

Repairs and Maintenance Policy

Interim Update

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Document Control

Governance

Table 1 – Policy information

Item	Response
Title	Repairs and Maintenance Policy
Responsible officer	Head of Repairs & Maintenance
Author	Head of Repairs & Maintenance / H&N Strategy & Policy Officer.
Approved by	Cabinet tbc
Version approval date	Xx
Next review date	Xx
Review responsibility	Head of Repairs & Maintenance
Applicable to	Homes & Neighbourhoods staff and subcontractors. Homes & Neighbourhoods tenants, leaseholders and other residents.
IIA date	18/11/2025 IIA-762863677
Regulatory framework	Social Housing (Regulation) Act 2023 and associated RSH Regulatory Standards

Revision history

Table 2 – Revision details

Date	Version	Author	Authorised by	Revision details
Xxxxxx	1.0	DB/JG	Cabinet tbc	First publication

1 Introduction

1.1 Purposes of this policy

- 1.1.1 This policy sets out how Homes & Neighbourhoods will deliver a responsive, efficient and effective repairs and maintenance service that meets the needs of tenants and ensures the ongoing safety and quality of their homes.
- 1.1.2 The policy summarises Homes & Neighbourhoods', tenants' and leaseholders' repair and maintenance responsibilities.
- 1.1.3 The policy describes the service standards that tenants and leaseholders can expect from Homes & Neighbourhoods throughout the repairs and maintenance process
- 1.1.4 The policy sets out how Homes & Neighbourhoods will monitor performance with a view to improving standards.

1.2 Legal context

- 1.2.1 This policy responds to the [Social Housing \(Regulation\) Act 2023](#) and the associated [Regulatory Standards](#) by addressing the following requirements:

Safety and Quality Standard

- Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.
- Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's [Decent Homes Guidance](#) and continue to maintain their homes to at least this standard unless exempted by the regulator.
- When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.
- Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.
- Registered providers must assist tenants seeking housing adaptations to access appropriate services.

Transparency, Influence and Accountability Standard

- Registered providers must treat tenants with fairness and respect.
- In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants.

- Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.
- Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.
- Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

1.2.2 This policy also aims to ensure compliance with the following legislation and guidance:

- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Building Regulations Act 1984
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994/133
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995
- Party Wall Act 1996
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations 2002
- Electrical Safety, Quality and Continuity Regulations 2002/2665
- Housing Act 2004
- Regulatory Reform (Fire Safety) Order 2005
- Decent Homes Standard 2006
- Housing Health and Safety Rating System (HHSRS) 2006
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Construction (Design and Management) Regulations 2015
- Smoke and Carbon Monoxide Alarm (England) Regulations 2015 and the Smoke and Carbon Monoxide (Amendment) Regulations 2022
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection Act 2018
- BS7671 18th Edition IET Wiring Regulations 2020
- HSE ACoP L8 The Control of Legionella Bacteria in Water Systems
- Building Safety Act 2022

- Social Housing (Regulation) Act 2023
- Housing Ombudsman’s Complaint Handling Code 2024
- [Awaab’s Law: The Hazards in Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025](#)
- [Awaab’s Law: Guidance for social landlords – Timeframes for repairs in the social rented sector](#)

1.3 Definitions

1.3.1 For the purposes of this policy, the following definitions apply:

Table 3 – List of definitions used in this policy

Term	Definition
Homes & Neighbourhoods, H&N	Kirklees Council’s housing services, inclusive of all departments and teams.
Tenant	A person that rents a home from Homes & Neighbourhoods.
Leaseholder	A person that owns a home on a lease, within a council-owned building.
Resident	Any person that is registered as living in a council-owned home or other building, including tenants, leaseholders and others.
Visitor	Any person that visits a council-owned building, and not referenced amongst these set definitions.
Communal area	An indoor or outdoor shared space, outside of an individual home.
Staff, Officer	A person that works for Kirklees Council.
Contractor	A company or person that works on behalf of Kirklees Council.
Operative	A person carrying out a repair (could be council staff or a contractor).
Emergency hazard	An emergency hazard is one that poses ‘an imminent and significant risk of harm’ to the health or safety of the tenant in the social home, as defined in Awaab’s Law.
Significant hazard	A ‘significant hazard’ is one that poses a ‘significant risk of harm’ to the health or safety of a tenant of the social home, as defined in Awaab’s Law.
Responsive repair	An emergency, urgent or routine property maintenance task which has been requested of Homes & Neighbourhoods to ensure works are carried out to resolve and restore defective assets, elements and components.

Term	Definition
Cyclical maintenance	Maintenance tasks requiring a recurring visit, on a set frequency, to ensure assets, elements and components operate as required and are fully functional.
Planned maintenance	Larger improvement works, upgrades and replacements included within a scheduled improvement programme.

2 Objectives and scope

2.1 Policy objectives

2.1.1 The overarching aims of this policy are to:

- Ensure that council homes and communal areas remain safe and compliant with regulations.
- Maintain homes to the current [Decent Homes Standard](#).
- Provide good value for money.

2.1.2 Throughout the repairs process, Homes & Neighbourhoods aims to:

- Recognise the urgency of repairs and prioritise accordingly.
- Correctly diagnose repairs and complete works 'right first time' where possible, preventing multiple visits and minimising disruption to tenants.
- Ensure that tenants and leaseholders are provided with clear information about the repair, including plans and timescales, and any follow-on work required.
- Ensure that work is carried out safely and in line with relevant legislation.
- Achieve high levels of tenant and leaseholder satisfaction.
- Treat all tenants, leaseholders and other residents with fairness and respect.

2.1.3 Following the repair, Homes & Neighbourhoods aims to:

- Ensure that tenants and leaseholders are provided with an opportunity to provide feedback on the service they have received.
- Use this feedback to improve our service going forward.

2.2 Policy scope

2.2.1 This policy applies to all Kirklees Council staff, contractors and subcontractors.

- 2.2.2 This policy covers building repairs to council homes and communal areas that have been requested by current tenants, leaseholders, council staff or others.
- 2.2.3 This policy also covers repairs to council homes and communal areas that are part of a cyclical or planned maintenance programme.
- 2.2.4 In addition to building repair work, Homes & Neighbourhoods has responsibility for other types of repairs and maintenance, including gas and electrical safety, and damp, mould & condensation treatments. These are covered by separate policies.
- 2.2.5 This policy does not cover repairs to void (empty) properties.
- 2.2.6 This policy does not cover adaptations to tenants' homes. Adaptations are physical changes that can be made to homes to make it safer and easier for residents to move around and do everyday tasks. More information on this can be found on the [Home Adaptations](#) page of the council's website.
- 2.2.7 There are separate arrangements in place for repairs to homes managed by Pinnacle.

3 Policy statement

3.1 Reporting repairs

- 3.1.1 Tenants should report repairs as soon as possible to prevent further damage and ensure that their home remains in good condition.
- 3.1.2 The best way for tenants and leaseholders to report repairs is directly through their [My Kirklees account](#). This is available 24 hours a day, seven days a week.
- 3.1.3 For people that are unable to access this service online, other options are available:
- Call Housing Repairs (Kirklees Direct) on [01484 414800](tel:01484414800) between 8am - 6pm.
 - Email details of the repair to housing.direct@kirklees.gov.uk
 - Council staff can report repairs on behalf of tenants by using an [internal online form](#).
- 3.1.4 For out-of-hours emergency repairs (6pm onwards), please contact Housing Repairs on 01484 414850. This service is only available for situations that pose an immediate danger to tenants, other individuals, or risk serious damage to the property or neighbouring properties. In such cases, a temporary repair may be carried out to make the home safe, with any follow-up repairs scheduled as either urgent or routine, depending on the situation.
- 3.1.5 Information on [how to report repairs](#) is provided to new tenants at the start of their tenancies and is also available to view on the council's website.

3.1.6 If any council staff or contractors are made aware of any potential emergency or significant repair hazard in tenants' homes, they should immediately report it through the methods above.

3.1.7 **Gas leaks should be reported to the National Gas Emergency Service on 0800 111 999.**

3.2 Reporting damp, mould and condensation issues

3.2.1 Mould is harmful to health and dealing with these issues is one of the council's top priorities. More information of this can be found on the council's [damp, mould and condensation webpage](#).

3.2.2 Tenants can raise a damp or mould repair request by:

- Emailing dmc@kirklees.gov.uk
- Calling 01484 414800
- Reporting online through their [My Kirklees account](#)

3.2.3 If any council staff or contractors are made aware of damp, mould and condensation hazards in tenants' homes, they should immediately make DMC staff aware of it through the methods above.

3.3 Prioritisation

3.3.1 Requests for repairs will be assessed and prioritised as set out in the table below:

Table 4 – Prioritisation of repairs and associated timescales

Priority	Target	Description	Examples
Emergency	H&N aims to make the home safe within 24 hours.	<p>Immediate danger to occupants or other people, including emergency hazards as defined in Awaab's Law; or</p> <p>Risk of serious further damage to the property or adjoining property.</p> <p>An urgent or routine repair may be scheduled after making the home safe.</p> <p>Includes certain qualifying repairs set out under the Right to Repair scheme.</p>	<p>Broken boiler; total loss of water supply; electrical hazards such as exposed wiring; broken external door or window that presents a risk to home security; prevalent damp and/or mould that is having a material impact on a tenant's health (for example their ability to breathe; significant structural defects or disrepair; lift not working (where the resident has a relevant disability and the lift is the only way for them to enter or leave their home).</p> <p>Total loss of electric power; total or partial loss of gas supply; blocked flue to open boiler; heating or hot water not working between 31 October and 1 May; blocked/leaking foul drain, soil stack or toilet; toilet not flushing (if there is only one toilet in the property); significant leak from a water pipe, tank or cistern.</p>

Priority	Target	Description	Examples
Urgent	H&N aims to complete the repair within 3 working days.	Health, safety or security of occupants at risk but no immediate danger; and No immediate risk of serious further damage to the property. A routine repair may be scheduled after making the home safe. Includes certain qualifying repairs set out under the Right to Repair scheme.	Partial loss of electric power; partial loss of water supply; heating or hot water not working between 1 May and 31 October; blocked sink, bath or basin; tap cannot be turned; loose or detached banister or hand rail; rotten timber flooring or stair tread.
Priority	H&N aims to complete the repair within 7 working days.	Includes certain qualifying repairs set out under the Right to Repair scheme.	Leaking roof; door entry phone not working (where it is the council's responsibility); mechanical extractor fan not working.
Significant	H&N aims to investigate the repair within 10 working days and undertake relevant safety work within 5 further working days.	Includes significant hazards as defined in and within scope of Awaab's Law. A routine repair may be scheduled after carrying out relevant safety work.	Damp or mould where this could have a harmful impact on a tenant's health.
Routine	H&N aims to complete the repair within 25 working days.	Other repairs that the council is responsible for. The tenant will be invited to make an appointment at a time convenient to them.	See Responsibilities section below for examples of repairs that the council is responsible for.

3.3.2 Individual tenant vulnerabilities will be considered when prioritising and arranging repairs, in line with Awaab's Law and the council's Vulnerable Tenant Policy. Where appropriate, and in liaison with Housing Management Officers, reasonable adjustments to the way Homes & Neighbourhoods process and carry out the repair may be made to ensure that tenants do not face additional barriers in having repair work undertaken.

3.3.3 Where possible, repairs will be diagnosed and prioritised at the point of order. In most cases customers will be able to choose an appointment when reporting a repair.

3.3.4 Pre-inspections will be undertaken when a routine repair request is unclear or if measurements are required. Where possible, tenants will be informed of this at the point of order and told about expected timescales for completion, which may be outside of the initial target timescale.

- 3.3.5 Repairs may sometimes take longer than the target timescales set out above, for example, when parts need to be ordered, when specialist work is required or if there is difficulty accessing a property. In these cases, tenants will be kept informed of the expected timescales for completion.
- 3.3.6 If the repair can be carried out as part of a planned maintenance programme, the repair request may be transferred and closed. The tenant will be informed if this is the case, and will be told about the expected timescales for the planned work.

3.4 Awaab's Law and HHSRS

- 3.4.1 Awaab's Law comes into force for the social rented sector from 27 October 2025. From this point social landlords have to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes.
- 3.4.2 In 2026 (exact date to be confirmed by the government), the regulations will extend to include the following hazards where they present a significant risk of harm:
- excess cold and excess heat;
 - falls associated with baths etc., on level surfaces, on stairs and between levels;
 - structural collapse, and explosions;
 - fire, and electrical hazards;
 - domestic and personal hygiene and food safety.
- 3.4.3 In 2027 (exact date to be confirmed by the government), the regulations will extend to all remaining HHSRS hazards (apart from overcrowding) where they present a significant risk of harm.
- 3.4.4 The Housing Health and Safety Rating System (HHSRS) is a risk assessment tool used to assess whether a property is safe to live in. It rates the hazards in homes according to the likely impacts on health. There are twenty-nine different hazards identified in HHSRS.
- 3.4.5 When prioritising repairs, Homes & Neighbourhoods will use HHSRS to ensure health and safety obligations are met by assessing and actioning such repairs within appropriate timescales.
- 3.4.6 For repairs in the scope of Awaab's Law, Homes & Neighbourhoods will respond to reports of potential hazards in their tenants' homes as set out below:
- Investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable. The investigation and the emergency safety work must both take place within 24 hours of becoming aware of the hazard.
 - Investigate any potential significant hazards within 10 working days of becoming aware of them.
 - Produce a written summary of investigation findings and provide this to the tenant within 3 working days of the conclusion of the investigation.

- Undertake relevant safety work within 5 working days of the investigation concluding, if the investigation identifies a significant hazard.
 - Begin, or take steps to begin, any supplementary preventative work to prevent a significant or emergency hazard recurring within 5 working days of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in 5 working days this must be done as soon as possible, and work must be physically started within 12 weeks.
 - Satisfactorily complete supplementary preventative works within a reasonable time period.
 - Secure the provision of suitable alternative accommodation for the household, at the social landlord's expense, if relevant safety work cannot be completed within specified timeframes.
 - Keep the tenant updated throughout the process and provide information on how to keep safe.
- 3.4.7 Homes & Neighbourhoods will keep clear records of all attempts to comply with the legislation, including records of all correspondence with the resident(s) and any contractors. If Homes & Neighbourhoods have made all reasonable attempts to comply with the timescales but have been unable to for reasons genuinely beyond their control, they will provide a record of the reasons that prevented them from doing so.

3.5 Appointments

- 3.5.1 Prior to contact being made with the tenant, Homes & Neighbourhoods will check for any reasonable adjustments that have previously been requested to ensure that these are respected in the repair process.
- 3.5.2 Where appointments are offered for repairs, tenants can choose from the following slots:
- Morning (8am – 1pm)
 - Afternoon (12 noon – 4pm)
 - Outside of school run (10am – 2.30pm)
 - All day (8am – 4pm)
- 3.5.3 Appointments will be confirmed by text or the tenant's preferred method, and tenants will be sent reminders in advance of the appointment.
- 3.5.4 Tenants are responsible for allowing access to their homes for repairs to be carried out, in line with the Tenancy Agreement.
- 3.5.5 If it is not possible to complete the repair at the first appointment (for example, due to additional materials or specialist work being required), the operative will explain this to the tenant and, where possible, arrange a further appointment while in the tenant's home. If it is not possible to arrange a new appointment immediately, this will be explained to the tenant and next steps set out. In these cases, tenants will be kept informed of the expected timescales for completion, which may be outside of the initial target timescale for the repair.

3.5.6 On rare occasions, it may be necessary to temporarily move a tenant out of their home to carry out a repair. This could be due to the nature of the repair or because of a tenant's or household member's vulnerability. Council officers will work with tenants to find the most appropriate solution in these cases.

3.6 Safeguarding

3.6.1 All employees of Kirklees Council have a duty of care to safeguard, prevent, and report any safeguarding concern, including concerns which may arise when visiting homes to carry out repairs. All staff are expected to safeguard any child or adult at risk who comes to their notice, where it is believed they may be suffering harm. They will do this in line with the Kirklees Cross Council Corporate Safeguarding Policy.

3.6.2 Where staff or contractors observe or receive concerns or reports of domestic abuse when carrying out repairs, they are responsible for ensuring information is logged appropriately, in line with Homes & Neighbourhoods' Domestic Abuse Policy.

3.6.3 If, on arrival to carry out a repair, staff or contractors consider that there would be a health and safety risk to themselves or others in carrying out the repair, they are authorised to abort the repairs and leave. Examples include but are not limited to:

- Violence and aggression
- Dangerous dogs
- If needles are identified

These instances will be referred to the Housing Management Team to action as a breach of the Tenancy Agreement.

3.7 Planned maintenance and improvements

3.7.1 A 3-year stock condition survey will be carried out to 100% of the council's housing stock from September 2025 to September 2028. The data collected will be used to deliver the Asset Strategy and Investment Plan approved by Cabinet in March 2024.

3.7.2 A 20% rolling stock condition survey will then be started from September 2028 with the target of having a stock condition survey no older than five years on file.

3.7.3 When attending repairs, contractors or operatives will sometimes recommend that a component requires early replacement rather than repair. This information will be reviewed by a surveyor and, if it is agreed that a replacement is required, this will fall outside of the scope of the Repairs and Maintenance Policy and will instead become part of the council's Capital Investment Programme. Tenants will be told about this and kept informed throughout the process.

3.7.4 Tenants and leaseholders will be informed in advance of upcoming investment works, in line with the planned works process for planned and cyclical works.

3.8 Right to Repair

- 3.8.1 The Right to Repair Scheme was introduced for council tenants to make sure that certain small, urgent repairs that could affect health, safety or security are done quickly. If the repair qualifies and is not completed within target times, you may be entitled to a compensation payment. Some examples of qualifying repairs are:
- unsafe power or lighting sockets or electrical fittings
 - blocked flue to an open fire or boiler
 - a leaking roof
 - leaks from water or heating pipes, tanks or cisterns
 - loose or broken banister handrails
- 3.8.2 Citizens Advice provides a guide to [using the Right to Repair Scheme](#).

3.9 Recharges

- 3.9.1 Sometimes the council has to carry out repair work that is a tenant's or leaseholder's responsibility. In these circumstances, the tenant or leaseholder will be recharged (required to pay for the work).
- 3.9.2 Homes & Neighbourhoods' Rechargeable Repairs Policy sets out the council's approach to the prevention and recovery of recharges. Recharges are costs for any repairs that Homes & Neighbourhoods have been required to carry out to a council-owned property following damage, unauthorised or non-compliant DIY, neglect, misuse or abuse by tenants, residents, members of their household, or visitors to their home, and leaseholders or leaseholders' tenants.

3.10 Insurance

- 3.10.1 The council will ensure that it has sufficient Property and Public Liability Insurance. In the event of an insured peril (e.g. fire or flood), the policy will cover damage to the structure of the building and associated repairs. Damage to tenants' and other people's property within the home will remain the responsibility of the tenant.
- 3.10.2 The council has an arrangement with an insurance provider to offer low-cost home contents insurance to tenants, and strongly recommends that tenants take out insurance through this scheme or another provider. Tenants can ask their Housing Management Officer about this.

4 Roles and responsibilities

4.1 Council responsibilities

4.1.1 The council is responsible for the following repairs:

- Repairing the structure, exterior and communal part(s) of council homes including drains, gutters and external pipes.
- Keeping in repair and proper working order installations for the supply of water, gas electricity; bathroom, kitchen and toilet fittings (excluding shower curtains, shower hoses shower heads, and toilet seats); and waste pipes.
- Keeping in repair and proper working order installations for room heating and hot water (where provided by the Kirklees Council).

4.1.2 The council will repair frontline fencing only, unless there is a health and safety risk that necessitates council intervention. It may sometimes be necessary to remove a fence to make it safe.

4.1.3 The council will repair all entrances, halls, stairways, lifts, rubbish chutes, lighting and other common parts of all blocks of flats and maisonettes.

4.1.4 The council will paint the outside of council homes and communal areas.

4.1.5 When the council agrees to carry out a requested repair, the tenant will be contacted by text message or by their preferred method of contact to confirm the repair and to tell the tenant when it will be carried out.

4.1.6 Any officers or contractors who call at tenants' homes in relation to repairs or other housing matters must carry identity cards.

4.1.7 During repair work, operatives will try to cause as little damage as possible to existing decorations. However, if damage is caused during repair work (if that repair work was not the tenant's fault), the tenant may be entitled to an allowance to redecorate.

4.1.8 Under Section 96 of the Housing Act 1985 we will pay compensation for certain repairs if we do not do them within a certain time, depending on certain conditions. Housing Management Officers can provide tenants with more details.

4.1.9 Operatives will make sure rubbish, building materials and equipment are removed from the home after the repair work is finished

4.1.10 The council will insure the structure of the building as well as council-owned fixtures and fittings.

4.1.11 The council will not insure for deliberate or accidental damage that tenants or their household members cause.

4.1.12 Supervisors, team leaders and managers will be responsible for ensuring their staff are aware of and comply with the provisions of this policy through supervisions and appraisals.

- 4.1.13 Staff should consider whether children or adults are at risk of harm, domestic abuse or self-neglect when visiting residents' homes and should report any concerns in accordance with the relevant council policies and procedures.
- 4.1.14 Training and procedures will be made available to staff and officers to ensure they are aware of their responsibilities.
- 4.1.15 Third party contractors may be employed to carry out some repair and maintenance works. Contractors will be required to operate in accordance with the council's policies and procedures. Relevant information will be included in contract documentation.

4.2 Tenant responsibilities

4.2.1 Tenants are responsible for:

- Any repairs not listed in section 4.1 above.
- Taking reasonable steps to avoid damage (this includes but is not limited to) applying Artex or polystyrene tiles, to any walls or ceilings.
- Using the home properly and responsibly.
- Any damage to the home caused by themselves, family or visitors. Tenants must pay the council for any damage.
- Keeping all grates, grids, drains and gullies (not including gutters that catch water from the roof) clean and clear and taking care not to block toilets and sinks. Shower heads must be kept clean.
- Safe keeping of the keys and fobs provided by the council for the property, including door, window and communal access locks. If tenants lose their keys, they are responsible for arranging a lock change at their own cost.
- Keeping the home and any outbuilding safe and secure.
- Decoration and cleanliness to the inside of the home.
- Maintaining their gardens, including rear and side fences, unless there is a health and safety risk that necessitates council intervention.

4.2.2 Tenants must report repairs that the council is responsible for as soon as possible.

4.2.3 Tenants must allow access to Homes & Neighbourhoods staff and contractors to inspect their homes or carry out repair work, in line with the Tenancy Agreement.

4.2.4 Tenants must report to their Housing Management Officer any vandalism or criminal damage caused by other people to the home otherwise they may be charged for any repair work.

4.2.5 Tenants are responsible for decorating the inside of their homes. This includes repairing minor cracks in plaster work and preparing surfaces so they can be painted or papered.

- 4.2.6 Following a mutual exchange with another tenant, the new tenant will be responsible for the decoration that the previous tenant has left. Homes & Neighbourhoods will repair any damage caused by the previous tenant and charge them for it. The new tenant will also be responsible for any improvements or alterations that the previous tenant did, unless Homes & Neighbourhoods agrees to be responsible for them. Introductory tenants do not have the right for a mutual exchange. This right only applies to secure tenants.
- 4.2.7 Tenants are also responsible for; buying curtain rails and light bulbs; taking reasonable care to make sure that pipes do not freeze; providing their own tv aerial, unless there is a shared aerial; replacing missing plugs in sinks and wash basins, and toilet seats.
- 4.2.8 If the council needs a tenant or other resident to leave their home temporarily so that work can be done safely, the tenant or resident must leave for as long as is necessary for the work to be carried out.
- 4.2.9 Under Section 97 of the Housing Act 1985, tenants have a right to carry out their own alterations or improvements, but they must get written permission from Homes and Neighbourhoods. They may also get compensation for this work when ending a tenancy. Introductory tenants do not have this right; it only applies to secure tenants.
- 4.2.10 Tenants must not remove any items owned by the council from their homes, or from any other council-owned property, without the council's written permission.
- 4.2.11 Tenants are responsible for the installation and maintenance of doorbells and cameras.
- Any damage caused to Kirklees Council's property during installation will be recharged to the tenant.
 - Doorbells and/or cameras are not permitted to be installed on fire doors or any walls where compartmentalisation work has been undertaken to prevent the spread of fire.
 - Doorbells and/or cameras must not be fixed to Kirklees Council's composite or PVC external doors without written permission from the council.
 - No doorbells and/or cameras are allowed in blocks of flats, maisonettes or residential/sheltered homes where Kirklees Council has installed CCTV.
 - Please see Kirklees Council's Guidance on Domestic Recording Systems.
- 4.2.12 Tenants are responsible for taking out their own insurance to cover damage to their belongings and decorations and any third-party liability if there is a fire, flood or other accident. Homes & Neighbourhoods can help tenants to arrange home insurance cover. For more details about our approved insurance scheme, please contact your Housing Management Officer.

4.3 Leaseholder responsibilities

- 4.3.1 Leaseholders are responsible for all internal fixtures and fittings in their homes.
- 4.3.2 Leaseholders must ensure that all gas appliances are serviced annually by a qualified, registered gas engineer, and must pay for this servicing. Homes & Neighbourhoods offer

a certified gas servicing plan for leaseholders which can be arranged through the Support and Information Team by calling 01484 414886.

- 4.3.3 Leaseholders are responsible for paying a proportion of the total cost of any repairs/replacements required to internal and external communal facilities and features such as shared roofs, communal lighting, lifts, heating, drains and other items related to the structure of the building.
- 4.3.4 Leaseholders are responsible for paying a proportion of the total cost of works related to fire safety repairs and improvements to ensure that the overall block is compliant to current fire safety standards.
- 4.3.5 The council is obliged to inform leaseholders of any plan to undertake replacement works and issue an estimate for the works in accordance with the Leasehold Service Change Notification. Confirmed costs and programmes will be communicated through the Section 20 Consultation process.
- 4.3.6 Leaseholders must pay for buildings insurance cover through the service charge. Leaseholders can claim against this if they suffer damage to their property by storm, fire or certain accidents.

5 Monitoring and review

5.1 Monitoring and improvement

- 5.1.1 Following a repair, tenants will be invited to complete a satisfaction survey. If a tenant is dissatisfied with the service they have received, Homes & Neighbourhoods will attempt to put right the issue before closing the repair.
- 5.1.2 If a tenant continues to be dissatisfied, they may also make a complaint. Information on [how to make a complaint](#) is provided on the council's website.
- 5.1.3 Homes & Neighbourhoods will monitor the effectiveness of this policy through regular case audits to identify gaps in procedures, strengthen its response to residents and adapt to evolving risks and challenges. Audits serve as a tool for peer review, highlight good practice and support learning and development.
- 5.1.4 The Regulator of Social Housing requires landlords to complete annual Tenant Satisfaction Measures, which include questions about repairs and maintenance. The results from these will be published on the council's website.
- 5.1.5 Learning from complaints and performance data about the repairs process will be shared with the Tenant-Led Panel. This will include details of how the learning will be used to improve service delivery.
- 5.1.6 Audit data will be shared with Homes & Neighbourhoods Senior Management Team on a quarterly basis for discussion and review.

5.2 Policy review

- 5.2.1 This interim policy will be reviewed in one year, or in response to relevant changes in legislation, regulation or organisational structures.
- 5.2.2 Any significant changes will be consulted on prior to implementation and relevant approvals sought.
- 5.2.3 This policy and future updates will be published on the council's website.

6 Associated policies and strategies

6.1 Homes & Neighbourhoods policies

- 6.1.1 The following Homes & Neighbourhoods policies, strategies and other documents are relevant:
- Tenancy Agreement
 - Homes & Neighbourhoods Service Standards
 - Rechargeable Repairs Policy
 - Complaints Policy
 - Redress Policy
 - Safety in Communal Areas Policy
 - Pet Policy
 - Health and Safety Policy
 - Construction & Contractor Work Policy
 - Gas Safety Management Policy
 - Electrical Safety Management Policy
 - Council Housing Asset Management Strategy and Investment Plan
 - Damp, Mould & Condensation Policy
 - Council Housing Fire Safety Management Policy
 - Council Housing Fire Safety Management Plan
 - Vulnerable Tenant Policy
 - Domestic Abuse Policy

6.2 Kirklees Council policies

6.2.1 The following wider Kirklees Council policies and strategies are relevant:

- [Kirklees Council Access Strategy](#)
- [Kirklees Council Safeguarding Policy](#)
- [Kirklees Domestic Abuse Strategy](#)
- [Kirklees Adaptations Process](#)

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