



PLYMOUTH COMMUNITY HOMES RESPONSIVE REPAIRS POLICY

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Contents

1. Purpose
2. Scope
3. Definition
4. Outcomes
5. Aims
6. Responsibilities
7. Key functions and definitions of the service
8. Review and monitoring
9. Equality, Diversity and Inclusion

Appendix A – Rights and Responsibilities for Repairs

1. Purpose

The purpose of this policy is to set out how we define responsive repairs and to outline our approach to customers, staff, and other stakeholders. We want to provide customers with a high-quality, responsive service and homes that are in a good state of repair.

2. Scope

The scope of this policy covers all rented accommodation, internal and external communal areas, excluding green spaces, and any other areas set out within the tenancy or leasehold agreement. Additionally, this policy covers certain repairs to shared ownership homes where planning permission was granted after November 2022 and the lease is less than ten years old.

The main repair duties of Plymouth Community Homes are set out in the Section 11 of the Landlord and Tenant Act 1985, the Social Housing Regulation Act 2022 and within your tenancy or leasehold agreement.

3. Definition

The definition of a responsive repair is where unplanned works are required to an existing service, supply, fixture, or fitting. Dependent on the nature of the repair and risk to the tenant and / or asset, we may attend to complete the repair in line with the relevant timescales or alternatively assign the repair to a planned programme to be completed at a later date.

Repairs to void properties are covered within our lettings standard and are outside of the scope of this document.

4. Outcomes

This policy seeks to achieve the following outcomes:

- Compliance with legal and regulatory requirements, particularly the Safety and Quality Standard of the Regulatory Framework.
- Compliance with the Government's Decent Homes Standard and Homes (Fitness for Habitation) Act 2018.
- Clarity of PCH and customer responsibility in relation to repairs and how we will respond to repair requests.
- Customers will have well maintained homes and communal areas that are in a good state of repair, in line with agreed standards.
- Promotion of value for money.

5. Aims

To achieve these outcomes Plymouth Community Homes will:

- Agree cost effective service standards for the responsive repairs service with customers that meet legal and regulatory requirements.
- Publish and communicate these service standards to customers and staff.
- Assign a priority to every response repair request (as outlined within the current Repairs Handbook and attached table) based on information provided by the customer but at the ultimate discretion of PCH and aim to complete it within one visit.
- For internal response repairs, either arrange an appointment to inspect the reported fault or carry out the work in line with the assigned priority.
- For external response repairs, advise when the inspection or work will be carried out. However, if the customer does not need to be at home at the time of the appointment, we reserve the right to bring this forward without giving notice to the tenant.
- Routinely ask customers for their feedback and use it as a basis to improve the quality of the response repairs service.
- Ensure that all contractors undertaking work on our behalf adopt practices which align to our organisational values and behaviours.
- Regularly monitor and report on key performance indicators and identify and implement remedial action as required in consultation with residents and other interested parties.

6. Responsibilities

For rented homes, Plymouth Community Homes has responsibility to keep the structure, inside and outside of properties in good repair (except those items listed in Appendix A as tenant's responsibility) and maintain installations in the home which relate to drainage and supply of water, electricity, and gas.

Tenants have responsibility to use all the fixtures and fittings in the correct manner, to keep their home clean and in a good state of decorative repair. They are also responsible for ensuring that the Plymouth Community Homes is informed of all defects to the property and is given reasonable access to carry out any relevant works.

We reserve the right to charge (and in some cases require payment upfront) for damage

caused by the customer or visitors to customers' homes.

For leasehold and shared ownership homes, Plymouth Community Homes is generally responsible for maintaining the upkeep of the structure and indoor and outdoor common parts in a good state of repair. There may be other provisions within individual leases.

For shared ownership homes where planning permission was granted since November 2022, Plymouth Community Homes is responsible for certain repairs up to a value of £500 per year for the first ten years of the lease to cover repairing, replacing, or maintaining fixtures that supply water, gas or electricity or heat your home.

7. Key Functions and definitions of the service

Full and comprehensive details of the response repairs service are incorporated in the Repairs Handbook and attached table.

8. Review and monitoring

This policy will be reviewed every three years or when customer requirements, standards, guidelines, or legislation changes.

Performance of the response repairs service against this policy and the agreed service standard is monitored regularly by management and the Customer Focus Committee.

9. Equality, Diversity, and Inclusion

This policy will be applied fairly and consistently and in line with the Equality Act 2010 which recognises protected characteristics of individuals as age, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion or belief, sex, and sexual orientation.

Appendix A – Rights and Responsibilities for Repairs

Plymouth Community Homes – Response Repairs scope, prioritisation and responsibilities – rented homes

The following table relates to repairs to rented homes and their existing external structure and fabric and internal fabric and services.

Renewals and improvements to Plymouth Community Homes take place under programmed works, subject to the requirements of the Decent Homes Standard and the Health and Housing Safety Rating System (“HHSRS”).

In the event of a mutual exchange between two tenants, each tenant is inheriting improvements made by the outgoing tenant and their repair and maintenance unless Plymouth Community Homes as accepted responsibility for those improvements.

Tenants, as per the tenancy agreement, have a responsibility for minor repairs, not all of which are covered in this table.

Our repair categories are as follows:

- Emergency repairs are to be completed within 24 hours
- Urgent repairs are to be completed within 5 working days
- Routine repairs are to be completed within 20 working days
- Non-response repairs have 60 working days priority
- Programmed works are works that are batched and done as part of a larger scheme of work to similar properties, same location or similar issue e.g., roof replacement.

The categorisation of some work will be determined following inspection and consider the Decent Homes Standard, HHSRS and value for money.

Type of repair	Category	Responsibility	Comment
Boilers – Solid Fuel			
Drain down back boiler	Emergency	Plymouth Community Homes	
Repair back boiler	Routine	Plymouth Community Homes	Emergency if only source of heating or hot water
Central Heating			
Total or partial heating failure	Emergency	Plymouth Community Homes	October – April
Total or partial heating failure	Urgent	Plymouth Community Homes	May – September
Bleed radiators		Tenant	
Chimneys			
Make safe dangerous chimney	Emergency	Plymouth Community Homes	

Type of repair	Category	Responsibility	Comment
Repair chimney	Routine Non-responsive or programmed works.	Plymouth Community Homes	
Clear blocked flue	Emergency	Plymouth Community Homes	
Chimney sweeping		Tenant	Twice yearly
Clothes Line			
Communal area clothesline	Routine	Plymouth Community Homes	
Coal Storage			
Coal outhouses	Non-responsive or programmed works.	Plymouth Community Homes	
Condensation			
Assess and advise on causes	Routine	Plymouth Community Homes	
Fabric and services factors not covered elsewhere on this table e.g. leaks.	Prioritised accordingly to severity and cause.	Plymouth Community Homes	
Cookers			
Cookers		Tenant	
Decoration			
Internal decorations e.g. walls, doors, skirting boards, etc.		Tenant	PCH may undertake decorating for pensioners
Damaged decorations caused through PCH repairs	Routine or decoration voucher	Plymouth Community Homes	
Door Entry Systems			
Phone not working	Urgent	Plymouth Community Homes	
Door not closing	Urgent	Plymouth Community Homes	Secure only
Additional phone or move phone	Routine	Tenant	PCH responsibility if disabled
Doorbells		Tenant	
Doors			
Make safe or secure external door	Emergency	Plymouth Community Homes	Rechargeable if lost key

Type of repair	Category	Responsibility	Comment
Lost key	Emergency	Tenant	Rechargeable
Door glazing replacement (broken)	Emergency	Plymouth Community Homes	Rechargeable – PCH will board up
Glass replacement after boarding	Routine	Tenant	Following payment of recharge
Repair or replace unusable lock	Emergency	Plymouth Community Homes	Sticking but useable then routine
Replace faulty seals to external door	Routine	Plymouth Community Homes	
Repairs to internal door locks and handles	Routine	Plymouth Community Homes	Rechargeable if tenant damaged
Kitchen cupboard doors	Routine	Plymouth Community Homes	Rechargeable if tenant damaged
Letter box	Routine	Plymouth Community Homes	
Ease and adjust door	Routine	Plymouth Community Homes	Unless caused by floor coverings
Drains			
Blocked foul drains – PCH owned	Emergency	Plymouth Community Homes	
Blocked rainwater drains – PCH owned	Routine	Plymouth Community Homes	If causing flooding – emergency
Electrics			
No electricity	Emergency	Plymouth Community Homes	Except during power failure
No lights	Emergency	Plymouth Community Homes	
Lights and power only partial	Urgent	Plymouth Community Homes	
Check electrics after water penetration	Emergency	Plymouth Community Homes	
Dangerous or exposed wires	Emergency	Plymouth Community Homes	
Unsafe socket or fitting, cracked or exposed wires	Emergency	Plymouth Community Homes	Rechargeable if tenant damage
Repair or renew fuse box	Urgent	Plymouth Community Homes	No power – emergency
Fuses to appliances		Tenant	
Communal lighting hallway and landing	Urgent	Plymouth Community Homes	Complete failure – emergency
Lamps / bulbs / strip lights		Tenant	
Fuses		Tenant	
Smoke detector	Emergency	Plymouth Community Homes	Rechargeable if battery
Smoke detector battery		Tenant	
Resetting of electrical trips or		Tenant	

Type of repair	Category	Responsibility	Comment
rewire fuse			
Other internal electrical work	Routine	Plymouth Community Homes	
Extractor Fan			
Extractor fan in kitchen / bathroom not working	Urgent	Plymouth Community Homes	
Fences / Gates			
Repairs to existing posts, fences (all types) and gates	Non-responsive or programmed works.	Plymouth Community Homes	Unless health and safety implications
Painting existing fence and fence posts.		Tenant	
Fireplaces			
Fire grates and parts	Routine	Plymouth Community Homes	
Re-fix loose tiles to hearth or surround	Routine	Plymouth Community Homes	
Re-fix damaged or missing tiles to hearth or surround		Tenant	
Floor			
Rotten floorboards	Urgent	Plymouth Community Homes	
Repairs to floorboards	Urgent	Plymouth Community Homes	Tenant damage - rechargeable
Re-fix loose and/or squeaking floorboards	Routine, non-responsive or programmed works.	Plymouth Community Homes	Tenant damage - rechargeable
Floor/quarry tiles	Routine, non-responsive or programmed works.	Plymouth Community Homes	Where fitted by PCH only
Other floor surface	Routine, non-responsive or programmed works.	Plymouth Community Homes	Where fitted by PCH only
Re-screen concrete floor	Routine, non-responsive	Plymouth Community Homes	

Type of repair	Category	Responsibility	Comment
	or programmed works.		
Skirting boards	Routine, non- responsive or programmed works.	Plymouth Community Homes	
Garages			
Door locks	Urgent	Plymouth Community Homes	Emergency if car locked in garage
Keys lost		Tenant	
Defective roof	Routine, non- responsive or programmed works.	Plymouth Community Homes	Emergency if dangerous
Light	Routine	Plymouth Community Homes	
Door repairs	Urgent	Plymouth Community Homes	Emergency if car stuck in garage
Gardens (including hedges and trees)		Tenant	Where no health and safety issues
Gas			
Gas leaks	Emergency	Plymouth Community Homes / Tenant	Contact Wales & West Utilities
Failure of gas fires fitted or approved by Plymouth Community Homes	Urgent	Plymouth Community Homes	Emergency if only source of heating in room
Gas cookers, connections and other tenant appliances		Tenant	
Gutters			
Clear blocked gutter	Routine, non- responsive or programmed works.	Plymouth Community Homes	
Replace broken gutter	Routine, non- responsive or programmed works.	Plymouth Community Homes	Urgent if during wet weather

Type of repair	Category	Responsibility	Comment
Re-make leaking gutter joint	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Replace fascia board	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Heaters (room or water heating)			
Glass to Parkray/solid fuel heater	Urgent	Plymouth Community Homes	
Total or partial heating failure	Emergency	Plymouth Community Homes	October - April
Total or partial heating failure	Urgent	Plymouth Community Homes	May - September
Immersion Heater			
Repair/replace	Emergency	Plymouth Community Homes	If only form of water heating or alternative form is solid fuel and tenant is elderly or disabled
Repair/replace	Urgent	Plymouth Community Homes	If alternative source of water heating is available
Kitchen Fixtures			
Kitchen units provided by PCH	Routine, non-responsive or programmed works.	Plymouth Community Homes	Rechargeable if tenant damage
Kitchen worktops provided by PCH	Routine, non-responsive or programmed works.	Plymouth Community Homes	Rechargeable if tenant damage
Kitchen sink	Routine, non-responsive or programmed	Plymouth Community Homes	Rechargeable if tenant damage

Type of repair	Category	Responsibility	Comment
	works.		
Maintain kitchen cupboard doors, drawers, catches, and hinges		Tenant	
Outhouses / Sheds			
Lights in outhouse	Routine	Plymouth Community Homes	Only brick or concrete structures
Outhouse repairs	Routine, non-responsive or programmed works.	Plymouth Community Homes	Only brick or concrete structures
Locks	Urgent	Plymouth Community Homes	Only brick or concrete structures
Lost keys		Tenant	
Glazing		Tenant	
Paths / External Steps / Handrails			
Repairs to existing paths	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if trip hazard – make safe
Repairs to existing driveways, hard standings and patio areas	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if trip hazard – make safe
Repairs to existing steps	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if trip hazard – make safe
Repairs to handrails	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if health and safety hazard
Pipes / Tanks / Cylinders			
Burst pipe – internal	Emergency	Plymouth Community Homes	
Burst pipe – external	Emergency	Plymouth	

Type of repair	Category	Responsibility	Comment
		Community Homes	
Blocked or leaking soil pipe	Emergency	Plymouth Community Homes	
Replace section of soil pipe	Routine	Plymouth Community Homes	
Water hammer / pipe vibration	Routine	Plymouth Community Homes	
Re-fix rainwater pipe	Routine	Plymouth Community Homes	
Airlock	Urgent	Plymouth Community Homes	Emergency if no water
Burst tank	Emergency	Plymouth Community Homes	Immediate attention
No water	Emergency	Plymouth Community Homes	
Continuous overflow	Urgent	Plymouth Community Homes	Emergency if water meter installed
Leak from water or central heating system	Emergency	Plymouth Community Homes	
Other leaks	Emergency	Plymouth Community Homes	Tenant damage, or own installation, is rechargeable
Stopcock or valve faulty	Urgent	Plymouth Community Homes	
Hot water cylinder insulation	Routine	Plymouth Community Homes	
Pipe insulation		Tenant	Tenant must not disturb any insulation provided
Drainage inspection cover	Routine	Plymouth Community Homes	If dangerous, Emergency to make safe
Plumbing			
WC blocked	Emergency	Plymouth Community Homes	Tenant damage is rechargeable
Re-fix / replace WC pan	Routine	Plymouth Community Homes	If unusable – Emergency
Replace loose or broken WC seat		Tenant	If tenant disabled – Urgent
Toilet not flushing	Emergency	Plymouth Community Homes	Urgent if another toilet in the property
Blocked sink, bath or hand basin	Urgent	Plymouth Community Homes	
Unusable sink, bath or hand basin	Urgent	Plymouth Community Homes	Tenant damage is rechargeable
Re-fix loose hand basin brackets	Urgent	Plymouth Community Homes	Tenant damage is rechargeable

Type of repair	Category	Responsibility	Comment
Re-fix loose bathroom tiles	Routine	Plymouth Community Homes	Tenant damage is rechargeable
Re-fix loose shower tiles	Urgent	Plymouth Community Homes	Tenant damage is rechargeable
Re-fix bath panel and frame	Urgent	Plymouth Community Homes	Tenant damage is rechargeable
Sink and bath plugs		Tenant	
Shower curtains and poles.		Tenant	
Taps running full bore	Emergency	Plymouth Community Homes	
Taps dripping	Routine	Plymouth Community Homes	Urgent if water meter installed
Replacement taps	Routine	Plymouth Community Homes	Urgent if unusable
Other tap repairs	Urgent	Plymouth Community Homes	
Shower hoses and heads		Tenant	
Replace shower over bath	Routine, non-responsive or programmed works.	Plymouth Community Homes	Urgent if cultural / medical issues
Replace shower where no bath available	Urgent	Plymouth Community Homes	
Roofs			
Slipped tiles	Emergency	Plymouth Community Homes	Where dangerous
Make safe after storm damage	Emergency	Plymouth Community Homes	Where no health and safety issues
Major roof repairs	Non-responsive or programmed works.	Plymouth Community Homes	Planned contractor only
Rain penetration	Urgent	Plymouth Community Homes	Emergency if dangerous
Repair to existing insulation	Programmed work	Plymouth Community Homes	
Loose or cracked tiles	Urgent	Plymouth Community Homes	Emergency if dangerous
Garage or outhouse roofs	Routine, non-responsive or programmed works.	Plymouth Community Homes	Emergency if dangerous

Type of repair	Category	Responsibility	Comment
Lead flashings	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Re-bed/re-point roof ridge tiles	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Stairs and Lifts			
Stairlift / lift not working	Emergency	Plymouth Community Homes	
Repair banister/ handrail	Routine	Plymouth Community Homes	Emergency if dangerous
Loose banister / handrail	Urgent	Plymouth Community Homes	Emergency if dangerous
Rotten / damaged stair tread	Urgent	Plymouth Community Homes	Emergency if dangerous
Re-fix loose stair tread	Routine	Plymouth Community Homes	Emergency if dangerous
Missing balustrade	Emergency	Plymouth Community Homes	
Walls			
Dangerous wall	Emergency	Plymouth Community Homes	To make safe
External brickwork	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Existing cavity wall insulation	Routine, non-responsive or programmed works.	Plymouth Community Homes	
External rendering	Routine, non-responsive or programmed works.	Plymouth Community Homes	Major repairs if planned maintenance
Internal plastering	Routine,	Plymouth	Minor/hairline

Type of repair	Category	Responsibility	Comment
	non-responsive or programmed works.	Community Homes	cracks are tenants responsibility
Window Glazing			
Broken glazing	Emergency	Tenant / Plymouth Community Homes	Needs crime number. Rechargeable if tenant damage
Broken glazing where boarded	Routine	Plymouth Community Homes	Rechargeable to tenant
Communal glazing	Urgent	Plymouth Community Homes	Emergency if required to secure property
Loose window frame	Emergency	Plymouth Community Homes	
Re-putty glazing	Routine	Plymouth Community Homes	
Window Repairs			
Double glazed unit failed e.g. misted.	Programmed works.	Plymouth Community Homes	Unless main contributor to damp and mould issues.
Window not opening or fully closing	Urgent	Plymouth Community Homes	
Window cannot be secured	Emergency	Plymouth Community Homes	Only if ground floor or easy access
Ease / adjust	Routine	Plymouth Community Homes	
Window catches	Routine	Plymouth Community Homes	Emergency if cannot secure
Sill boards	Routine, non-responsive or programmed works.	Plymouth Community Homes	
Rain penetration	Routine	Plymouth Community Homes	
Faulty seals	Routine	Plymouth Community Homes	

Leasehold and Shared Ownership Flats

Plymouth Community Homes	Leaseholder / Shared Owner
Drains, gutters, and external pipes.	All other internal repairs to their home unless damage caused by another

	tenant or component which falls under PCH responsibility.
Roof.	
Outside walls, doors, windowsills, catches, sash cords, window frames and external painting and decoration.	
Windows and doors, subject to lease.	
Chimneys, stacks, flues.	
Paths, steps, and means of access.	
Boundary walls and fences.	
Electrical wiring, gas pipes and water pipes to common parts.	
Communal water heaters, boilers, and laundries (where installed).	
Linked Smoke alarms and sprinklers (where installed).	

Shared Ownership homes with repairing lease

Plymouth Community Homes	Shared Owner
Fixtures and fittings that supply water, gas or electricity.	All other repairs to the home.
Fixtures and fittings that heat your home.	
Fixtures and fittings that support the structure of your home.	

Document Control – Change History

Version	Date	Responsible Policy Lead	Details of Review / Amendments
3.1	December 2024	Head of Repairs	Page 7 urgent category updated to 5 working days
3.0	November 2023	Head of Repairs	Policy reviewed to include repair categories
2.1	November 2015	Head of Building and Technical Repairs	Amendment to include sentence for the voids letting standard
2.0	July 2012	Head of Building and Technical Repairs	