

COUNCIL HOUSING SERVICE  
REPAIRS AND MAINTENANCE  
POLICY 2026



## Glossary of Terms

**Appointment:** A scheduled time agreed between the Council/contractor and the resident for repair works to take place.

**Blockages:** Obstructions in sinks, toilets, drains, or pipes that prevent proper flow.

**Communal Areas:** Shared spaces in flats or maisonettes such as hallways, staircases, lifts, and communal gardens that the Council maintains.

**Council / Landlord:** Hinckley & Bosworth Borough Council, in its role as the housing provider and property owner.

**Emergency Repair:** A repair needed to remove immediate danger to health and safety, or to prevent serious damage to property (e.g., gas leak, major leak, total loss of power, emergency damp & mould issues).

**First-Time Fix:** When a repair is completed during the first visit, without the need for follow-up work.

**Fixtures and Fittings:** Items provided by the Council inside the property (e.g., doors, windows, sinks, toilets). Some small items (e.g., plugs, chains, light bulbs) are the tenant's responsibility.

**Gas Safe Engineer:** A legally registered engineer authorised to carry out gas servicing and repairs.

**Leaseholder:** A person who has purchased the right to live in a Council property (usually a flat) for a fixed term, while the Council retains ownership of the building.

**Mutual Exchange:** When a council tenant permanently swaps their home with another tenant of the council, another local authority or housing association.

**Planned Works / Planned Maintenance:** Larger scale improvement works (e.g., kitchens, bathrooms, roofs, windows) delivered as part of a long-term programme, rather than individual responsive repairs.

**Recharge:** A cost the tenant must pay back to the Council if repairs are required due to misuse, negligence, or failure to meet responsibilities (e.g., broken windows, lost keys, missed appointments).

**Resident:** A tenant, leaseholder or someone that resides in a Hinckley & Bosworth Borough Council owned property

**Right to Repair:** A legal entitlement for secure tenants, where certain small, urgent repairs must be completed within set timescales. Compensation may be payable if deadlines are missed.

**Tenant:** A person who rents their home from Hinckley & Bosworth Borough Council under a tenancy agreement.

**Temporary Accommodation:** Alternative housing provided by the Council if major repairs or works make a property uninhabitable.

**Urgent Repair:** causes significant inconvenience, discomfort, or risk to health, safety, or security, but is not an immediate life-threatening emergency. (e.g. partial heating or hot water loss, minor leaks that are contained)

**Vulnerable Resident:** Someone whose personal circumstances (e.g., age, health, disability) mean they may need additional support or priority when repairs are carried out.

# 1. Introduction

- 1.1 The Council recognises that the quality of our repairs service has a direct impact on residents' quality of life, health, safety and wellbeing.
- 1.2 This policy sets out what tenants and leaseholders of Hinckley & Bosworth Borough Council can expect from our repairs service, and what responsibilities tenants and leaseholders hold under their tenancy or lease agreement.
- 1.3 The policy reflects statutory and regulatory requirements, good practice in social housing, and our obligations as a landlord to keep homes safe, warm, and well-maintained.
- 1.4 Tenants co-designed this policy by providing feedback and highlighting priorities, during a tenant workshop.

# 2. Aims and Objectives

We aim to provide all residents with safe, secure, decent homes that are well-maintained and meet minimum standards for warmth and energy efficiency. We will:

- Put residents at the centre of our service, be respectful and have empathy.
- Provide clear and transparent communication so that residents know exactly what to expect from the service.
- Keep the structure, exterior, and essential services of our properties in good repair.
- Have procedures that ensure we keep information about the condition of your home up to date, so that planned maintenance work is programmed in.
- Provide a responsive service that prioritises emergencies.
- Deliver a “first-time fix” wherever possible.
- Monitor performance, publish results, and seek feedback to improve.
- Support vulnerable residents and make reasonable adjustments.
- Support residents to know their rights and their responsibilities with regard to completing repairs.
- Ensure that the service complies with legal and regulatory requirements.

# 3. Scope

This policy applies to all homes owned and managed by the Hinckley & Bosworth Borough Council Housing Revenue Account (HRA) It covers:

- Council tenants (secure and introductory).
- Leaseholders, where the Council retains repair responsibilities.

## 4. Repairs Priorities, Timescales and Delivery of Services

4.1 We categorise repairs by urgency to help us respond appropriately and in line with best practice in the social housing sector:

Priority	What this means	Target Response / Completion Time
Emergency	Risks to health, safety, or serious damage (e.g., gas leaks, burst pipes, total loss of power, no heating in winter)	Attend within 24 hours; make safe immediately
Urgent	Problems that significantly affect comfort or convenience (e.g., partial loss of heating, insecure external windows/doors, water leaks)	Within 5 working days
Routine / Non-Urgent	Minor faults or defects not posing serious risk (e.g., dripping taps, minor plasterwork, joinery)	Within 20 working days
Planned	Works Major works that require programming (e.g., kitchen/bathroom replacements, roof renewals, windows)	Delivered via planned maintenance programmes; schedule communicated in advance

4.2 Delivery of repairs services will be carried out utilising an In-House responsive repairs service, with the addition of specialist contractors to carry out works that are not covered by the in-house service.

4.3 In some circumstances, determined by a Housing Health and Safety Rating assessment, an immediate response is required if there is a risk to the tenant or members of their household. Although rare, the responsive repairs service and contractors are in place to respond when needed.

## 5. The Council's Responsibilities

The Council, as a landlord, will:

- Keep in repair the structure and exterior of the property (walls, roofs, gutters, drains, external windows/doors).
- Keep in repair installations for water, gas, electricity, sanitation, space heating, and hot water.
- Maintain essential means of access (one path to the main entrance and outbuildings).
- Maintain boundary fences/walls adjoining public areas (not dividers between neighbours).
- Keep in repair garages, sheds or outbuildings provided by the Council where economic to do so.
- Maintain communal areas in flats/maisonettes.
- Insure the building (tenants must insure their own contents insurance).

- Provide annual gas servicing and 5 year periodic electrical inspections.
- Work with residents to tackle vermin infestations, including working with pest control services.
- Comply with all legislation in relation to health and safety compliance, including Asbestos, Electrical Safety, Fire risk assessments, lifts, legionella, gas.

During appointments, repairs staff or contactors acting on behalf of the council will:

- Clearly identify themselves and carry official council ID.
- Act in a professional and courteous manner.
- Adhere to the standards of our Customer Charter.
- Arrive prepared with correct tools and awareness of the job (where possible, noting that the nature of some works is investigatory or by its nature, require unavoidable follow up works).
- Communicate the expected nature and duration of the work.
- Explain any changes to the nature of the work and any impact this will have on timescales, or ensure someone calls the resident as soon as possible to provide further information.
- Clearly explain what will happen next, or that the work is completed with no expectation of follow on work.
- May take a photo of the repair upon completion.

## 6. Tenant Responsibilities

Tenants are responsible for:

- Reporting repairs promptly.
- Allowing access for inspections, repairs, and safety checks.
- Letting us know if you need to change your appointment.
- Clearing away personal items and goods to ensure access to carry out repairs before the appointment. If this is not possible a disclaimer can be signed to allow operatives to move items.
- Paying rent and keeping to tenancy conditions.
- Carrying out minor repairs and replacements such as:
  - Light bulbs, plugs, and fuses
  - Toilet seats and plug chains, that are not the responsibility of the council curtain rails, blinds
  - TV aerials (except communal),
- Testing their smoke alarms monthly and reporting any defects
- Keeping gardens tidy and free from rubbish.

- Preventing blockages by not flushing wipes, sanitary products or nappies down the toilet.
- Taking reasonable steps to avoid condensation and letting us know when this is unmanageable or you need any support.
- Keeping paths clear and safe.
- Replacing lost keys or locks when necessary.
- Seeking written permission before making alterations or improvements.
- Using competent, qualified contractors for any approved works, that are not the responsibility of the council.
- Keep escape routes clear and free from clutter.
- Ensure any flammable items are used safely and do not pose a fire risk to your home.
- Ensuring your home is kept clean and tidy.
- Dispose of their own rubbish and be responsible for household bins · Reporting rats or mice infestations to us.

## **7. Recharges**

Tenants may be recharged for repairs needed due to negligence, misuse, or unauthorised alterations. Please refer to our recharge policy.

## **8. Responsibility for Communal Areas**

The Council, as landlord, will be responsible for the maintenance of communal areas and ensure they are kept clean and tidy. Residents are not allowed to utilise these areas to store any personal possessions without the council's approval.

## **9. Housing Health and Safety Rating System (HHSRS)**

- The council have a responsibility to ensure its properties are free from hazards.
- Surveyors will assess hazards during repairs appointments and inspections in accordance with HHSRS.
- Hazards will also be highlighted by Tenancy Management Officers and reported back to repairs.

## **10. Right to Repair Scheme**

Secure tenants may be entitled to compensation if qualifying small repairs are not completed within legal timescales. Details are available from the Housing Repairs Team or Citizens Advice.

## 11. Access, Appointments and Standards

- All officers or contractors acting on behalf of the council will carry ID.
- Officers and contractors will adhere to the customer charter.
- Non-emergency repairs will be arranged by appointment. Appointments will be offered flexibly, and we will always work with residents to achieve the most convenient appointments, including but not limited to: offering AM or PM appointments, avoiding school run times and offering out of hours appointments.
- We provide a text reminder service which confirms and reminds of booked appointments. The service also sends a text to let residents know when the operative is on their way.
- Appointments can be rescheduled to be flexible, but missed appointments by residents may result in recharges in line with the recharge policy.
- The Council may need to gain entry to your property in emergencies (e.g., to prevent further major damage or where there is a risk to life) this would be with appropriate authority such as police presence or warrant.
- Where tenants fail to allow access to carry out repairs, maintenance or health and safety checks and is a breach of tenancy, the Council may take legal action, and residents could lose their tenancy.
- Furniture or flooring may need to be moved to allow us to carry out repairs and maintenance; tenants are responsible for this. Vulnerable residents can ask for support with this by speaking to the Housing Repairs team.

## 12. Damp and Mould

- The Council will promptly investigate and address reports of damp and mould.
- Preventative measures will be included in planned maintenance and void works.
- Please read in conjunction with the Damp and Mould Policy.

## 13. Property Condition and Programmed Work

- The carrying out of planned programmes of works will be informed based on condition data held by the council.
- Records of planned programmes and upgrades are used in conjunction with the latest Decent Homes Standard set by the government to inform our 30-year business plan.
- We will review the physical condition of properties every 5 years as a minimum by carrying out a stock condition survey and adjust programmes to ensure they continue to meet decent homes standards.
- We will use our compliance data for all health and safety elements in conjunction with our physical surveys to inform the 30 year business plan.

- Proactively combining the data from completion of works, robust compliance data and stock condition surveys forms our primary method for informing investment in our housing stock.
- The repairs service will provide ad-hoc surveys where necessary to ensure quality of data at an individual property level. Examples are, but not limited to carrying out surveys at the same time as an EPC assessment, or when properties become void.

## 14. Temporary Accommodation

Where major works require tenants to temporarily move out, the Council will:

- Inform tenants in advance, where possible.
- Provide temporary accommodation where necessary.
- Delay works only where safe to do so at the discretion of the Housing Repairs Manager or Operations Manager.
- Decants for major works – refer to the decant policy.
- Provide temporary accommodation in the event of an emergency.

## 15. Mutual Exchange

- Residents must ensure that all repairs and maintenance they are responsible for have been carried out prior to a mutual exchange.
- A surveyor will inspect the council property(s) prior to agreeing that the mutual exchange can proceed.
- Gas and Electric checks must be carried out before mutual exchanges can go ahead, including any remedial works needed as a result.
- Delays to work or appointments not being kept can delay the mutual exchange.
- Residents must promptly report any repairs issues upon completion of the mutual exchange.
- Please read in conjunction with the mutual exchange policy.

## 16. Person Centred Approach

Hinckley & Bosworth Borough Council is committed to delivering a repairs service that recognises and responds to the individual needs and circumstances of each resident. Our person centred approach means:

- **Respectful Communication:** We will communicate with tenants in a way that is clear, courteous, and tailored to their preferences. This includes providing updates on repair progress, explaining next steps, and ensuring tenants know how to access information about their repairs (e.g., via phone, online portal, or written correspondence).
- **Individual Needs Assessment:** When a repair is reported, we will consider any specific needs the resident may have, such as mobility issues, sensory impairments, language barriers, or caring responsibilities and adapt our service accordingly. This may include offering flexible appointment times, arranging for a trusted contact to be present, or providing information in alternative formats.
- **Support for Vulnerable Residents:** We will proactively identify and support residents who may be vulnerable due to age, disability, health, or other circumstances. This includes making reasonable adjustments, prioritising urgent repairs, and offering additional assistance (e.g., moving furniture, ensuring safe access).
- **Empowerment and Choice:** Residents will be given as much choice and control as possible over how and when repairs are carried out. We will seek tenant input on appointment scheduling, methods of communication, and preferred solutions where feasible.
- **Feedback and Continuous Improvement:** We will regularly seek feedback from tenants about their experience of the repairs service, using this to drive improvements. Residents will be encouraged to share their views through surveys, tenant panels, and direct contact with the Service Development Team.
- **Transparency and Accountability:** All actions and decisions relating to repairs will be explained to tenants, including reasons for any delays or changes. We will provide clear points of contact for queries or concerns and ensure that complaints are handled promptly and fairly.
- **Partnership Working:** Where appropriate, we will work with family members, carers, advocates, or support agencies to ensure that the resident's needs are fully understood and met.

This approach underpins our commitment to treating every resident as an individual, ensuring that our repairs service is accessible, responsive, and delivered with empathy and respect.

The following is a list of the current legislation that is applicable to this policy:

- Landlord & Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Right to Repair Regulations 1994
- Building Regulations
- The Social Housing (regulation) Act 2023
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act 2004 – Housing Health and Safety Rating System

## 17. Accessibility

- 17.1 Hinckley and Bosworth Borough Council is committed to ensuring that all tenants can access and understand this policy, regardless of disability, language, or communication needs.
- 17.2 We will provide the policy and related documents in alternative formats upon request, including but not limited to:
- Large print
  - Braille
  - Audio format
  - Easy-read versions
  - Translations into other languages
- 17.3 We will also make reasonable adjustments to support tenants with disabilities in understanding and engaging with tenancy-related processes, in line with the Equality Act 2010.
- 17.4 Staff will be trained to identify and respond to accessibility needs and will offer support or sign posting to appropriate services where necessary.
- 17.5 We will provide services fairly and make reasonable adjustments for those who need them (e.g., translation, accessible communication, support for vulnerable residents).

## 18. Monitoring and Review

- Key performance indicators (response times, satisfaction, first-time fix rates) will be monitored and published.
- Resident feedback will be sought and used to improve.
- This policy will be reviewed every 3 years, or sooner if needed.

## 19. Tenant Engagement

We are committed to providing high-quality housing services and welcome feedback to help us improve. If you would like to provide feedback about this policy, any policy, or the service you have received from us, please contact us online at: [hinckley-bosworth.gov.uk/housing](https://hinckley-bosworth.gov.uk/housing) or telephone 01455 238 141 and ask for the Service Development Team, or the department you want to speak to.