings;
- number of formal complaints made about our repairs service;
- publishing details of our performance against our repairs service standards.

Performance measurement targets are set each year in April. These will be set in conjunction and consultation with the Repairs Focus Group.

Status Survey

We will use this bi-annual survey to obtain feedback on our repairs service. Specifically we will monitor the following feedback:

- overall satisfaction with the service;
- satisfaction with the repairs service of residents who have requested a repair in the last 12 months;
- overall quality of home;
- condition of property;
• neighbourhood as a place to live;
• value for money (rent).

Benchmarking

We will also undertake regular benchmarking of our services against other similar sized organisations to assess our performance and costs against others. We will publish the results of these exercises and use this to learn and improve our service where other organisations’ performance is better than our own.

7. Our Contractors.

We will ensure all our contractors are fully qualified and have appropriate registrations to undertake work on residents’ homes.

We will hold regular contract meetings with all of our main contractors to ensure they comply with our contract terms and work is undertaken in accordance with contract requirements. Tenant representatives will be invited to join the contract monitoring panels and assist us in monitoring performance.

8. Leaseholders

Generally, Leaseholders are responsible for all repairs inside their flat and the Council is responsible for all external repairs. The cost or part of the cost of this work, will be added to Leaseholders’ annual service charge bills. Leaseholders can expect to be legally consulted on all repairs and maintenance work to their block, where this is carried out under a Qualifying Long Term Agreement, a contract of over 12 months duration or where the cost to any one Leaseholder under this agreement is over £100. In addition, for repair and maintenance works not covered under a Qualifying Long Term Agreement, Leaseholders will be consulted where the cost to any Leaseholder for these works is £250 or more.

9. Rechargeable repairs

Where willful damage or neglect of the Council’s property by the residents, their family or a visitor, results in the Council having to replace or repair items as a result, in all cases a rechargeable account will be issued to recoup from the residents the costs the Council has incurred.

In addition an administrative charge will be added to the total account.

Furthermore the Council will recharge residents for the following areas of work:-

• reglazing, unless a crime number has been provided;
• forced entry and lock changes;
• clearance of rubbish from property or Council land where it can be identified that the rubbish belongs to a current or former resident.

The Council will apply this policy across all tenure and occupancy types. Further details can be found in our Rechargeable Repairs Policy.

10 Vulnerable Customers

We recognise that there will be times when our repair priorities need to be adjusted to take account of the specific needs of some customers or where extra consideration and support may be needed.

Our staff will be empowered to deliver an enhanced responsive repairs service for specific vulnerable groups such as:-

The elderly – residents who are 65 years and over. Priority will be applied where the standard response time may exacerbate health problems or work is required to essential aids and adaptations to their home.

Residents with mental and physical health needs – All households where a member has difficulty walking or has impaired eyesight or has mental health needs and/or learning disabilities which make it difficult for them to carry out or arrange to have carried out repairs, which are the tenants responsibility; and they are the only household member able to do so. This also includes repairs to essential aids and adaptations to their homes.

Domestic Violence and Abuse – where the tenant is a victim of domestic violence and/or abuse and the required repair relates to the security of the property.

Hate Crime – where the tenant is a victim of hate crime and the required repair relates to the security of the property.

Drug Addiction – where the drug addiction is being treated and the individual is being supported by an agency, which considers that the required repair will support or assist the treatment regime.

This is not a comprehensive list and can be added to as required in agreement with our Repairs Focus Group.

How we adjust our services for vulnerable tenants

When a vulnerable tenant reports a repair, our staff will establish the nature of the support and repair needed. An enhanced level of service may be provided to vulnerable tenants in the following ways:

Priorities assigned to repair orders will be reviewed to ensure these are the most appropriate. Staff be empowered to enhance the priority that is
normally assigned to the repair if in their opinion, and after discussion with the customer, the repair is needed more quickly due to their vulnerability.

Elderly or disabled tenants will be prioritised for repairs and especially central heating repairs.

Victims of domestic violence, abuse and hate crime will be dealt with sensitively and with understanding.

11. **Equality and Diversity and Vulnerable Customers**

The Council will ensure that no individual is discriminated against in terms of the delivery of our repairs service in terms of sexuality, age, disability, religion, gender, social origin, or other personal attributes, beliefs or opinions. We will ensure the promotion of equal access to our services by monitoring and analysing feedback and performance data. We will also ensure our contractors have mechanisms in place to monitor this too and will seek data from them on a regular basis to ensure no discrimination exists in terms of service delivery.

12. **Supporting Documents**

Our Repairs Policy is supported by a number of other key strategic policies and documents:-

**Policies**

Asbestos  
Gas Servicing  
Complaints  
Compensation  
Resident Engagement Strategy  
Rechargeable Repairs  
Void Standard

**Key documents**

Housing Strategy  
HRA Business Plan  
Stock Condition Survey  
Welcome Pack (Tenants Handbook)  
Performance Matters – monthly performance bulletin  
Monthly Budget Monitoring Reports  
Status Survey results
How we will monitor this policy

We will monitor the delivery of this policy through a range of key performance indicators which will be widely published including:-

% of orders issues on the different repair priorities
% of orders completed within the specified timescale
% of pre and post inspections completed on time
Cost of service compared to other similar sized organisations
% of customers satisfied with the repairs service
% of orders completed right first time
% of orders varied in value against original cost of the order
Average cost per repair order
No of orders abandoned with reasons
No of appointments made and kept by main responsive maintenance contractor
APPENDIX A

REPAIR OBLIGATIONS AND STANDARDS
Our Repairs Standard

This appendix to the policy defines and clarifies the areas of repairs for which the Council has responsibility and those areas which are the residents responsibility.

Residents' Improvements

All improvements or alterations by the resident will be their responsibility to maintain. The Council reserves the right to recharge the resident for any damage caused to the property as a result of any work the resident undertakes.

External Works

The maintenance of gardens and the removal of any rubbish in them is the residents' responsibility.

Dangerous structures (damaged greenhouses and sheds), which the resident has erected, will be their responsibility to repair or dismantle and clear from site.

Sheds

The Council will maintain all Council-owned brick-built sheds including the doors and windows. These will be determined as a low priority (20 Working Days) and orders for repairs will be issued on that basis.

Wooden sheds will not be maintained. Any remaining Council-owned wooden sheds will be gifted to residents, or alternatively removed, but not replaced.

Paths

Uneven and dangerous paths and steps serving as a main access or exit route from the property will be maintained by the Council where this is within the boundary of the residents' home.

Repairs to paths, where there is no potential health and safety issue, will be deemed a low priority and assigned the appropriate repair priority.

Hardstandings

Parking bays provided within the curtilage of the property will not be maintained by the Council, except where these have been specifically provided under the Council's adaptation programme for the current resident.
Garden Ponds

Maintenance, repair and infilling of ponds will not be undertaken by the Council as part of our responsive repairs service.

Clothes lines

Clothes line posts and rotary lines, except where these are provided within communal areas will be the responsibility of residents. Where a line pole requires removal as it is dangerous or likely to fall, it will be removed by the Council but not replaced.

Rainwater goods

Works to gutters and downpipes will be raised as standard repairs on a routine priority (unless causing damage or detriment to the building)

Fencing

The Council aims to ensure that estate security is maintained and where possible enhanced through the repair and replacement of fences.

Where a fence only needs to be repaired, it will be repaired to match the existing fencing and not replaced with a different type of fencing.

Where a fence needs to be replaced the following criteria will apply:

Location of Proposed Fence:

Rear side fences adjacent to public roads or footpaths 1.8m high close board fencing on concrete posts where planning permits

Back garden side dividing boundary fencing two 1.8m high privacy panels with 1.2m chain link on concrete posts.

Back and front garden boundary 1.2m high chain link on concrete posts. Where no boundary mark exists, the Council will supply fencing depending on location as per above.

If a resident prefers a different type of fencing other than stated above, they may request permission to erect their own fencing at their cost on the correct boundary line. Where the estate is of open plan design, this will be retained.

If a former resident has erected their own fence having gained permission and erected it to a good standard with quality fencing, the Council will accept future maintenance of it rather than removing it when the property is void.
Nuisance from dogs will not be regarded as grounds for exceptions to the fencing policy. If dogs cause nuisance this will be dealt with using the tenancy agreement and the help of the safer communities service.

Hedgerows on and denoting boundaries are considered adequate provision and fencing will not be provided unless the hedge is dead. Alternatively, the resident may request permission to remove the hedge and erect their own fencing at their cost.

Fencing repairs will be assigned a low repairs priority.

**Gates/Gate posts**

The Council will not provide or maintain any individual garden gates to occupied premises.

Gate posts will be repaired/renewed by the Council.

Gates to communal entrances will be repaired as necessary by the Council. A low repair priority will be assigned.

**TV Aerials and Satellite dishes**

Individual aerials and dishes will not be maintained by the Council. Communal TV aerial dishes will be repaired and maintained by the Council. They will be assigned an urgent repairs priority.

**Roofs/Chimney Stacks**

The Council will maintain all roofs/chimney stacks to its own properties. Renewal of roofs will be undertaken on a planned maintenance programme of work.

**Overflows**

The Council will undertake repairs to stop or prevent overflows from tanks and other water outlets. The priority assigned will be dependant on any damage or danger the overflow may be causing to the remainder of the property or neighbouring property.

**External door locks**

Residential property door locks

Residents who require the Council to force entry to their premises in the event of them being locked out, will be charged for this service at current rates plus administration fee. The Council will assign a 2 hour response priority.
Locks requiring renewal as a result of fair wear and tear will be renewed by the Council. The priority assigned will be assessed in accordance with the security risk to the building.

Broken or damaged external locks will be the responsibility of residents to renew. The exception to this will be sheltered accommodation where the Council will renew locks, and where applicable recharge the tenant.

**Shed locks**

Residents will be responsible for the renewal of all locks to sheds regardless of the circumstances.

**Garage door locks**

Residents who require the Council to force entry to their premises in the event of them being locked out will be recharged for this service at current rates plus administration fee.

**Additional Security Locks/Spy holes**

Provision and maintenance of additional locks and security spy holes will be the responsibility of the resident.

**Communal sheds/entrance doors**

Where the lock to a main communal entrance door or communal shed door needs to be replaced, this will be undertaken by the Council. Residents who have lost the keys that have been issued to them and require replacements will be recharged any costs that the Council may incur in providing them.

Where the need arises for a communal entrance lock to be renewed as a result of the loss of keys by one or more residents the costs will be recharged to the residents concerned in full.

**Door entry systems**

The Council will maintain all its door entry systems and intercoms. The Council will endeavour to undertake repairs to these installations within 7 Calendar days of notification.

**Windows**

The Council will ensure that all windows can be securely shut. Where the property is insecure, orders for works to resecure the building will be assigned a high repair priority.
Glazing

Broken glazing to windows and doors will only be renewed where this has resulted from a crime, for which a crime number can be provided. In all other circumstances the Council will arrange for renewal of glazing however a rechargeable account will be issued to the tenant for this and all associated works.

Communal stairwells, lighting and estate maintenance

The Council will undertake a rigorous repairs regime for all its communal areas and estates. In undertaking repairs to communal areas the Council will use its best endeavors to ensure that best value is achieved in maintaining these areas. This may involve some works being packaged and dealt with on a planned maintenance basis. All repairs which are identified as being required in order to avoid causing health and safety problems will be assigned a high repairs priority.

Internal Works

Electric and gas installations

The Council will ensure that all its own appliances, including pipe work, fuse boards, wiring, light switches and electric sockets are maintained in safe working order at all times.

The provision and replacement of light bulbs and fluorescent light bulbs will be the tenants responsibility.

Water tanks/cylinders

The Council will repair and renew all water tanks in its properties as necessary. Where possible this work will be undertaken on a planned maintenance basis.

Internal Decoration

No internal decorations will be undertaken as part of the responsive repairs service. Making good to decorations will be undertaken where damage has been caused as a result of the Council or its contractor undertaking a repair.

Where damage is caused to decorations as a result of fire, where the insurance assessor agrees, redecorations may be carried out.

Decorations required as a result of flood where there is no negligence on the Council's part will not be undertaken. A contribution towards redecorating may be made via the Council's Decoration Allowance Scheme.
Residents will be instructed that the costs encountered in redecorating should be reclaimed via household contents insurance policies.

Where artex is badly cracked or in need of substantial replastering, the Council may replaster the affected area and a decoration allowance will be provided towards the cost of redecoration of the newly replastered wall.

Heating and Hot water systems

The Council will maintain one form of heating and hot water system.

Where a secondary form of heating or hot water supply fails the Council will not be responsible for maintaining it. All Council-owned gas appliances will be annually serviced by the Council's gas servicing contractor.

Hot water cylinder jackets will be provided or renewed by the resident.

The Council may, from time to time, undertake a planned maintenance programme of providing, or improving upon, insulation to lofts, loft hatches and water tanks located in lofts.

Repair priority assigned will be as stated in the Tenants Welcome Pack.

Floors

The Council will ensure that floors are level without holes or breaks and any repairs required will be assigned a medium priority. Floor tiles or any other floor coverings will not be provided by the Council.

Laminated Flooring

The Council will not maintain laminated flooring. This will be treated as a floor covering and where access to pipework and flooring beneath laminated flooring is required the tenant must arrange for this to be lifted and relaid.

The Council will not be held liable for any damage to this type of flooring as a result of it needing to be removed for repair works to areas nearby.

Walls/ceilings

Repairs will be completed by the Council to a standard that all wall and ceiling finishes will be sound, free of holes, and prepared for simple decoration, this includes the inside of any built-in larders.

Splashbacks/tiling

Splashbacks to sinks, basins, baths and all work tops will be the responsibility of the resident to repair or renew.
The Council will only undertake renewal/replacement of tiling in shower areas where not to do so is likely to cause water penetration damage.

**Electrical sockets**

Provision of additional electrical sockets will not be the responsibility of the responsive repairs service.

**Blocked sinks/baths**

The Council will unblock sinks. However, where the blockage is within the pipework of the sink unit/bath and the cause is as a result of the residents’ actions a rechargeable account will be issued.

Blockages resulting from the need for clearance of main drainage or external pipework will be undertaken by the Council.

**Smoke Alarms**

The Council may periodically undertake to provide smoke alarms, either by means of a joint initiative with another organisation or as part of its planned maintenance programme. The provision of alarms under these circumstances will be a 'one off' gift to the resident.

However the provision of smoke alarms on an individual basis will not form part of the responsive repairs service. Furthermore the maintenance, repair or renewal of smoke alarms within Council properties, including replacement of batteries, will be the responsibility of the resident. This will include alarms provided originally by the Council under one of the previously mentioned schemes.

**Bath, basin and kitchen sink plugs**

The Council will not provide these.

**Internal door furniture**

The Council will not repair or renew internal door furniture including door handles or internal door locking mechanisms.

**Internal doors**

The Council will only repair or renew internal doors where the door acts as a fire break between either the kitchen and other rooms or between the upper and lower floors or the dwelling.

Where a resident needs an internal door shaved as a result of new floor coverings being fitted, this will be the residents’ responsibility to arrange and fund.
Curtain tracks, back boards and blinds

The fitment of these will not be undertaken as part of the responsive repairs service.

Kitchen Units

The Council will endeavour to undertake repairs and renewals of kitchen units as part of its Capital Works Programme.

Where a property is in need of new kitchen units and is to be included in a forthcoming planned programme of kitchen upgrades, the Council wherever practicable, will undertake only temporary repairs to the units. Only where a planned maintenance programme of work is more than 18 months away will the responsive repairs service consider renewing a kitchen unit.

In considering whether to undertake a full or temporary repair the Council will ensure cupboards and worktops are in a viable condition for immediate food storage and preparation. Any replacement floor units will be drawer line and at least one drawer line unit should exist in every kitchen. All worktops where possible will be matching and undamaged.

Kitchen units should ideally be matching but some co-ordinating colour schemes may remain.

Cooker outlets

Gas and electric cooker points where provided will be maintained by the Council. Where the need arises for an alternative cooker supply outlet to be installed the resident must make their own arrangements for a qualified fitter to undertake this work at no cost to the Council.

Plumbing for washing machines/ dishwashers

Plumbing for washing machines and dishwashers will not be provided by the Council as part of its repairs service.

Tap washers

The Council will renew these.

Bathroom

Bath, wash basin and WC will be maintained by the Council in proper working order.

The Council, in arranging for repairs and renewals of bathroom facilities, will endeavour to undertake these works as part of its Capital Works Programme.
Where a property is in need of a new bathroom suite, if it is to be included in a forthcoming planned programme of bathroom upgrades, the Council wherever practicable, will undertake only temporary repairs. Only where a planned maintenance programme of work is more than 18 months away will the responsive repairs service consider renewing bathroom suites and/or fitments.

**WC Seats**

These will not be provided by the Council as part of its Repairs Service.

**Living Room/ Dining Room/Bedroom**

Repairs to or removal of fireplaces will only be undertaken where they are in poor condition, which is likely to be a hazard to the occupant, or where the old back boiler has had to be removed. Such work will only be carried out under the specification of a qualified gas fitter.

Where fireplaces are removed the Council will ensure that chimney breasts are vented and plasterwork made good. A decoration allowance will be awarded to contribute towards the cost of redecorating.

Missing or damaged tiles to the fireplace will be the responsibility of the resident to renew/repair.

**Hall, Stairs, Landing, Lobby.**

Front and rear entrance doors are to be secure, with properly operating locks and at least one bolt to the back door.

Stairs and handrails to be sound and secure. Banisters must exist, and balustrade rails must match.

**Adaptations for the Disabled**

Where a property has been adapted and repairs arise, the repairs service will ensure that these are undertaken by the most appropriate means. This includes arranging for regular servicing of mechanical aids such as stairlifts.