



COUNCIL HOUSING MAINTENANCE AND REPAIRS POLICY

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Policy: COUNCIL HOUSING REPAIRS AND MAINTENANCE POLICY

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Links to Council priorities:

Council ambition	Linked?
Working for a prosperous future <i>The Council wants to ensure the best possible local economy, with opportunities for its residents to succeed and achieve</i>	Yes
Healthier, safer communities <i>Residents should feel safe in the Borough and supported to be more active in order to improve their health and wellbeing</i>	Yes
A greener and cleaner environment <i>It's important that everyone looks after their environment</i>	Yes
Restoring the Council to good health <i>The Council will be placed on a sound financial footing and the Council will ensure resilience – delivering the service its residents deserve and expect</i>	Yes
We ❤ Castle Point <i>The Council will help create and maintain the best possible place to live in, work in and visit</i>	Yes

Lead Officer responsible for owning the Policy and internal approval body (meeting / board where the Policy is approved for adoption or approved for referral to PFH or Committee for adoption)

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Lead Member and Committee responsible for approving Policy

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Equality Impact Assessment undertaken?

Yes

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1. Introduction

- 1.1 As a responsible social housing landlord, Castle Point Borough Council ("the Council") has a duty to meet its statutory obligations to provide a repairs service to the homes it owns and manages.
- 1.2 This Policy sets out the Council's approach for the delivery of housing repairs and maintenance. The Policy ensures its tenants' homes and tenants' and leaseholders' communal areas are safe and well maintained and the Council's assets are protected.
- 1.3 The Council will work in partnership with tenants and leaseholders and have a people-centred approach that treats its tenants and leaseholders with respect and dignity. Feedback on the repairs service is highly welcomed and, collectively, tenants, leaseholders and the Council will work together to provide an efficient and effective repairs service.
- 1.4 The Council will work collaboratively with tenants and leaseholders to create and provide homes, estates and neighbourhoods that they are proud of.
- 1.5 The Council is committed to providing a repairs and maintenance service that is customer focused, and it expects its contractors to have the same commitment to the tenants and leaseholders that live in the Council's homes.

2. Scope

- 2.1 This Policy outlines the Council's approach to how it repairs the homes and communal areas it owns.
- 2.2 This Policy applies to the interior, exterior and communal areas of the Council's general needs housing stock and sheltered accommodation.
- 2.3 The Council does not have any legal obligation, as per the lease agreement, to carry out repairs to the inside of leaseholders' homes, unless a fault to the structure of the building causes internal damage. Leaseholders only receive a repairs service to the communal areas of the block of flats where they own their home.
- 2.4 The Council has a small portfolio of Private Sector leased properties. The Council's direct responsibilities for the repair of these properties are set out in the lease agreements. When requests for repairs are raised to the Council, the Council will report repairs on behalf of the tenant to the private landlord.
- 2.4 Any repairs that are due within the first 12 months of handover on a new build property will ordinarily be dealt with in line with the Defects Procedure. In addition, any components in a new build property that has a warranty will be excluded from this Policy.

3. Definitions

The Council	Castle Point Borough Council
Emergency repair	Any reported repair that puts the health, safety or security of the customer or third party at immediate risk or adversely affects the structure of the home. The most serious of issues that the Council's contractor will seek to attend and make safe within 4 hours.
Programmed repair	Any repair, that is extensive, and may require quotation(s), such as a roof replacement, ideally resolved within 90 days.
Routine repair	Any repair that needs addressing but non urgent and can be scheduled in, ideally resolved within 28 days.
Urgent repair	Any important repair that needs to be addressed quickly that it will seek to resolve within 7 days, it will prioritise according to tenant needs.

Void	An empty council home.
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4. Aims and Objectives of the Policy

4.1 The primary aim of this Policy is to ensure that the Council's homes are maintained in line with regulatory standards. This Policy provides clarity on the Council's approach to the provision of a customer focused, data led, performance driven, efficient and effective repairs service that maintains the homes it lets as a good and safe place to live. To achieve this, the Council will:

- a) Ensure that the health and safety of all concerned are at the forefront of all it does.
- b) Be clear about the repair and maintenance responsibilities for the landlord and the tenant.
- c) Provide value for money services and continual improvements to its repairs service.
- d) Enable repairs to be reported in several ways, either by telephone, email or through its on-line portal.
- e) Organise repair priorities that balance operational needs and tenant and leaseholder requirements; aiming to deliver a right first time approach that achieves good value for money.
- f) Deliver a consistent and fair service to its tenants and leaseholders.
- g) Support tenants and leaseholders, especially those that are vulnerable.
- h) Make best use of data and performance information to continually improve the service.
- i) Provide easy access and up-to-date information on the status of repairs.
- j) Post inspect repairs to make sure the Council is providing a good quality repairs service that represents value for money.

5. Policy Statement

5.1 A resident focused, data led, performance driven repairs service is an essential element in achieving high levels of tenant satisfaction, improving the landlord, tenant and leaseholder relationship and protecting health and safety. A high quality repairs service is a key element in the provision of good quality rented housing.

5.2 The Council is committed to delivering a good repairs and maintenance service; it will do the basics well but also work with tenants and leaseholders on an ongoing basis to understand their priorities and where they want to see improvements made.

5.2 The Council will always endeavour to keep properties to Decent Homes standards by taking a data led and planned approach to its maintenance.

5.3 The Council will ensure that all tenants and leaseholders have appropriate access to the repairs service and prioritise the needs of vulnerable tenants.

5.4 The Council will deliver a "Safety First" culture ensuring that tenant, leaseholder and Council staff safety and wellbeing always come first. The Council will always prioritise repairs and maintenance where the safety of the household is at risk.

5.5 The Council expects and requires tenants and leaseholders to report any faults or damage as soon as possible and to keep their home and surrounding communal areas in a good and clean condition, in line with their respective tenancy, lease, or licence agreements.

5.6 The purpose of this Policy is to ensure that all Council tenants, leaseholders and staff are aware and understand what their responsibility is for the repairs service.

6. Legislation, Regulation and Guidance

6.1 The Council will comply with all statutory and regulatory duties that apply in delivering this Policy, namely:

- Section 4 of the Defective Premises Act 1972
- Health and Safety at Work etc. Act 1974
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- The Secure Residents of Local Housing Authorities (Right to Repair) Regulations 1994
- Party Wall Act 1996
- Commonhold and Leasehold Reform Act 2002
- Part 1 of the Housing Act 2004
- Equalities Act 2010
- Homes (Fitness for Habitation) Act 2018
- Fire Safety Act 2021
- Building Safety Act 2022
- Social Housing Regulation Act (HL) 2023
- Decent Homes Standard (DHS)
- Tenancy Agreements
- Lease Agreements
- The Housing Ombudsman Service Spotlight Report on Repairs 2025
- The Regulator of Social Housing Consumer Standards Safety and Quality Standard 2024
- Building Safety Regulations 2025
- Awaab's Law 2025

7. Inspections

7.1 **Pre-inspections** - may be required before a repair appointment can be arranged. This will include circumstances where the scope of the repair is difficult to diagnose without a visit. A translation service will be used during the pre-inspection, where necessary. Following the inspection, the repair will be identified and planned within appropriate timescales, as per the guidance in Section 7.3. Pre-inspections will be carried out by the Council's repairs surveyors, and documented on its "Safety Culture" App. A PDF copy of any inspection can be provided to the tenant, upon request.

7.2 **Post-inspections** - will be carried out to ensure the Council is delivering a good-quality repairs service; complex repairs will be post-inspected following completion. The Council has a comprehensive quality assurance process to evaluate completed works, ensuring all work meets good standards. Any quality issues identified at the post-inspection or by the tenant or leaseholder will be discussed with the contractor and referred to them for remedy. These will be documented on its "Safety Culture" App. A PDF copy of any inspection can be provided to the tenant or leaseholder, upon request.

7.3 **Tenant and leaseholder inspections** – The Council will empower tenants and leaseholders to monitor the repairs and maintenance of the communal areas around their homes.

8. Planned Work and Cyclical Maintenance

- 8.1 The Council will undertake planned work to deliver home improvements for tenants. The Council will regularly publish on the Council's website and update planned maintenance and major improvement programmes as they evolve. This programme will be reliant on available funding, informed by the stock condition surveys and therefore subject to change; this will be made clear on the website. The Council will undertake stock condition surveys as a minimum once every 5 years, with 20% of homes surveyed annually.
- 8.2 The Council will consult with tenants and leaseholders on all planned work, explain how the work will be conducted and be clear about the impact of the work.
- 8.3 Wherever possible, the Council will give tenants a choice in the selection of certain design aspects, for example, kitchen and bathroom replacements.
- 8.4 Planned preventative maintenance will be conducted based on the need and the cost. The Council will communicate timescales for any agreed work with tenants and leaseholders who are impacted by the work. The Council will follow the correct legal process for leaseholders so that the Council can recover the costs from any leaseholders according to their lease agreements.

9. Moving Tenants Temporarily

- 9.1 The Council consults closely with tenants when it is necessary to move them from their home temporarily to undertake disruptive and intrusive repairs. A detailed schedule for complex works, including anticipated timelines, will be shared with tenants before the work commences, and ideally before they move out of their home.
- 9.2 The Council will ensure the disruption to the household and home is kept to a minimum during this process, and full consideration will be given to tenants' vulnerabilities and circumstances, including proximity to schools, welfare, support networks, etc. The Council will ensure that the "temporary accommodation" is safe, suitable and meets the household's needs. Please see the Council Housing Temporary Relocation Policy for full details.
- 9.3 Leaseholders may have a right to secure accommodation through their building insurance policy and in line with the terms of their lease agreement.

10. Home Improvements

- 10.1 The Council needs to approve all home improvements to make sure any alterations carried out do not put the safety of tenants and leaseholders in adjoining properties at any risk in line with Building Safety Regulations, planning permission (if required), and Building Regulations. Please check with the Council to see if planning permission or building control consent are required prior to any work (information on planning or building consents can be found at <https://www.castlepoint.gov.uk/planning>). If planning permission is required this is a separate process. The Council will consider giving permission for home improvement works if the title deeds and Regulations allow, in line with the Council's Home Improvement Policy. No home improvement works should be undertaken without prior written approval from the Council, and the costs will be met in full by the tenant or leaseholder.
- 10.2 Approved works must be completed to an agreed specification by a competent tradesperson. All elements of asbestos, gas and electrical work must be carried out by an approved and registered contractor. The tenant must provide updates on any changes to the building (for example asbestos removal) and provide copies of any certifications.

10.3 The ongoing maintenance responsibility for the home improvement works will become the responsibility of the tenant. Prior to the tenancy ending, the tenant may be asked to return the property to its previous state at their expense.

11. Empty Council Homes (Voids)

11.1 The Council aims to maintain a consistent, cost-effective letting standard for all vacant homes. All voids will be completed within set timescales and will be safe, secure, clean, free of damp and mould, in a sound condition and with services in full working order.

11.2 At the end of their tenancy a tenant must remove all furniture, floor coverings, personal possessions, and rubbish. They must leave their home, including any communal areas, in good condition and repair, and in a clean and hygienic condition. Failure to do so will result in them being charged for any costs the Council incurs.

11.3 Tenants must notify the utility companies that they are moving and provide them with a closing meter reading. Any pre-payment meter cards need to remain in the property. All mail should also be redirected.

11.4 Tenants must ensure that any alterations to the property are restored to the original condition, unless specifically agreed with the Council, prior to the tenancy ending. Failure to do so will result in the full cost of restoration being recharged. Please see the Council Housing Voids Policy for more details.

12. Defects in New Build Homes

12.1 For newly built homes the developer/builder is responsible for any defects that may occur for the first 12 months, which is known as the 12-month defect period. Tenants will be informed of when the 12-month defect period started and is due to end when moving into their new home.

12.2 During this 12-month defect period of a newly built home, tenants should report repairs directly to the Council to ensure they are resolved with the developer/builder.

12.3 Defects which become known following the initial 12-month period will be investigated by the Council.

13. Disabled Adaptations

13.1 The Council can help facilitate and support independent living, by conducting alterations and adaptations to meet the needs of tenants and enhance the quality of life within the home. An occupational therapist report is required in all cases. Please see the Council Housing Disabled Adaptations Policy for full details.

14. Recharges

14.1 Tenants are responsible for the repairs outlined in section 15 of this Policy; in some cases where tenants continue to neglect their responsibilities, the Council may undertake the repair and recharge for the work.

14.2 Any repairs or maintenance works carried out by tenants must be to the Council's required standard and, if not, the Council reserves the right to rectify the works and recharge the tenants for the work.

14.3 Tenants and leaseholders may also be held responsible for damage caused to other properties because of flooding or fire, wilful damage or neglect.

- 14.4 It is the tenant's and leaseholder's responsibility to have adequate insurance in place to protect the contents of their home. They are responsible for any loss or damage to the contents due to theft, flooding, fire, or accidental damage. The Council does not provide compensation for any contents which may be lost, stolen, damaged or destroyed.
- 14.5 If access is refused without good reason, the Council may charge the tenant for gaining entry to the property.

15. Tenant and Leaseholder Responsibilities

- 15.1 The Council's tenancy agreement sets out the specific repair responsibilities for tenants, and the lease agreement sets out the responsibilities for leaseholders. Full details of responsibilities are in the Resident's Handbook.
- 15.2 Tenants are responsible for keeping the inside of their home and private gardens clean and in good condition. Communal areas should be clean and tidy and free from all personal items.
- 15.3 Tenants are responsible for repairing, renewing, replacing, or maintaining the following items as necessary:
 - a) Sink plugs and tap washers
 - b) Fuses
 - c) Light bulbs
 - d) Toilet seats
 - e) Cylinder jackets
 - f) Door chains, door numbers and letter boxes
 - g) Door and window keys
 - h) TV aerials (except those that are shared)
 - i) Clothes drying lines, except to communal areas
 - j) Blockages to waste pipes
 - k) Dustbins
 - l) Electric or gas appliances, not supplied by the Council, for example, cookers, fridges and washing machines
 - m) Fixtures, fittings and improvements installed by the tenant
 - n) Fencing (unless the fencing is adjacent to a public footpath, open space, or highway)
- 15.4 Tenants are required to report any repair required to their home or communal area to the Council's repairs contractor which has a dedicated team taking the Council's repair requests.
- 15.5 Tenants are required to allow Council staff, or the Council's nominated contractors, at reasonable times and with reasonable notice, except in the case of emergencies, access to their home to conduct an inspection or repairs.
- 15.6 Tenants and leaseholders are required to not undertake any structural change, structural alteration, or structural improvement to their home without the written consent of the Council. If consent is given, tenants and leaseholders must allow the Council to observe the works and must also allow the Council to undertake a final inspection to ensure that the work is completed to a satisfactory standard.
- 15.7 Leaseholders are responsible for all maintenance, repairs and servicing within their home, as defined in the lease agreement, excluding communal areas. For more details and responsibilities please refer to the lease agreement.

16. The Council's Responsibilities

16.1 The Council has a statutory duty to carry out repairs to its tenants' homes, where it has a repairing liability. It is the responsibility of its tenants to keep their property in a reasonable condition and to report repairs immediately via one of the Council's methods of contact. Repairs will be allocated a predefined priority (see the table in paragraph 16.3 below) which reflects the degree of urgency. The Council's aim is to complete all repairs right first time, with the minimum of disruption to its tenants and leaseholders.

16.2 The Council offers an out-of-hours service, which is available for emergencies only. Under this service, the Council will attend to an emergency repair within 4 hours.

16.3 The timescales for all repairs are detailed in the table below:

Emergency repair	Within 4 hours - any reported repair that puts the health, safety or security of the tenant/leaseholder or third party at immediate risk or adversely affects the structure of the home and will consist of attending and making safe only.
Urgent repair	Within 7 calendar days – while not an emergency. The repair requires quick action to prevent more serious issues or risks to health, safety and security.
Routine repairs	Within 28 calendar days - any other repairs; these repairs focus on restoring a damaged or worn-out item to a functional condition.
Programme repairs	Within 90 calendar days – any material or extensive repairs that may require quotations, which will include, for example repairs, such as roof replacements, that are not on a planned programme.
Damp, mould and condensation repairs	Will be completed according to the appropriate timescale following a risk assessment, with any health and safety hazard being removed by the Council's specialist contractor. For more detail, see the Damp, Mould and Condensation Policy.

16.4 The Council aims to make appointments for all repairs in each of the above categories except for those relating to communal areas. Appointments will generally be made at the first point of contact with the tenant and for a time (within normal business hours) and date convenient for the tenant,

17. Contractor Responsibilities

17.1 The Council will only use contractors that have been specially selected following a robust procurement process to conduct the day-to-day repairs service for its homes.

17.2 The Council has a legal duty to share its Asbestos Register with its contractors. All contractors must refer to the Council's Asbestos Register before they conduct any repairs in the Council's homes. All contractors must follow all Building Regulations and health and safety standards, to keep all Council tenants, leaseholders, Council employees and their own operatives safe.

17.3 The Council will meet its contractors at least monthly to review performance. Contractors must take before and after photos of all work and submit these to the Council for review prior to any invoice payment being made.

17.4 All contractors must supply their workforce with photographic identification badges; operatives must wear them and show them to all tenants upon arrival at the tenant's home.

- 17.5 Contractors are to show evidence of appropriate guidance and training for their staff.
- 17.6 All contractors working with the Council must adhere to the Council Housing Contractors' Code of Conduct, September 2025 (See **Appendix 2**).
- 17.7 Contractors are required to report any risks or concerns immediately to their manager and the Council's Housing Compliance Manager, and to stop ongoing works if the concern is significant or warrants immediate action. The contractor undertakes work in accordance with the specific requirements set out in the contract.
- 17.8 The contractors will provide evidence to the Council that the operatives who work on the Council's contract hold the relevant qualifications and accreditations at the contract mobilisation stage, and thereafter on an annual basis.
- 17.9 This Policy will be shared with all contractors, with any other relevant policies such as the Council's Health and Safety and Environmental Policies.
- 17.10 All contractors will be required to implement their own Safeguarding Policy and comply with the Council's Safeguarding Policy.

18. Monitoring and Continual Improvement

- 18.1 The management actions necessary to ensure the maintenance and repairs service is monitored, using a set of key performance indicators (KPIs) by the Interim Assistant Director of Housing Assets. Head of Housing Assets. The Council will at least monthly monitor and review its performance against the KPIs to measure how effectively it is delivering the repairs service to its tenants and leaseholders. The Council aims to consistently achieve and surpass the following performance measures detailed in the repairs contract:

Customer Satisfaction	90.0%
Defects – Client Post-Inspections	95.0%
Completed In Time (Routine Repairs)	94.0%
Completed In Time (Voids)	95.0%
First Time Fix	87%
Recalls To Defects	1.5%
Appointments Kept	97.75%
Completed in Time (Emergency Repairs)	100%
Attended in Time (Urgent Repairs)	98%
Programmed works (completed in target)	95%

- 18.2 Performance information will be published on the Council's website and in its Tenant's Newsletter as part of the annual report to tenants and leaseholders against the Tenant Satisfaction Measures, particularly:
 - TP02: Satisfaction with repairs
 - TP03: Satisfaction with time taken to complete most recent repair
 - TP04: Satisfaction that the home is well maintained
 - RP01: Homes that do not meet the Decent Homes Standard
 - RP02: Repairs completed within target timescale
- 18.3 The Council will review customer satisfaction information to help it improve the Council's service, and hold the contractor to account for performance, as well as to understand any risks it may be exposed to.

- 18.4 The Council will undertake analysis and review disrepair cases, in line with the Council's Disrepair Policy. The Council will review the learning from its complaints, including any determinations received from the Housing Ombudsman Service, to understand any trends or exposure to risk within the repairs service.
- 18.5 The Council will carry out effective contractor monitoring and meet with its contractors monthly to manage any current or emerging risks, within its agreed governance structure.
- 18.6 The Council will review its Housing Risk Register monthly to update and record any changes to the existing risks associated with the repairs and maintenance service and to capture new or emerging risks as and when they arise.

19. Data and Records

- 19.1 The Council will maintain an accurate record of all repairs and maintenance carried out to the homes it owns. This includes all the records supplied by the contractor.
- 19.2 The Council will ensure that all orders are raised and recorded on appropriate IT systems and will keep a comprehensive repairs history of the Council's homes, including documentary evidence of repair inspections.
- 19.3 The Council will keep all records and data in line with its Document Retention Policy and will have robust processes and controls in place to maintain appropriate levels of security for all data, including how it will share sensitive information with its contractors.

20. Equality, Diversity and Inclusion

- 20.1 This Policy has been written considering all protected characteristics, as set out in the Equality Act 2010.
- 20.2 The Council will ensure that all information regarding repairs to the homes that it is responsible for is shared with tenants and leaseholders in a form and language that is easily understood.
- 20.3 A full Equality Impact Assessment has been carried out - see **Appendix 1**. The Council is committed to ensuring that no tenant or leaseholder will be treated less favourably because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, or sexual orientation.
- 20.4 Diversity is about respecting people's individual differences and ensuring that all people that encounter the Council's repairs service have access to the same high standards of behaviour and service. The Council is committed to making reasonable adjustments; this may include works being prioritised outside of the stated response times, and more flexibility with appointment times.
- 20.5 The Council will design contact and communication around the individual resident. It will respect what it already knows about people or ask them what would help.
- 20.6 Monitoring performance is through the annual Tenant Satisfaction Survey. Once the tenant profiling information is in place and captured on the IT system, the Council can look for variances between household groups to check for disparities in service delivery. The Survey also asks about ease of use, fairness and respect. Survey results will be placed on the Council's website annually.

21. Communication

- 21.1 Once the Policy is approved, a summary document, "a policy on a page," will be placed on the Council's website with a link to the full Policy. An approved version of this Policy will be published internally and accessible to staff.

- 21.2 The Council recognises that effective communication and trust is essential in the effective delivery of a maintenance and repairs service.
- 21.3 The Council will also aim to successfully engage with vulnerable and hard to reach residents. The Council will communicate relevant information in an accessible and understandable way with the aim of keeping people fully informed. It will ensure that information is available to residents via regular publications and information on its website.
- 21.4 The Council's repairs handbook is provided to all tenants at sign up and is also available on its website.
- 21.5 The Council is committed to notifying tenants of all repairs and maintenance information in a timely way.
- 21.6 Communication is tailored to the needs of its tenants and leaseholders. The Council recognises some of its tenants and leaseholders have disabilities and will make reasonable adjustments to meet their needs.
- 21.7 As a requirement of legislation and good practice, the Council will engage in effective, two-way communication to consult with tenants and leaseholders regarding repairs; this is to ensure a customer-focused service delivery unless, in exceptional circumstances, the safety of its tenants and leaseholders or assets takes precedent. Feedback is analysed, and all tenant and leaseholder insight is used to shape and improve services.

22. Review of Policy

- 22.1 This Policy will be reviewed initially after a period of 2 years and then every two years, unless new legislation, good practice, or a relevant major incident means it needs to be reviewed sooner.

23. Consultation

- 23.1 The Council is committed to ensuring that the Council consults with all tenants and leaseholders prior to any major decisions on planned or major work that affects their home. The Council will use a range of approaches to consultation regarding repairs and maintenance.
- 23.2 The Council held an event in September 2025 and placed a QR code in the Tenant Newsletter in September 2025 linking to a survey on its website and, with input from tenants, has developed a Council Housing Contractors' Code of Practice.
- 23.3 The Council intends to consult more widely with residents on this Policy, once its structure for resident engagement is in place, following the work it is undertaking with Tpas.

24. Training

- 24.1 The Council will maintain a skills/training matrix to ensure that all staff undertaking key roles within the scope of this Policy have appropriate training.
- 24.2 The Council will operate a detailed competency framework, including regular appraisals, as part of the Maintenance and Repairs Procedure.
- 24.3 The Council will deliver training on this Policy and the Procedures that support it, including team briefings; basic awareness training; and more detailed training for those delivering the repairs and maintenance service to ensure that all staff understand their responsibilities for the Regulator of Social Housing's Safety and Quality Standard.
- 24.4 Training records are maintained for all courses attended.

25. Governance

25.1 The Council has overall responsibility for ensuring that this Policy is implemented to ensure compliance with the law. The Chief Executive reports to Cabinet to demonstrate accountability for compliance with the Regulator of Social Housing's Safety and Quality Standard across the Council and is accountable for ensuring that the Council's management duties in its landlord function are properly controlled and managed to keep its tenants and leaseholders safe. Under Section 26 of the Constitution (the Officer Scheme of Delegation) the Chief Executive is authorised to delegate duties to the Directors who are then responsible to take decisions for the effective sub delegation of duties within their service areas of responsibility; this is to ensure that the Council's statutory duties and functions are effectively discharged.

25.2 The day-to-day responsibility for managing the Council's maintenance and repairs service for the Council's housing stock is implemented in line with this Policy, which is delegated, via the Chief Executive, to the Director - Place and Communities. In addition, the Interim Director of Housing is responsible for providing leadership across the Housing Service. The Maintenance and Repairs Procedure also identifies the roles and responsibilities of those who will undertake the day-to-day tasks on behalf of the Director - Place and Communities.

25.3 The Director - Place and Communities has delegated their duty holder responsibility to the Interim Assistant Director of Housing Assets, who has professional and technical responsibility for the homes and communal areas the Council owns.

26. Associated Policies and Procedures

- Council Housing Asbestos Safety Policy
- Council Housing Contractor Management Policy
- Council Housing Temporary Relocation Policy
- Council Housing Damp, Mould & Condensation Policy
- Council Housing Electrical Safety Policy
- Council Housing Fire Safety Policy
- Council Housing Gas Safety Policy
- Council Housing Home Improvements Policy
- Council Housing Lettable Standard
- Council Housing Lifts Safety Policy
- Council Housing Neighbourhood Management Policy
- Council Housing Pest Control Policy
- Council Housing Recharges Procedure
- Council Housing Repairs Handbook
- Council Housing Responsive Repairs Procedure
- Council Housing Voids Policy
- Council Housing Water Safety Policy

27. Appendix

- Appendix 1: Equality Impact Assessment for Housing Maintenance & Repairs Policy
- Appendix 2: Council Housing Contractors' Code of Conduct

