

Temporary Accommodation Maintenance Policy

August 2025

Serving people, Improving lives

Contents

1. INTRODUCTION	3
2. PURPOSE OF THIS POLICY	3
3. RELEVANT LEGISLATION AND REGULATORY COMPLIANCE.....	4
4. SCOPE OF THE POLICY	5
5. CONDITION SURVEYS.....	6
6. TYPES OF REPAIR AND MAINTENANCE WORKS.....	6
7. MAINTENANCE AND REPAIR RESPONSIBILITIES	9
8. REPORTING A REPAIR.....	11
9. REPAIR TIMESCALES.....	12
10. VULNERABLE LICENSEES	13
11. VOIDS MAINTENANCE	15
12. LEASED TEMPORARY ACCOMMODATION.....	15
13. PERFORMANCE MANAGEMENT	16
APPENDIX 1 – REPAIR CATEGORIES.....	17

1. Introduction

This policy sets out how the Gedling Borough Council (the Council) will meet its legal and regulatory duties as a landlord in respect to the management of its Temporary Housing Stock including repairs and maintenance.

The Council is committed to delivering a high quality, modern and effective repairs maintenance service to ensure that its temporary accommodation is comfortable, well maintained and safe for people to live in.

2. Purpose of this Policy

The primary purpose of the policy is to ensure that the Council:

- Provides temporary accommodation that is safe, in a good state of repair and maintained
- Complies with the statutory requirements, legislation and good practice relating to the maintenance and repairs of residential properties
- Provides temporary accommodation that meets the Decent Homes Standards
- Manages its temporary housing stock to agreed standards and performance levels with transparent monitoring systems and reporting arrangements
- Provides a consistent, fair and equitable quality of service.

The purpose of the policy is also to provide:

- A set of performance standards that will form the basis of agreements with third party contractors.
- Outlines the specific responsibilities of the Council and the licensee
- Confirms service standards in respect to response times for works.

The policy reflects the Council's commitment to carbon reduction and includes the commitment:

- To reduce the carbon footprint associated with the management of the service and by strategic asset investment to our stock in line with the objectives of the Council's Carbon Reduction Strategy.
- To ensure all temporary accommodation complies with the Minimum Energy Efficiency Standards (MEES).

3. Relevant legislation and regulatory compliance

The Council must ensure that the temporary accommodation it manages meets the Decent Home Standards set for social housing providers.

A decent home must meet the current minimum standard for housing and be free of any Category 1 hazards under the Housing Health and Safety Rating System (HMSRS).

To ensure these standards are maintained the Council will ensure that its properties are repaired and maintained in accordance with best practice and legislation. The main legislation includes the following:

- Building Safety Act 2022
- Building Safety Act 2022 (where applicable)
- Commonhold and Leasehold Reform Act 2002
- Construction, Design Management Regulations 2015 (as amended)
- Control of Asbestos Regulations (2012)
- Control of Lead at Work Regulations 2002
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Control of Substances Hazardous to Health Regulations 2002 (as amended)
- Electrical Wiring Regulations 18th edition
- Electricity at Work Regulations 1989
- Environmental Protection Act 1990
- Equality Act 2010
- Fire Safety (England) Regs 2022
- Fire Safety Act 2021
- Fire Safety Act 2021
- Gas Safety (Installation and Use) Regulations 1998
- Guidance specifically the Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work Act 1974
- Home Standard 2015 Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- Housing Act 1985 and Housing Act 2004
- Human Rights Act 1998
- Minimum Energy Efficiency Standards (MEES)
- Public Health Act 1963
- Regulatory Reform (Fire Safety) Order 2005
- Section 11 of the Landlord and Tenant Act 1985
- Secure Tenants of Local Housing Authorities Regulations
- The Control of Asbestos Regulations 2012 (as amended)

- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- The Management of Health and Safety at Work Regulations 1999
- Water Supply (Water Fittings) Regulations 2018 (as amended)

This Policy also works in conjunction with and giving regard to the Council's separate Damp and Mould, Asbestos, Electrical, Fire Safety, Gas and Legionella Management Plans. Each management plan fully details all the legal standards the Council must meet adhere to meet its obligations as a landlord and employer.

4. Scope of the Policy

The scope of the policy includes measures on how the Council is to ensure that its temporary accommodation meets Decent Homes Standards and obligations under the legislation referred to in section 3. To do this the Council will:

- Maintain and manage accurate records at an individual property level covering the condition of the accommodation, based on a physical assessment of all homes and keep this up to date
- Use stock condition data to ensure that the accommodation is of good quality, well maintained and safe for occupants.
- Have agreed performance standards, reporting and governance oversight in place.

The scope includes the Council's responsibility for a range of maintenance works and reactive repairs as follows:

- Planned preventative maintenance / repairs
- Major programmed works
- Emergency repairs
- Urgent repairs
- Routine repairs
- Emergency out of hours repairs

We will make clear within the policy:

- Licensee responsibilities
- Where rechargeable repairs apply.

5. Condition Surveys

The Council will profile a maintenance programme which will provide a comprehensive understanding of the current state of the temporary accommodation stock. It will identify potential issues, establish a maintenance schedule and budget. The Council will undertake stock condition surveys on 20% of its temporary accommodation properties per year, over a rolling 5-year period. These condition surveys will inform the requirements for annual programmes of maintenance, repairs and lifecycle replacements.

The stock condition surveys will include an assessment of building fabric, the mechanical and electrical installations and fixtures and fittings. The surveys will assess the life expectancy of roofs, boilers, kitchens, bathroom, windows, doors, integrated appliances, etc and provide a timetable for replacement works in accordance with best practice and legislation.

The stock condition survey will form part of the individual property record which will be held in a single location with all property attribute and component data linked back to a single, Unique Property Reference Number (UPRN). The data will be amalgamated into annual programmes of works that are to be approved in accordance with the Council's governance and oversight arrangements. Stock condition risks will be escalated in accordance with the Council's Risk Management policy.

6. Types of Repair and Maintenance Works

Planned preventative maintenance (including statutory compliance)

These are maintenance works that are undertaken at defined time intervals as routine preventative maintenance. The works are undertaken on regular planned cycles for servicing, inspection and testing of equipment, often as required by statute or regulations or to maintain the generation condition of the stock, and particularly the electrical and mechanical installations within the stock. The Council will undertake the following programmes on a cyclical basis.

Work Programme	Frequency
Gas Boiler Service	Annually
Gas Safety Check	Annually
Electric Safety check	5 yearly
Appliance Safety Checks including oven, hob and fires	Annually
Smoke & Carbon Dioxide Detector checks	Annually
Periodic electrical installation condition inspection	5 yearly (or at change of licensee)

Internal & External Decoration	7 yearly
Water hygiene/Legionella testing	Annually
Emergency Lighting (stairwells)	Annually
Fire Door Assemblies	Annually
Gutters and fascia boards	Annually
Asbestos checks against register and LAMP	Annually

The Council is to ensure that a work programme is completed within the required permitted frequency and a record of all the cyclical work is maintained. A regular report will be provided to the Council's Corporate Risk Group to provide oversight on compliance.

Major programmed works

Major works are usually one of projects aimed to improve the life of the building, Examples include: -

- renewing/replacing windows and window frames
- door entry installation
- roof renewal
- decorating and repairing shared areas, and
- concrete repair

Planned maintenance programmes aim to achieve economies by replacing components just before they would otherwise require responsive repairs, anticipating changes in minimum acceptable standards and thus reducing future requirements for cyclical work.

Responsive repairs

Responsive or day to day repairs are those carried out when components fail and they cannot wait to be carried out under a cyclical, planned or improvement programme. These works typically include repairs to plumbing and sanitary equipment, damp and mould, flooding and leaks and door and window fittings as well as those to heating and electrical installations.

Emergency repairs - Same Working Day Response

Where a situation poses a danger to either the licensee or public, or if left unattended could cause serious damage to the building, a same working day response will be initiated.

This may involve either making the situation safe or carrying out a repair. However, a judgement will be made after assessing the circumstances at the time of the visit.

The Council's target is to complete all emergency repairs within five hours of acknowledgement of the repair by the Council's Homelessness Team.

Urgent Repairs

These are works that need to be carried out quickly in order to overcome serious inconvenience and damage to the property. The target is to complete all urgent repairs within three working days of acknowledgement of the repair.

Routine repairs

Routine repairs are those that will not cause damage to the property. Some of these repairs may require items to be measured and materials ordered. The target is to complete all non-urgent repairs within 15 working days of acknowledgement of the repair.

Emergency out of hours repairs

The Council offers an emergency helpline for any maintenance or repairs issues that occur outside of normal working hours. The licensee will need to contact the council via the designated helpline and discuss the situation. The Council will determine the severity of the issue and act accordingly.

Energy Efficiency and Carbon Reduction

The Council in undertaking any planned maintenance, reactive and lifecycle replacements will consider w energy efficient and reduce carbon emissions. This will include the standard of the current insulation of each property, replacing gas boilers with air source heating or alternatives, providing solar panels, replacing window and doors and examining the introduction of LED lighting. The programme will align with Minimum Energy Efficiency Standards to ensure homes are more energy-efficient and to reduce carbon waste. This will reduce energy bills and increase the warmth and comfort of the temporary accommodation provided.

The Council will investigate opportunities to source grants and where appropriate will include Photo Voltaic (PV) or solar panels.

Contracts with suppliers will include consideration of carbon emissions to align with the Council Carbon Reduction Strategy

7. Maintenance and Repair Responsibilities

The following outlines the specific responsibilities of the Council and licensee for maintenance and repairs to its temporary housing.

The Council's responsibilities

Keeping the structure and exterior in good condition. This includes:

- Drains, gutters and external pipes
- The roof
- Foundations, outside walls, outside doors, broken glass caused by fair wear and tear, windowsills, window frames, thresholds
- Internal walls, floors and ceilings
- Chimney and chimney stacks
- Access ways to buildings (where these are within the Council's control).

The Council is responsible for all installations for the supply of water, electricity and sanitation facilities, within the property boundary.

These include:

- Water pipes and tanks, gas pipes and electric wiring
- Electric sockets and light fittings
- Baths, basins, kitchen and bathroom sinks
- Toilets
- Water heaters, boilers, fireplaces and radiators
- Wired in smoke alarms and other detectors.

The Council will maintain:

- Any garage, shed, porch or outbuilding situated within the boundary of the property but reserves the right to remove these structures
- All shared and communal areas including communal entrance doors, staircases and lifts. All shared services, such as lighting in the corridors and door entry systems
- The structure and exterior of the building including repairs to the roof, gutters and external pipes.
- The exterior of the property to ensure it remains in a good state of repair – repainting

Licensee responsibilities and Access

The licensee (occupant) is responsible for:

- Keeping the property and any fixtures and fittings provided by the Council in good repair and condition.
- Notifying the Council about any repairs that are needed as soon as possible to avoid causing further damage.
- Allow access to the property for repairs to be undertaken. Where an emergency repair is required, and the licensee does not allow access or is not co-operative with allowing access, the Council will gain access in the occupiers' absence.
- Notifying the Council of any faults that could cause injury or damage to other people or property.
- Repairing, renewing or replacing several items in the property that include but are not limited to:
 - Replacing lost or broken keys.
 - Changing light bulbs.
 - Taking all reasonable steps to heat and ventilate the property using any suitable means provided to prevent condensation and follow any reasonable advice given.
 - Taking all reasonable precautions to prevent frozen and burst pipes in the property.
 - Installing, repairing and maintaining their own equipment, such as cookers and washing machines, and making sure should make sure that these are installed, repaired and serviced by suitably qualified and competent people.
- Arranging and paying for the supply of gas, electricity and water to the property.
- Taking adequate precautions to prevent fire in the property by preventing the build-up of combustible items, ensuring waste bins have lids and are emptied regularly, not leaving candles or other naked flames unattended, not drying washing in front of gas fires or over convection heaters
- Ensure that all gullies, entrances to drains, external airbricks and vents clear and free from obstruction.
- Not doing anything that causes a blockage to the drains, pipes, gutters or channels in or about the property. Examples include pouring oil or fat down the drains or flushing inappropriate items, such as facial wipes, nappies and sanitary pads, in the toilet.
- Safe keeping of door keys and window locks.

8. Reporting a Repair

The Council provides a variety of ways for a licensee to report repairs that include:

Telephone:

- Office Hours: On telephone number 0115 9013901, or
- Out of Hours emergency repair Help Line on 0800 096 0306

Email:

housingneeds@gedling.gov.uk

In person at the

- Civic Centre, Arnot Hill Park, Arnold, Nottingham, NG5 6LU
- Or by appointment at an advice hub site located at either: -
- Carlton Hub – 88 Carlton Hill, Carlton, Nottingham, NG4 1EE.
 - Calverton Core Centre – 17 St Wilfred's Square, Calverton, Nottingham, NG14 6FP.
 - Bestwood Outreach Hub – St Marks Church, School Walk, Bestwood Village, Nottingham, NG6 8UU.

When reporting a repair the licensee must confirm:

- The problem
- How it affects them (injury etc)
- What's the risk to them and others?
- If it's the first time they've reported this problem
- If the problem is damaging other parts of the home or any other property
- How to contact them to gain access to the property

Once a repair has been reported, appointments will be offered on a morning or afternoon basis. Consideration will be given to the licensee's situation and other factors like appointments that clash with "school run"

Out of hours appointments will be considered depending on the severity of the reported incident and the vulnerability of the tenant. These can be offered on a weekday evening (last appointment being 6.30pm) or on a Saturday morning (last appointment being 10.30am).

Where a customer fails to provide access on the appointed date and time, the contractor will notify the Council immediately.

The Council will contact the licensee directly to establish why the appointment was missed providing them with the date, time and reason why the contractor could not access the property,

The Council will seek to arrange another suitable date and time with the licensee, so the works can be completed. Confirmation of the new appointment will be emailed to licensee. Alternately where the licensee has no email address, the appointment will be confirmed verbally or by letter.

9. Repair Timescales

The response time for undertaking a repair is dependent upon the urgency of the repair and whether it poses a health, safety or security risk. Most of the work will be carried out within one, three or seven working days depending on the availability of a contractor and whether bespoke parts need to be ordered to resolve the issue.

Emergency repairs should be carried out within **one working day** if:

- You have no water or electricity.
- You have no gas, or the supply is reduced.
- Windows or doors are not secure (e.g. following a burglary).
- There is a leak from a pipe, tank or cistern.
- The boiler flue is blocked.
- The heating or hot water is not working between 30th September and 30th April.
- The sewage drains or soil stack are blocked (or you only have one toilet, and it cannot be flushed).
- Electrical lighting or other fittings are unsafe.
- Damage to any asbestos containing materials within the property

Urgent Repairs should be carried out **within five working days** if:

- There is a partial loss of water or electricity.
- The heating or hot water is not working between 30th April and 30th September.
- A sink bath or basin is blocked.
- A tap cannot be turned on or off.
- You have a loose banister or handrail, or rotten wood on the floor or stair treads.
- Loose fixture or fittings e.g.: kitchen cupboard doors, loft hatch, internal doors etc.

Repairs should be carried out **within seven working days** if:

- The roof is leaking.
- An extractor fan is broken.

Some repairs may take longer than 7 days to resolve due to the complexity of the repair e.g. Where scaffolding is required. These repairs will be carried out as soon as is reasonably practicable.

On receipt of a qualifying repair, the Council will provide the licensee with an estimate of the time to undertake the repair that will be updated upon a competent contractor conducting an assessment.

The licensee will be expected to ensure that a responsible person over the age of 18 and who can make decisions on behalf of the household is present when contract attends.

If the licensee fails to be at home at the arranged time to let the approved Contractor into the property, the repair work will be cancelled, and rescheduled.

If a contractor fails to attend at the allotted time the licensee should notify the Council at the earliest opportunity and a rescheduled appointment will be arranged.

The Council will attempt to ensure that the licensee is present at the time of the repair. However, in the event of an emergency or very urgent repair that impacts on health and safety and/or the fabric of the building, the Council reserves the right to enter the premises without the licensee being present.

A licensee is not permitted to undertake any works to the premises.

10. Vulnerable Licensees

A licensee may be vulnerable due to various factors. These include: -

- **Financial difficulties:**

Severe debt, recent county court judgments, undischarged bankruptcy, inability to open a bank account, or income support directly paid to utilities.

- **Health and well-being:**

Poor health, physical or mental disabilities, frailty, or age-related needs.

- **Social isolation:**

Lack of family support, social exclusion, or difficulties in understanding, speaking, or reading English.

- **Life events:**

Experiences like bereavement, domestic violence, or being a care leaver can temporarily or permanently increase vulnerability.

- **Specific circumstances:**

Being unemployed, a single parent, a pregnant woman, or a former member of the armed forces can also place individuals at risk.

- **Addiction issues:**

Individuals struggling with addiction may face challenges in managing their tenancy.

- **Lack of independent living skills:**

Some individuals may require support to manage their tenancy, such as understanding their rights and responsibilities.

- **Inability to self-care:**

This could include issues with personal hygiene, medication management, or other daily living tasks.

- **Risk of exploitation:**

Vulnerable tenants may be more susceptible to scams, fraud, or other forms of exploitation.

The Council will ensure equality of access for all its licensees, especially those who are at most risk (vulnerable) due to their or their household's circumstances.

In certain instances, and in accordance with individual or group needs, the Council may:

- Routinely adjust the urgency of a repair to the needs of particular user groups and individual customers if health and safety or security is an issue.
- Provide appropriate assistance or guidance for customers in carrying out repairs that are the customer's responsibility.
- Ensure that the Council's Tenancy Liaison Officer is present when repairs are carried out, where this is necessary.
- Provide appropriate assistance for customers in carrying out repairs that are of a rechargeable nature.

11. Voids Maintenance

Whenever a property is vacated, the Council will carry out an inspection promptly to determine what works need to be undertaken to ensure the property meets our Decent Homes Standard before letting it again.

The Council will ensure all relevant tests are completed to meet the gas and electricity safety regulations, check any Asbestos Containing Materials are undisturbed and change or descale showerheads prior to the property being occupied

Where practical, repairs will be completed prior to the new licensees moving into the property. However, to ensure we are able let our properties as quickly as possible, some repairs may be completed after the property has been occupied. The Council will inform the licensees of all the outstanding works and make arrangements for these to be completed as soon as possible.

Re-chargeable repairs at void

The Council will recharge any outgoing licensee for the costs of making good or renewing any damage caused to the property (outside of normal wear and tear), for clearing any rubbish and/or belongings that have been left at the property.

Recharges may also be applied for the cost of deep cleaning and/or de-infesting the property. Photographic evidence will be obtained before the void works are carried out to formally record and prove the need for the recharge.

The Council will make every reasonable effort to contact the previous licensee to inform them of any outstanding items for which they will be recharged and the available means of payment. All recharges will be added to the outgoing licensees account and may affect any future application for re-housing if they are not cleared.

12. Leased Temporary Accommodation

The Council also manages properties leased from social landlords and other councils.

Repairs to these properties shall be carried out in accordance with the specific particulars of the signed lease agreement with the agency but will adhere to the principals stated within this Policy.

13. Performance Management

The Council will maintain and update individual property records for all its temporary accommodation properties including stock condition surveys, EPC ratings, compliance records, reactive, planned and lifecycle replacements, linked to a single UPRN.

The Council will ensure that there is a record of all reported repairs and actions undertaken that will be used to monitor compliance with response times.

The Council will maintain a record of all risks associated with a property including risk assessments and actions. Where appropriate risks will be reported to the Corporate Risk Group.

The Council will maintain an annual schedule of planned and compliance works and will monitor progress throughout the year reporting to the Corporate Risk Group as appropriate.

Appendix 1 – Repair Categories

Examples of “Emergency” repairs

- Cistern leak
- Door (boarding up of door)
- Drain ‘foul drain’ (where there is no other working WC in the dwelling)
- Electrical fitting unsafe. Includes for any electrical fitting e.g. sockets, light fitting or switch, fused spur
- External door insecure – including communal areas
- Flue blocked to heating appliance or open fire
- Gas leak – Licensee to Phone CADENT on 0800 111 999 immediately then.
 - Open all doors and windows to ventilate the property
 - Do not turn on/off any electrical switches
 - Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition
 - If there are any electrical security entry phones/locks, please open door manually
 - Vacate the property
- Light (no light to stairs, WC, kitchen, bathroom or communal stairwells)
- Lock (Insecure. Only where the door cannot be locked from the inside and there is no lockable second entrance)
- Loss of liquid from pipework or other vessel where it should be ordinarily contained as part of the fixtures and fittings of the property presenting immediate danger to occupants. This does not include portable items such as washing machines
- Power (total loss of electrical power to any or all circuits)
- Roof leak - make safe only (for health and safety reasons, where bad weather prevents access to the roof to carry out a repair then the surrounding area at ground level will be cordoned off until conditions ease. Where future renewal is identified following make safe, this will be referred to the 13-week ‘Planned’ category to allow arrangements for scaffold, planning in of works etc.)
- Smoke detectors (repair or replace as necessary) hard wired only. Battery type detectors are licensee’s own responsibility
- Soil-stack (blocked only where there is no second working WC in dwelling)
- Tank leak
- Water supply (total loss; does not include internal pipes freezing, excludes solid fuel heating systems)
- WC not flushing (only if there is no second working WC in dwelling)
- Window insecure (any level)
- Window (boarding up of window, ground floor only)
- Wires (where not insulated; damaged; broken)

- Bath leak (if the leak only occurs whilst showering and the bath can be used independently for bathing, this is not classed as Very Urgent)
- Banister, grab rail or handrail where health and safety concern –otherwise 3 working day repair (re-secure loose banister, handrail or grab rail internally or externally)
- Boiler (back boiler leak, containable)
- Brickwork unsafe (make safe only). Where there is a danger of injury or damage to property if not made safe. Once deemed to be safe any future works identified unless for health and safety reasons will be assessed for completion on 13-week category.
- Cooker (Gas) if unsafe or not working at all (Sheltered Schemes only)
- Cylinder (leaking hot water cylinder)
- Fire appliance (glass only)
- Flood (damage caused by flooding – make safe only)
- Fumes (fumes, smoke, gas or solid-fuel boiler)
- Fuse (main) consumer unit. (Licensee to be advised to check trips first. reference repairs handbook)
- Severe adverse weather conditions (damage caused by gales, floods, lightning etc. – make safe only). Once deemed to be safe any future works identified unless for health and safety reasons will be assessed and referred to either the 13-week category or annual major category.
- Garage door insecure (make safe only). Applies only if a vehicle is kept in the garage. Not for storage purposes.
- Heating (total or partial loss of space or water heating between 30th September and 30th April).
- Key (lost) if only means of entry and locked out (recharge all category of licensee)
- Lift (not working, make safe only)
- Manhole cover (repair or replace broken cover where Gedling Borough Council responsibility only)
- Overflow (at any time if uncontainable)
- Paved concreted / tarmac areas deemed dangerous if left unattended (main access route to entrance doors only). Where the licensee has created their own paved, concrete or tarmacadam area then this will be their own responsibility to make safe and repair.
- Pipes (leaking supply or heating pipes that cannot be isolated or controlled. Heating pipe work: make safe if uncontainable leak; 15-working days if renewal is required)
- Radiator leak (if uncontainable make safe; 15-working days allowed if renewal is required)
- Stair tread (replace rotten stair tread to licensee property or Communal Stairwell)
- Stop tap (leak, if uncontainable, if dripping and containable 15-working days allowed)

- Valve leak (make safe, if uncontainable; if renewal is required, 15-working days allowed)
- WC cistern leak (uncontainable only)
- WC pan leak

Examples of “Urgent Response” repairs

- Banister, grab rail or handrail (re-secure loose banister, handrail or grab rail internally or externally)
- Cylinder (renewal)
- Door entry system (communal) not working
- Power (partial loss of power to electrical circuit)
- Fan (repair mechanical extractor fan in bathroom or kitchen). Does not include external grill as this does not affect the usability of the fan.
- Feed tank (renewal)
- Fire parts: grates, bricks fire-backs etc. (3-working days for medical reason only, otherwise 15-working days)
- Floorboard (replacement of rotten floorboard)
- Flooring (replacement of unsafe timber flooring)
- Heating (total or partial loss of heating space or water between 1st May and 31st October)

Examples of “non-urgent” repairs

- Bath (repair or renew)
- Brickwork (repointing, isolated areas only [less than 2 square metres], otherwise 13-weeks)
- Chimney-stack (repair following make safe, weather conditions permitting)
- Chimney pot or cowl (re-fix)
- Clothes post (re-fix or renew existing only)
- Coalbunker (repair or renew existing only)
- Door (external repair)
- Fan (renewal of extractor fan to kitchen or bathroom)
- Fan (repair or replace external grill only)
- Fireplace surround & hearth (repair or replacement)
- Fire parts: grates, glasses, bricks fire-backs etc. (If medical reason 3 working days)
- Floor tiles (repair or replacement where no health and safety risk – only if supplied by the Council)
- Flooring (repair or replacement where no health and safety risk)
- Garage door (repair)
- Garage roof (repair). Only where health and safety concern, otherwise work will be carried out on the 13-week category
- Gulley (unblock - licensee responsible for keeping gulley grate clear of leaves and debris)

- Gulley grates (renewal)
- Gutter and downpipes (repair or re-fix [renewal 30th September – 30th April])
- Heating (space or water partial loss with alternate supply between 30th September - 1st April)
- Heating system (repair where system can still be used or there is other means of heating or hot water)
- Immersion heater (where alternative form of heating water available)
- Immersion heater (repair where there is a secondary form of heating the water)
- Kitchen unit (repair)
- Leak (investigate underground leak and make temporary repair, where it is the Council's responsibility only)
- Light (repair/renewal of bulkhead / security light to exterior of property)
- Lock (outbuilding renewal)
- Overflow (if containable)
- Pipe-boxing (repair or renewal)
- Pipe work renewal (following make safe)
- Programmer (renewal of heating programmer) where system is working
- Radiator renewal
- Refrigerator repair (if integrated or supplied by GBC – see below*)
- Re-glazing (cracked window or door caused through vandalism. Work will only commence once a police crime number has been provided specific to the repair. All other occasions will be recharged.)
- Rendering (repair or renewal to isolated patches only, otherwise 13-weeks)
- Roof tile (renewal or re-fix any type) where there is no ingress of water to the property, then works will be completed as a 13-week repair
- Shower (repair or renewal)
- Sill (repair where window secure) where there is no danger to health and safety, then works will be completed as a 13-week repair
- Sink (repair or replacement of sink waste, fittings or brackets)
- Sink unit top (re-fix)
- Skirting board (re-fix or renewal)
- Soakaway – unblock where no water ingress to property
- Soil stack (leak where other WC available)
- Soil stack (renewal if health and safety hazard)
- Stair tread (replacement where no health and safety hazard)
- Stop tap (renewal/leak)
- Tap (repair. does not include mixer taps fitted by licensee)
- Tile (see floor tile, roof tile, sill tile, wall tile)
- Valve renewal (following make safe to leak)
- Wall tile (re-fix or renewal, including splash-back tiles)
- Wash-basin (re-fix or renewal)
- WC cistern (re-fix)
- WC cistern (renewal)

- WC door will not close or stay closed
- WC flush (repair when other working WC)
- WC flush pipe (repair of leak)
- WC handle (loose [excludes pull chains and cords to high-level cisterns])
- WC pan (re-fix loose WC pan)
- WC pan (renewal)
- WC seat (re-fix or renewal) [only where licensee is senior citizen or vulnerable]
- Window (repair where window secure)
- Worktop (renewal for health and safety reasons)
- Tap (re-washer)
- TV points (Sheltered Schemes and communal areas only). Does not include repairs to aerial.
- Brickwork (repointing, major areas only [above 2 square metres], isolated areas 15-days)
- Bricks (replacement of missing bricks)
- Canopy (repair to concrete canopy / porch)

***Cookers and Refrigerators**

Where the Council has provided a cooker or refrigerator in a property, the cooker or refrigerator shall be repaired until it is no longer economical to do so (where the cost of the repair will exceed £50).