



Repairs and Maintenance Policy

1. Introduction

As a landlord, Rugby Borough Council (RBC) is responsible for the maintenance of, and repairs to, our homes, communal blocks, and other properties we own and manage. The purpose of this policy is to ensure that all Council homes owned and managed by RBC are maintained to a high standard.

The policy sets out the principles, procedures, and standards for delivering repairs and maintenance services to tenants, ensuring that homes are safe, secure, and habitable. It aims to provide a clear framework for how repairs and maintenance requests will be managed, prioritised, and completed in a timely, cost-effective, and efficient manner.

2. Scope

- This policy applies to Rugby Borough Council homes.
- This includes domestic properties (houses, flats and bungalows) including RBC homes being used as temporary accommodation, communal areas of any blocks, independent living schemes and their associated offices or communal areas.
- This policy also applies to any corporate or operational premises which are owned or managed via the Housing Revenue Account (HRA)
- This policy is applicable to all of our staff, tenants, contractors, stakeholders and others who may work on, occupy, visit or use our premises, or who may be affected by our activities or services.

This policy covers:

- Critical emergencies: Required to prevent immediate danger to the health, safety and security of tenants.
- Emergency repairs: A “make safe” visit that reduces the risk to tenant or property safety.
- Urgent repairs: Repairs that require attendance within a shorter timescale as, if left, could cause damage to council homes or pose a safety risk to the tenant.
- Routine repairs – General maintenance jobs.
- Major repairs: Complex repairs which can take longer than a day to complete with possible multiple visits.
- Cyclical compliance: Safety checks occurring within cycles of regulatory or legally required frequencies.

- Planned and cyclical maintenance: Regular, scheduled maintenance that prolongs the life or longevity of an item or property and prevents the need for future repairs.
- Capital improvements: Major works to improve or upgrade properties that extend the habitable timeframe of a Council home and acts as an investment.

Compliance with this policy is mandatory for all RBC employees.

3. Terms and definitions

RBC is committed to complying with all relevant legislation and guidance, including:

- The Housing Act 2004 (Housing Health and Safety Rating System - HHSRS)
- The Landlord and Tenant Act 1985 (Section 11 – Repairs)
- The Building Act 1984
- The Health and Safety at Work Act 1974
- Decent Homes Standard 2006
- The Social Housing (Regulation) Act 2023
- The Gas Safety (Installation and Use) Regulations 1998
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- The Fire Safety Order 2005
- The Energy Performance of Buildings (England and Wales) Regulations 2012
- Regulator of Social Housing – Safety and Quality Standard 2024
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Also known as Awaab's Law) (Subject to Parliamentary Approval)

4. Responsibilities

4.1. The Repairs and Voids Manager is responsible for overseeing the implementation of the policy. Key duties include:

- Ensuring that repairs and maintenance are carried out in line with this policy and relevant legislation.
- Ensuring timely and effective delivery of all repair services, including critical emergency, emergency, urgent, routine and major repairs.
- Coordinating with contractors, suppliers, and other partners to deliver repairs and maintenance.
- Communicating effectively with tenants regarding repair requests, timelines, and progress updates.
- Monitoring tenant satisfaction with repairs and maintenance services and making improvements based on feedback.
- RBC are not responsible for authorised alterations made to properties by current tenants.

4.2. RBC tenants are responsible for:

- Reporting repairs promptly to us and providing all necessary details for the repair to be completed efficiently.

- Allowing access to the property for repairs to be carried out, at times agreed upon in advance.
- Maintaining the property in a reasonable condition, ensuring that minor maintenance tasks (i.e. changing light bulbs, cleaning filters) are handled where possible. The Tenants Handbook can be referred to for further detail
- Notifying RBC of any changes that may affect their ability to allow access or complete necessary repairs.

4.3. Our contractors are responsible for:

- Carrying out repairs and maintenance work to the required standards, within agreed times, and in compliance with relevant health and safety regulations.
- Communicating with tenants about the work to be done, ensuring they are aware of how long the work will take and what is involved.
- Reporting any issues or concerns about the repair work that may impact tenant safety or satisfaction.
- Providing feedback to RBC regarding any further works required.

5. Policy Statement

- 5.1. Critical emergencies repairs are required to prevent immediate danger to the health, safety or security of tenants, or to prevent further damage to the property. These repairs will be completed as soon as possible usually within **4 hours**. Examples include:

- Fire damage or blocked fire exits
- Loss of heating or hot water in winter
- Electrical faults that pose a risk of a fire

Critical emergency repairs take place when there is an immediate risk to life, safety of the tenant, the public or will cause major damage to the property. They will be a make safe visit within a 4 - hour window, whether this is during the working day or out of hours. Other examples include:

- Loss of essential services; heating, hot water or electricity (heating & hot water for vulnerable tenants during the winter months) Temporary heating will be provided as required by our contractor.
- Electrical faults that pose a risk of fire or shock
- Gas leaks
- Structural collapse
- Burst pipes, overflowing toilet / sewerage, drain or major water leaks
- Security breaches of a property that affect access.

It should be noted that a loss of service caused by a power cut, or loss of water, for example, because of a burst pipe, will be remedied by the relevant utility provider.

- 5.2. Emergency repairs are required to prevent the threat of danger to the tenants, public or to prevent further damage to the council home. This is a make safe visit

within 24 hours and will take place within a working day. Any further repairs will be booked as a separate visit. Examples include:

- Loss of essential services heating, hot water or electricity
- Blocked flue to open fire or boiler
- Fire damage or blocked fire exits
- Severe damp and mould where the tenant could be affected.
- Block sink, bath, basin or toilets
- Toilet not flushing
- Leak from water pipe, tank or cistern
- Partial loss of electric power, water supply
- Tap cannot be turned off
- Loose or detached banister or handrail
- Rotten timber flooring or stair tread

5.3. Urgent repairs are those that need to be completed promptly, but do not pose an immediate risk to tenant safety or property. These repairs will typically be completed within **5 working days**. Examples include but are not limited to:

- Blocked drains causing inconvenience
- Trip hazards
- Roof leaks (not causing immediate flooding)
- Door entry phone not working
- Mechanical extractor fan not working

5.4. Routine repairs are jobs that are general maintenance jobs that take no longer than half a day to complete and can be attended to within 20 working days. These include but not limited to:

- Repairing damaged doors, locks, or window frames and fixtures
- Replacing worn-out flooring or skirting boards
- Minor plumbing repairs (e.g., radiators, taps, toilets, sinks, excluding outside taps)
- Electrical repairs (e.g., light fittings, sockets)
- Toilet pans and cisterns (excluding toilet seats)
- Electric or boiler-fed showers

5.5. Major Repairs: More complex and requiring more than half a day to complete with possible multiple visits within a 90-day period examples include but are not limited to:

- Essential access paths and steps
- Boundary fences and walls (excluding gates unless fitted by RBC)
- Paving around the perimeter of the building 1x 3x2 slab or 2 x 2x2 slab (including entrance paths and washing lines)
- Roofing repairs which require specialist access.
- Guttering, drainage, and external pipes
- Soffits, fascia and boards
- Garages and outbuildings if fitted by RBC (excluding wooden sheds)

- Bath replacements that include tiling
 - Structural works walls and supports
- 5.6. Cyclical Compliance - The work is reoccurring with a legal or regulated frequency. It's a regular service, inspection or survey, examples include:
- Asbestos Surveys
 - Legionella Risk Assessments
 - Fire Risk Assessments
 - Fire Servicing / Personal Emergency Evacuation Plans (PEEPS)
 - Stock Condition Surveys
 - Electrical Testing
 - Gas Safety Checks
 - Lift inspections
 - Smoke alarms and Carbon Monoxide testing
 - Damp and Mould inspections
 - Radon
- 5.7. Planned maintenance is preventive in nature, aimed at maintaining or improving the overall condition of properties. This includes:
- Routine servicing (boiler servicing, Ground Source Heat Pumps, Air Source Heat Pumps, Solar Inverter & Panels, Mechanical Heat Recovery Ventilation etc.)
 - External and internal painting
 - Gutter cleaning and roof inspections
 - Communal Cleaning
 - Communal PAT testing
- 5.8. Capital improvements are significant works or upgrades that go beyond basic repairs and maintenance. These improvements enhance the quality, safety, and energy efficiency of the property and maintain compliance with the Decent Homes Standard. Examples include:
- Full kitchen or bathroom replacements
 - Energy efficiency upgrades (e.g., insulation, double glazing)
 - Major structural works (e.g., roof replacement, damp-proofing)
 - Installation of fire safety systems (e.g., fire doors, sprinklers)
- 5.9. We offer RBC tenants the following channels to report repairs:
- Online: [webform](#)
 - Phone: 01788 533888 (Option 1 for gas and electric repairs, Option 2 for all other repairs)
 - Email: repairs@rugby.gov.uk
 - In person: By visiting the Town Hall, Evreux Way, Rugby, CV21 2RR or by reporting to their independent living co-ordinator, housing officer or other member of staff.
- 5.10. We will keep tenants informed if there are delays or changes to repair schedules.

5.11. We will monitor tenant satisfaction with our repair services through:

- Tenant Satisfaction Measures (TSM's)
- Tenant consultation to assess needs and expectations regarding repairs.
- Any complaints received from tenants who are dissatisfied with repairs or maintenance services.
- Post repair satisfaction survey, via text message

We will publish our Tenant Satisfaction Measures annually through the Tenants Newsletter.

We are committed to meeting the following service standards:

- Critical Emergency Repairs: Completed within 4 hours
- Emergency Repairs Completed within 24 hours
- Urgent Repairs: Completed within 5 working days
- Routine Repairs: Completed within 20 working days
- Planned Maintenance – 220 working days (done within the year they are due)
- Cyclical compliance as required by relevant regulation/legislation.

5.12. We will review our contractors regularly to ensure that they meet the standards and performance outlined in their contracts. Performance monitoring will include (but is not limited to):

- Quality of work
- Compliance with timeframes
- Health and safety compliance
- Customer service standards
- Tenant satisfaction
- Complaints

6. Policy Principles

- **Tenant-centred service:** We are committed to providing a responsive, transparent, and accessible service for tenants, ensuring that repairs are carried out promptly and with minimal disruption.
- **Health, safety, and comfort:** The safety and well-being of our tenants is paramount. Repairs will be completed in a way that ensures properties remain safe, comfortable, and habitable.
- **Quality and standards:** All repairs will be completed to the highest standards, adhering to relevant regulations and industry best practices.
- **Timeliness:** We will aim to complete repairs within the agreed timescales, with specific target response times based on the type and urgency of the repair.
- **Sustainability:** We will consider energy efficiency and environmental sustainability when undertaking repairs and planned maintenance.
- **Value for Money:** We are committed to delivering repairs and maintenance services that offer fair value for money, ensuring that resources are used efficiently and seeking continuous improvement in our repairs and maintenance service. By reviewing the service at regular intervals.

7. Recharges

- 7.1 Tenants can be recharged for any damage to their home or communal areas. This can occur when there is evidence of neglect, misuse, abuse or carelessness, either by themselves, members of their household, visitors or friends.

This also includes damage caused by anti-social behaviour, or costs relating to the emergency services gaining access to a property for the purpose of investigating a crime. Recharges will be determined on a case-by-case basis and further information is contained within the Tenants Handbook.

8. Monitoring and review

- 8.1. This policy will be reviewed on a three yearly cycle, unless there is a business need, or a change in legislation or regulation which prompts an earlier review.
- 8.2. We will publish this document on our website and our intranet to ensure visibility and access for staff and tenants.
- 8.3. We will provide training to staff who have responsibility for implementing the policy to ensure that it is understood.
- 8.4. As this is a tenant facing policy, we will review the effectiveness of the policy with our involved tenants one year from the implementation of the policy.

9. Related documents

- 9.1. Tenants Handbook
- 9.2. Health and Safety Policy
- 9.3. Aids and Adaptations Policy
- 9.4. Gas Safety Policy
- 9.5. Health and Safety Policy
- 9.6. Fire Safety Policy
- 9.7. Asbestos Management Policy
- 9.8. Condensation, Damp and Mould Policy
- 9.9. Electrical Safety Policy
- 9.10. Lift Safety Policy
- 9.11. Water Safety Policy
- 9.12. Safeguarding Adults and Children Policy

10. Governance

Effective from	1 October 2025	Expires	30 September 2028
Policy Owner	Repairs and Voids Manager		
Policy Author	Communities and Projects Manager		
Consultation	Tenant Consultation 15 April 2025 Frontline Staff Consultation – 13 May 2025 Technical Staff Consultation – 27 August 2025		

Approved by	Chief Officer – Communities and Homes
Version control	V1.0