

Housing Repairs Policy

| | | |
|----------|---|-----------|
| 1 | Housing Repairs & Investment | 2 |
| 1.1 | Resident Focused Service for Effective Asset Management | 2 |
| 1.2 | Types of Repairs & Maintenance | 3 |
| 2 | Repairs Responsibilities | 4 |
| 2.1 | Our Responsibilities to You | 4 |
| 2.2 | Right to Repair | 5 |
| 2.3 | Your Responsibilities as a Tenant | 5 |
| 2.4 | Your Responsibilities as a Leaseholder | 6 |
| 2.5 | Extra Help for Vulnerable Residents | 6 |
| 2.6 | Pre and Post-Capital Works (Transforming Homes) | 7 |
| 2.7 | Tenant Improvement Works | 8 |
| 2.8 | When You May Not Receive a Repair | 8 |
| 3 | Rechargeable Repairs | 9 |
| 4 | Damp & Mould | 10 |
| 5 | How to Contact Us | 11 |

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

1 Housing Repairs & Investment

1.1 Resident focused service for effective asset management

Thurrock Council has an ambitious housing strategy which supports the Council's vision that Thurrock will be "a place of opportunity, enterprise and excellence, where individuals, communities and businesses flourish".

As part of this strategy, the Council takes a wide-ranging approach to meeting housing needs in the borough:

- Capital investment in housing stock: ensuring tenants and leaseholders have an improved standard of living – which may include new kitchens, bathrooms and external building fabric works including improved thermal efficiency measures.
- Efficient and effective asset management: delivering repairs and maintenance to ensure the long term value of Council assets while providing an improved service for residents.

Delivering this effective management of Council housing assets ensures that resources are focused on housing assets, issues and residents where need is greatest. It also delivers a service focusing on long term maintenance, extending the life of housing assets.

This Repairs Policy forms a key part of delivering effective asset management, setting out:

- **Our responsibilities to you** - What service we deliver in maintaining properties.
- **Your responsibilities as a tenant or leaseholder** - How tenants have a shared responsibility in maintaining their homes.
- **Extra help for tenants** - Where tenants have a disability or medical condition which means they can't carry out minor repairs, we provide extra support.

The Repairs Policy should be read in conjunction with the following documents:

- Appendix A: Repairs Responsibilities
- Appendix B: Standard Tenancy Agreement
- Appendix C: Right to Repair Information

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

1.2 Types of repairs and maintenance

In delivering effective asset management and maximising value in funding, Thurrock Council has a range of delivery streams for asset investment, repairs & maintenance:

- **Responsive Repairs** - The responsive repairs service addresses all emergency, urgent or routine repairs.
- **Batch Repairs** - Where there are a number of repairs to the same property component, these may be combined into a batch repairs programme – this typically includes fencing, gutters and drainage repairs / replacement;
- **Communal areas** – The repairs service will also maintain communal areas to ensure these remain safe accessible areas. Elements covered will include but are not limited to:-
 - Estate roads
 - Shared gardens
 - Car park areas
 - Playgrounds
 - Boundary walls and fences on the estate and general areas you use with others
 - Community bin stores in a block or shared part of the estate, shared washing lines and posts
 - Lifts and lighting to shared passages, landings, staircases and other shared indoor parts of the estate.

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

2. Repairs Responsibilities

2.1 Our responsibilities to you

Thurrock Council is required to maintain the structure and exterior of the property to a good standard of repair. The Council will also keep any installation provided by us for space heating, water heating, water sanitation and the supply of water, gas and electricity in good repair and proper working order. This includes:

- Cisterns, tanks, pipes, wires and drains in the property which also serve other properties, for example, soil stacks or rising mains.
- Gas and water pipes or electrical supply cables and wires into the block, up to but not including the meter or stopcock in your property.
- Outside and inside structural or party walls, but not the inside surfaces
- Any entrance doors and frames which open onto the outside of the building and not a landing or corridor.
- Outside window frames and sills.
- Roofs, chimney flues and stacks, gutters, rainwater and soil pipes, sewers, drains channels and watercourses.
- Balconies, passages, landings, staircases and other shared parts of the estate.
- Communal TV or radio aerials.
- Entry phone or door-entry system.
- Building foundations below ground.

For more detail on repairs we undertake and completion times please refer to section 3.1 and Appendix A.

In maintaining these elements of the Property, Thurrock Council go beyond the minimum statutory requirements. When required we offer additional levels of provision in repairs services for all residents, as well as extra help for those who need it (Please refer to section 2.5).

If we fail to carry out the repair within a reasonable timeframe you may be entitled to have repairs which are our responsibility carried out by another contractor. We will provide information about this if you ask us.

The Council has a responsibility to ensure that it meets the statutory requirements in relation to the Gas Safety (Installation & Use) Regulations 1998. We will comply with our statutory duty to check any gas fitting and the flues serving it in the Property at least once a year in order to minimise the risk of explosion or carbon monoxide poisoning. The Council will:

- Maintain gas appliances in good working order.
- Undertake an annual safety check by a Gas Safe registered engineer.
- Keep records of safety checks.
- Issue a certificate to the resident within 28 days of each annual check.

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

2.2 Right to repair

This repairs policy strictly adheres to the 'right to repair' legislation, this ensure emergency / urgent repairs that may affect your health, safety or security are completed within a set time frame. This legislation also sets out your rights as a tenant in relation to repairs undertaken by us a landlord.

Please refer to Appendix A & C for full details of applicable repairs and the right to repair process and legislation.

2.3 Your responsibilities as a tenant

Thurrock Council does not have any duty to carry out any repairs until such time as you tell us that they are required. You must notify us if any repairs are needed to the property or the communal areas which are our responsibility.

You must also allow us access to carry out the repair please refer to clause 3.8 in the Tenancy Agreement for further information.

When repairs are required, you are responsible for moving furniture and lifting carpets to allow repairs to be completed. If carpets have to be lifted to undertake a repair neither the Council or its contracted partners can be held responsible for any damage.

In maintaining assets as effectively and efficiently as possible, the Council must prioritise works for property repairs and residents most in need. At the same time, tenants are required to have shared responsibility in maintenance of the property. This means that Tenants have a responsibility to treat the inside of the property and all internal fixtures and fittings, as well as communal areas, in a tenant-like manner.

In light of the above you are required to keep the interior of the property in a good and clean condition and completing minor repairs around the home. Minor repairs you are expected to undertake but are not limited to include:

- Replacing light bulbs, fluorescent tubes and fuses.
- Sanitary fittings such as toilet seats, plugs and chains for baths, basin and sinks.
- Clearing minor blockages to drains or waste pipes caused by you or members of your household.
- Decorate all internal parts of the property as often as is necessary to maintain a good decorative standard.
- Undertake minor repairs to the property including the fixtures and fittings within the kitchen and bathroom areas. This includes all bathroom fittings and tiling, kitchen cupboards, drawers, handles and worktops.

You must also ensure that drains and waste pipes are not blocked by the disposal of unsuitable matter for example cooking oil, fat, nappies and sanitary items and to report to us promptly any problems with the drains and waste pipes.

More detail on repair responsibilities can be found in Appendix A.

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

As part of the shared responsibility for maintaining the property, tenants are also responsible for repairing damage caused to the property or our installations, fixtures and fittings or the communal areas by the tenant, their household or their visitors (please refer to section 3.0 rechargeable repairs).

You are responsible for the repair and maintenance of your own domestic equipment including supply from the connection point except where we have expressly agreed to take responsibility for repair and maintenance. This includes cookers, washing machines, fridges, freezers, doorbells and all other fittings and appliances supplied by you.

2.4 Permission to improve your property

Secure tenants have certain rights to make improvements in the property, with written consent from the Council. As an example, this may include a new kitchen or bathroom but excludes external decoration, alterations and additions to the installations, fixtures and fittings in the Property. The Council will not unreasonably withhold consent but will make it conditional upon the work being carried out to an appropriate standard. At the end of a tenancy authorised improvements may be left in place but unauthorised works to the property must be reinstated to its original state before the works took place. At the end of your tenancy you may have the right to be compensated for the costs of specified improvements you have carried out to the Property.

In deciding whether to give consent for improvements matters including the safety of the property for occupiers will form part of the considerations, along with any expenditure the Council may have to incur and the impact on the value of the property. Failure to seek our consent or to comply with any conditions will be a breach of your obligations under this tenancy.

In addition you will be required to reimburse us for any expenditure we incur in carrying out repairs to the property as a result of your failing to obtain our consent or failing to carry out the works in accordance with our conditions or other statutory requirements.

2.5 Extra help for vulnerable residents

Thurrock Council has an established protocol which considers the different needs of those residents that may be considered vulnerable. This includes those who:

- Have a mental health problem or mental illness including dementia.
- Have a physical disability.
- Have a sensory impairment.
- Have a learning disability.
- Are old and frail.
- Are experiencing a temporary illness.

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

In order to provide a housing repair & maintenance service which balances effective and efficient service provision with meeting needs of residents, Thurrock Council provides an additional level of service for those residents which fall into the above categories.

The additional level of service includes undertaking some repairs which may ordinarily be the responsibility of the tenant. The full list of responsibilities and additional offers is set out in Appendix A.

In providing this additional level of service, Thurrock Council are supporting the paramount principle of the Vulnerable People at Risk Protocol:

“The Council and its partners have an overriding duty to safeguarding the health and wellbeing of vulnerable individuals living in Thurrock.”

Thurrock Council has an established record of residents that are considered vulnerable under the above categories. However the Council has an ongoing programme to update and understand resident housing needs. If you think one of these categories applies to you or someone you know, please contact your Estates Officer.

2.6 Tenant conduct

The Thurrock Council Tenancy Agreement (Section 4) sets out the expected conduct of Tenants, their household and visitors in the property or the locality. Included within the agreement terms is the requirement that Tenants, their household, lodgers, and visitors:

“must not to do anything in the property or in the locality which causes or may cause a nuisance, annoyance or inconvenience to other persons residing, visiting, working or otherwise engaging in lawful activity in the locality, or to any of our tenants, agents, employees or contractors”

Including:

“Abusing, assaulting, threatening, harassing or obstructing our employees, contractors, agents, or Council members in person, by telephone, in writing or in any other way while they are carrying out their job, whether at the property or elsewhere (e.g. our offices).”

Where such behavior occurs the Council may limit access to the repairs service, except in the case of some emergency works.

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

2.7 Variations to repairs policy (Capital improvement works)

Thurrock Council will undertake more significant improvement and repair works through capital works programmes. These capital programmes may include replacement of key components such as kitchens, bathrooms, boilers and external elements such as windows and doors. Capital works will also include refurbishment and major improvement to community areas within the estates of Thurrock.

Where such works are programmed for your property, repairs responsibilities and completion time might vary. This may mean repairs to your property will be restricted to emergency or make safe repairs only until capital improvements are completed.

2.8 When you may not receive a repair

Right to buy

When we receive your right to buy application we will only carry out emergency or urgent works to your property. These are limited to:

- Repairing and maintaining the structure and exterior of the property.
- The landlord's heating and hot water appliances.
- Pipes and wiring within the property.

We will only place repair orders for repairs needed by law (please refer to section 2.2). Repairs that are not required by law will not be completed. Generally repairs outstanding or underway at completion of the sale will be cancelled.

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

3 Rechargeable Repairs

Tenants have a shared responsibility for the repair and maintenance of the property as set out in your tenancy agreement.

If you fail to adequately repair any damage caused to Thurrock Council property that you, a member of the your household, a visitor to the property or your pets cause and the Council have to carry out repairs. The assigned tenant must reimburse the Council for any reasonable costs the Council incurs in carrying out those repairs. This includes repairs to:

- The property.
- The internal fixtures and fittings.
- The installations or to the communal areas,
- The cost of cleaning any blockage to drains or waste pipes.

It is our policy to reclaim the cost of a repair, inclusive of VAT as applicable, from tenants if they, their family or visitors have caused damage deliberately, maliciously or through neglect. We can invoice you for these costs in which case any failure to pay will be treated as a breach of the Tenancy Agreement.

You must replace locks and/or lost keys where you lose your keys or to reimburse us for such costs if you ask us to do this for you.

Rechargeable repairs due to breakage and neglect

If you need a repair that has come about through breakage or neglect, we will tell you at the earliest possible moment of what it will cost.

- You will need to sign a housing repair recharge form stating that you agree to pay.
- If you do not accept the charge, the repair will not be undertaken unless the work defined as essential by Thurrock Council to maintain safety and the integrity of the property. In this instance works will be undertaken and the bill will be sent the person or persons defined in the Tenancy agreement.
- You can do the repair yourself, as long as it is to a standard we find acceptable.
- If you carry out a mutual exchange there are certain things you are responsible for. You will be asked to sign a works repair responsibility form at the time of your exchange.

Rechargeable repairs due to wear and tear or neglect.

At the start of every Tenancy, a number of things are provided in the property. However, these items fall outside of the repairs policy and tenants will be responsible for maintaining and replacing these items throughout their tenancy. These items are:

- Toilet seat, plugs and chains to sanitary ware, shower head and connecting hose, shower rail and curtain.
- Clothes drying facilities (excluding communal areas)
- Internal doors (except where unsafe) and furniture (locks, handles, hinges).
- Door entrance keys and fobs, a maximum of 2no keys or fobs will be issued for free at the start of the tenancy.

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

5 How to Contact Us

If you wish to contact the Council regarding the information contained in this Repairs Policy, please contact us on 01375 366145. Further details on the Housing Repairs & Improvements are available on our website thurrock.gov.uk/repairs.

To Contact Us

If you wish to contact the Council regarding the information contained in this Repairs Policy, please contact us on 01375 366145. Further details on the Housing Repairs & Improvements are available on our website thurrock.gov.uk/repairs.

Getting involved

Tenants and leaseholders are encouraged to get involved in steering how Thurrock Council delivers services, through a range of forums:

- Tenants Excellence Panel
- Sheltered housing forum
- Leaseholders' forum

More information can be found by visiting the Council's website:

thurrock.gov.uk/get-involved-as-council-tenant

| | | | |
|----------------|-------------------------|----------|---------------------|
| Document Name: | Repairs Policy Document | | |
| Date: | TBC | Release: | Version V.1.2 FINAL |

Thurrock Council – Repairs Policy Document

Appendix A: Repairs Responsibilities, Rechargeable Repairs and Right to Repair

Timeframes: Emergency – 24 hours; Urgent – 5 working days; Routine – 20 working days; Batch Repairs – according to programme

| Category | Description | Repair Notes | Responsibility | Priority | Rechargeable | Notes | Right to Repair |
|-----------------------------|---|--|------------------|-----------|--------------|-------|-----------------|
| Emergency – 24 hours | | | | | | | |
| Bathroom | Repair / renew leaking toilet. | | Thurrock Council | Emergency | Y | | |
| Bathroom | Defective Flush - Only WC | | Thurrock Council | Emergency | | | Right to Repair |
| Bathroom | Blocked WC pan; blocked drain, stack or toilet, if there is only 1 toilet in the property | Where stack is blocked, rechargeable to all properties served | Thurrock Council | Emergency | Y | | Right to Repair |
| Bathroom | Blocked Bath/Basin/Sink/Shower | | Thurrock Council | Emergency | Y | | Right to Repair |
| Carpentry | Rotten timber floor / stair treads | | Thurrock Council | Emergency | | | Right to Repair |
| Carpentry | Loose or detached bannister or handrail | | Thurrock Council | Emergency | | | Right to Repair |
| Drainage | Blocked / leaking drain | Rechargeable where drain is blocked or damaged by resident | Thurrock Council | Emergency | Y | | |
| Drainage | Unstoppable leak from pipe, tank or cistern | | Thurrock Council | Emergency | | | Right to Repair |
| Electrical | No sockets working | | Thurrock Council | Emergency | | | |
| Electrical | Unsafe power or lighting socket / switch or fitting | Rechargeable if tenant damage | Thurrock Council | Emergency | Y | | Right to Repair |
| Electrical | Isolate electrics affected by flood or water penetration | | Thurrock Council | Emergency | | | |
| Electrical | Extractor fan not working in kitchen and / or bathroom | | Thurrock Council | Emergency | | | Right to Repair |
| Electrical (Supply) | Partial loss of power (Internal only) | | Thurrock Council | Emergency | | | Right to Repair |
| Electrical (Supply) | Total loss of electric power | | Thurrock Council | Emergency | | | Right to Repair |
| Electrical (Supply) | Partial loss of electric power including freezer – cannot be plugged in with extension lead | | Thurrock Council | Emergency | | | |
| External Buildings | Make safe dangerous structure | | Thurrock Council | Emergency | | | |
| External Repairs | Make safe loose building components | i.e- Loose chimney pot(s), loose / dangerous roof tiles / slates. Loose / unstable brickwork | Thurrock Council | Emergency | | | |

| | | | | | |
|----------------|--|-------|-----|----------|-----|
| Document Name: | Repairs Policy Document: Appendix A – Repairs Responsibilities | Date: | TBC | Release: | TBC |
|----------------|--|-------|-----|----------|-----|

| Category | Description | Repair Notes | Responsibility | Priority | Rechargeable | Notes | Right to Repair |
|-------------------------------------|--|---|------------------|-----------|--------------|-------|-----------------|
| External Repairs | Leaks or burst pipes outside the property | | Thurrock Council | Emergency | | | |
| Gas (Supply) | Total or partial loss of gas supply | | Thurrock Council | Emergency | | | |
| Heating | Total or partial loss of space or water heating | | Thurrock Council | Emergency | | | Right to Repair |
| Heating | Blocked flue to open fire or boiler | | Thurrock Council | Emergency | | | Right to Repair |
| Kitchen / Bathroom | Tap that cannot be turned on or off | | Thurrock Council | Emergency | | | Right to Repair |
| Lighting (Communal) | No lights to communal areas (including hall, stairs & landings) | | Thurrock Council | Emergency | | | |
| Lighting (Internal domestic) | Total loss of lighting | No temporary lighting available | Thurrock Council | Emergency | | | |
| Security | Insecure ground floor window/door/lock stuck open | | Thurrock Council | Emergency | | | Right to Repair |
| Security | Ground floor door – Stuck closed but only point of access | | Thurrock Council | Emergency | | | Right to Repair |
| Security | Tenant locked in property due to a faulty lock | | Thurrock Council | Emergency | | | |
| Security | Re-secure front / back door or window to the property | Rechargeable if tenant damage, crime reference number required if vandalism | Thurrock Council | Emergency | Y | | |
| Water (Supply) | Total loss of water supply | | Thurrock Council | Emergency | | | Right to Repair |
| Water (Supply) | Partial loss of water supply | | Thurrock Council | Emergency | | | Right to Repair |
| Windows (Communal) | Glass broken or badly cracked in communal area | | Thurrock Council | Emergency | | | |
| Windows (Property) | Re-glaze – if single glazed or boarded up if unsafe | | Thurrock Council | Emergency | | | |
| Windows (Property) | Re-glaze – if double glazed and both sinks broken or board if unsafe | | Thurrock Council | Emergency | | | |

Urgent – 5 working days

| | | | | | | | |
|---------------------------|---|---|------------------|--------|---|--|-----------------|
| Bathroom | Defective shower | Thurrock Council only repair and maintain non electrical showers unless tenant is flagged as vulnerable | Thurrock Council | Urgent | Y | Electric showers in general need tenancies will be recharged to the resident | |
| Door Entry Systems | Fobs | Rechargeable item for lost fobs, defective fobs will be replaced free of charge, these <u>must</u> be returned to Thurrock Council on receipt of new fob or recharge will apply | Thurrock Council | Urgent | Y | | |
| Door Entry Systems | Intercom / door entry system not working | | Thurrock Council | Urgent | Y | | Right to Repair |
| Drainage | Blocked / Leaking stack - not into dwelling | | Thurrock Council | Urgent | | | Right to Repair |

| Category | Description | Repair Notes | Responsibility | Priority | Rechargeable | Notes | Right to Repair |
|----------------------------|---|---|------------------|----------|--------------|-------|-----------------|
| Drainage | Containable leak from a pipe, tank or cistern | | Thurrock Council | Urgent | | | |
| Electrical | Cracked/Broken light switch / socket | | Thurrock Council | Urgent | | | |
| Electrical | Defective immersion heater | | Thurrock Council | Urgent | | | |
| Electrical (Supply) | Partial loss of power (External) | | Thurrock Council | Urgent | | | |
| External Repairs | Leaking roof | Excluding garage / shed | Thurrock Council | Urgent | | | Right to Repair |
| External Repairs | Communal TV aerials and cables | | Thurrock Council | Urgent | | | |
| Heating | No hot water | | Thurrock Council | Urgent | | | |
| Lighting (Communal) | Lamp columns (Estate lighting) | | Thurrock Council | Urgent | | | |
| Lighting (Internal) | Total loss of lighting | Temporary lighting available | Thurrock Council | Urgent | | | |
| Lighting (Internal) | Partial loss of lighting | | Thurrock Council | Urgent | | | |
| Security | Insecure window – first floor upwards if no access from outside walkway / extension | | Thurrock Council | Urgent | | | |
| Smoke Alarms | Defective Smoke Alarm – Mains / Hardwired | Tenant to contact repairs line | Thurrock Council | Urgent | | | |
| Windows (Property) | Ease & adjust if windows cannot be opened or closed | Emergency priority where ground floor windows | Thurrock Council | Urgent | | | |

Routine – 20 working days

| | | | | | | | |
|------------------|---|---|------------------|---------|---|-----------------------------|--|
| Bathroom | Replace shower curtain | | Tenant | Routine | | Except aids and adaptations | |
| Bathroom | Defective shower unit/pump | | Tenant | Routine | Y | Except aids and adaptations | |
| Bathroom | Replace baths, sinks, wash hand basins, Wc's | If element unusable Thurrock Council will repair/replace. Item maybe rechargeable | Thurrock Council | Routine | Y | | |
| Bathroom | Repair cracked hand basin/bath | | Tenant | Routine | Y | Except vulnerable residence | |
| Bathroom | Plugs and chains to sanitary ware | | Tenant | Routine | Y | Except vulnerable residence | |
| Bathroom | Bath panels | | Tenant | Routine | Y | Except vulnerable residence | |
| Bathroom | Replace WC seat | | Tenant | Routine | Y | Except vulnerable residence | |
| Bathroom | Defective riser/shower head – non-electrical shower | | Tenant | Routine | Y | Except vulnerable residence | |
| Bathroom | Defective shower hose –non-electrical | | Tenant | Routine | Y | Except vulnerable residence | |
| Bathroom | Defective Flush more than 1WC in property | | Thurrock Council | Routine | Y | | |
| Carpentry | Repair / Replace Architraves & Skirting | | Tenant | Routine | Y | Except vulnerable residence | |

| Category | Description | Repair Notes | Responsibility | Priority | Rechargeable | Notes | Right to Repair |
|---------------------------------------|--|---|---------------------------|----------|--------------|--|-----------------|
| Carpentry | Internal door furniture (locks, handles, hinges) | | Tenant | Routine | Y | Except vulnerable residence | |
| Carpentry | Internal doors (except where unsafe) | | Tenant | Routine | Y | Except vulnerable residence | |
| Carpentry | Door adjustment needed after floor covering laid or removed by tenant | | Tenant | Routine | Y | | |
| Damp & Mould | Damp or mould in property – refer to damp and mould info in section 4 of this document | | Thurrock Council | | | | |
| Doors External | Metal gates fitted to external doors | Thurrock Council will not maintain these, they will be removed if repair reported to Thurrock Council. | Tenant | Routine | Y | | |
| Doors External | Door bells | Please see above for door entry systems | Tenant | N/A | Y | | |
| Doors External | Renew wooden doors, front or rear | Only required when repair is not possible | Thurrock Council | Routine | | | |
| Doors External | Renewal of UPVC / Secure by design doors | Only required when repair | Thurrock Council | Routine | | | |
| Drainage | Clear minor blockage to drains and waste pipes. | Including cleaning of waste trap under sink | Tenant | Routine | Y | Except vulnerable residence | |
| Electrical | Replacement and maintenance of white goods | | Tenant | | | | |
| Electrical | Replace fuse to plug or in fuse board | Tenants must seek professional advice if they unsure how to replace a fuse | Tenant | | | Except vulnerable residence | |
| Electrical | Re-set trip switches | Tenants must seek professional advice if they unsure how to replace a fuse | Tenant | | | Except vulnerable residence | |
| External Buildings | Garage Door / Lock Repair | | Thurrock Council | Routine | | Except vulnerable residence | |
| External Repairs | Foot paths and paving | Thurrock Council will maintain a path / paved area to ensure safe access and egress to the dwelling to the front and back doors, these paths will be taken from the main highway to the front of the property. Thurrock Council will also only maintain a 500mm wide curtilage of the perimeter of the dwelling to maintain the integrity of the structure. | Thurrock Council / Tenant | Routine | Y | Thurrock Council will not maintain or repair any rear garden paths, paved / patio areas or driveways. If any of these areas become unsafe Thurrock Council will attend and make safe as deemed necessary. These works maybe rechargeable. Except vulnerable residence | |
| External Repairs | Individual TV aerials, dishes, cables | | Tenant | | | | |
| Garages | Lost Keys to garage | | Tenant | | | | |
| Garages | Faulty garage door lock | | Tenant | | | | |
| Garden Fencing / Walls / Gates | Repair fencing / Garden Wall | Boundary only | Thurrock Council | Routine | | | |
| Garden Fencing / Walls / Gates | Repair (Fencing or Garden Wall) | Boundary only | Thurrock Council | Routine | | | |

| Category | Description | Repair Notes | Responsibility | Priority | Rechargeable | Notes | Right to Repair |
|--------------------------------------|--|--|------------------|---------------|--------------|-----------------------------|-----------------|
| Internal Decorations | Internal decorations of whole rooms. Decorations to a single elevation (wall) or ceiling or skirting to which the repair relates | | Tenant | | Y | Except vulnerable residence | |
| Kitchen | Kitchen cupboards and drawers, catches / handles, worktops | | Tenant | | Y | Except vulnerable residence | |
| Kitchen | Connect washing machines | | Tenant | | | | |
| Kitchen | Connection of cookers | All tenants must ensure all electrical and gas appliances are connected by a suitably qualified engineer. | Tenant | | | | |
| Lighting | Replacing light bulbs / Fluorescent tubes | | Tenant | | Y | Except vulnerable residence | |
| Plastering | Repairs to hairline cracks or plaster work less than 1m2 | Works to be carried out as part of normal maintenance and decorations | Tenant | | | | |
| Plastering | Repair plaster patch to wall or ceiling | Works up to 6m2 | Thurrock Council | Routine | | | |
| Security | Replace lost or stolen keys | | Tenant | | Y | | |
| Smoke Alarms | Defective smoke alarm - Battery | Essex fireservice carryout fire safety visits and install smoke alarms free of charge | Tenant | | | | |
| Tiling / flooring | Replace loose floor tiles to kitchen / bathroom / WC | If damage is caused by a leak Thurrock Council will undertake repair | Tenant | | Y | Except vulnerable residence | |
| Tiling / flooring | Wall tiling except where damage has been caused by a leak | If damage is caused by a leak Thurrock Council will undertake repair | Tenant | | Y | Except vulnerable residence | |
| Windows (Property) | Secondary glazing – sub frame internal to window of property | | Tenant | | Y | | |
| Windows (Property) | Reglaze – If double glazed and only one skin broken | Tenants will be recharged if damage is caused by misuse or vandalism | Thurrock Council | Routine | | | |
| Windows (Property) | Repair, replace loose handles, catches and mechanisms to windows | Tenants will be recharged if damage is caused by misuse or vandalism | Thurrock Council | Routine | Y | | |
| Batch Repairs | | | | | | | |
| Damp & Mould | Damp or mould in property – refer to damp and mould info in section 4 of this document | | Thurrock Council | Batch Repairs | | | |
| Drainage | Gutters and rainwater pipe replacement | | Thurrock Council | Batch Repairs | | | |
| Drainage | Clear gutters and rain water pipes | | Thurrock Council | Batch Repairs | | | |
| External Repairs | Repair / Repoint Brickwork (make good) | | Thurrock Council | Batch Repairs | | | |
| External repairs | Repairs to paths or other paved areas provided by the council (outside property boundary) | | Thurrock Council | Batch Repairs | | | |
| Garages | Replace garage door and frame | | Thurrock Council | Batch Repairs | | | |
| Garden Fencing / Walls/ Gates | Fencing | Dividing only | Tenant | | Y | Except vulnerable residence | |

| Category | Description | Repair Notes | Responsibility | Priority | Rechargeable | Notes | Right to Repair |
|--------------------------------------|---|----------------|------------------|---------------|--------------|-------|-----------------|
| Garden Fencing / Walls/ Gates | Replace Gates | Boundary only | Thurrock Council | Batch Repairs | | | |
| Garden Fencing / Walls/ Gates | Replace (Fencing or Garden Wall) | Boundary only | Thurrock Council | Batch Repairs | | | |
| Plastering | Repair plaster patch to wall or ceiling | Works over 6m2 | Thurrock Council | Batch Repairs | | | |
| Windows / Glazing | Blown double glazed unit | | Thurrock Council | Batch Repairs | | | |

DRAFT