

Repairs and Maintenance Policy

Summary

This policy explains how Portsmouth Homes manages repairs and maintenance to ensure homes are safe, secure and maintained to a good standard. It sets out our repair responsibilities, residents' responsibilities, repair priorities and the service residents can expect, helping to ensure the right repair is carried out at the right time.

Effective date

1 June 2025

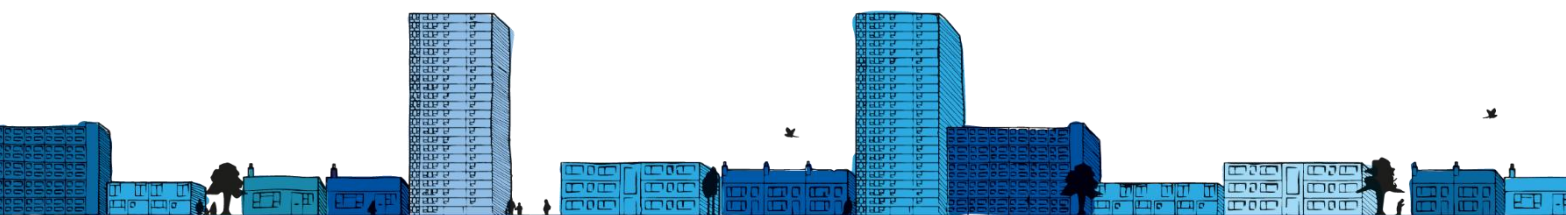
Review

Latest Review Date: 1 October 2026

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.1



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Who this policy applies to

This policy applies to Portsmouth Homes rented homes and communal areas where Portsmouth Homes is responsible for repairs and maintenance. It also applies to landlord responsibilities for leasehold and shared ownership properties where these responsibilities are defined within the lease.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes and our contractors.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes tenant, leaseholder or shared owner.

Reference should also be made to the relevant tenancy agreement or lease as appropriate.

Why we have this policy

The purpose of the policy is to:

- Outline our approach to managing repairs and provide a service that ensures all our properties are maintained and that the right repair is undertaken at the right time.
- Ensuring we meet our statutory and legislative obligations.

Our Repair Service

We operate a demand led service which is designed to undertake repairs as required by our repair categories. Appointments will be agreed on convenient dates and times within our working hours, as requested by the tenant when they contact us to report a repair in accordance with our repairs and maintenance policy.

When repair request is received by us, we will check that the work requested is our responsibility within the scope of service and review the repair history. We will book an appointment for an appropriate person to attend the repair as detailed in our repair category priorities.

When you report a repair, we will:

- Assess the information provided
- Determine the appropriate repair priority
- Consider any vulnerabilities, support needs or reasonable adjustments
- Explain what will happen next
- Arrange any inspections or appointments required
- Keep you informed of any significant delays or follow-on works

Our repair appointments for all repairs undertaken will be in our working hours, which are between 8:30am and 5:00pm Monday to Friday, excluding bank holidays. Only emergency repairs will be undertaken outside of office hours.

Appointments will be mutually agreed with specific timed appointments or 2-hour 'window' appointments during our normal working hours.

We will seek resident permission to undertake customer satisfaction surveys and contact the residents when repairs are completed to gain feedback on the repairs undertaken.

We will also continually undertake demand analysis to understand the type and frequency of all customer demands received to inform improvements to the repairs service.

Our Repair Responsibilities

We are responsible for maintaining the structure of your home and carrying out repairs including external walls, windows and doors, the roof, drains, gutters and external decorations.

We are also responsible for maintaining the installations in your home and carrying out repairs ensuring the proper working order of installations such as kitchens and bathrooms, heating and hot water, the supply of gas and power, lifts and shared lighting, and adaptations that have been installed by us

We will not be responsible for repairs that are required because of misuse, damage or neglect by you or any member of your household, visitor or pet or to installations fitted without our prior written consent.

There is no obligation for us to carry out certain repairs and maintenance work once a property is subject to a right to buy application. We will only undertake repairs relating to gas and electrical supplies being kept safe, heating breakdowns and leaks and keeping the property weather and watertight.

Reports of damp, mould or other hazards that may present a significant or immediate risk to health or safety will also be considered under our Safe and Healthy Homes Policy (Awaab's Law), which explains how these hazards are assessed, investigated and managed.

Keeping you informed

We or our contractors will keep you informed about:

- Repair priorities and timescales
- Appointments and inspections
- Any delays or changes
- Follow-on works
- Completion of repairs where appropriate

We will communicate with you using any communication preferences or reasonable adjustments we have recorded.

Repair Priorities

We will prioritise responsive repairs that involve health or safety risks and address these issues promptly to maintain a safe living environment.

We recognise that the same repair may affect residents differently depending on their circumstances.

When assessing repairs, we will take account of any information we hold or that you provide about age, disability, physical or mental health conditions, communication needs, household circumstances or any other factor that may increase the impact of the repair.

We will consider reasonable adjustments and adapt our communication or service where reasonably possible. Please tell us if you have any support needs or preferred way of communicating with us.

In all instances the residents' welfare, health and safety will be our primary concern, please let us know if you have any additional needs when you contact us so we can prioritise your repair.

Repair Category	Timeframe
Emergency Repairs	Completed or made safe within 24 hours of being reported
Urgent Repairs	Completed within 3 working days after the working day when the repair is reported
Routine Repairs	Completed within 20 working days after the working day when the repair is reported
Planned Repairs	Inspected within 20 working days and completion date to be confirmed subject to resources

Out of Hours Service

Our normal working hours for undertaking repairs will be to offer appointments between 8:30am until 5:00pm Monday to Friday, only emergency repairs will be undertaken outside of these hours including weekends and bank holidays.

For all other repair categories, you will be able to report repairs at any time, either by phone or via our website, by providing details of the repair required and your availability to be contacted to make an appointment.

Emergency Repairs

An emergency repair is an emergency that puts either a resident, their family or the property at risk or immediate danger.

Emergency repairs will be attended within 24 hours, an assessment will be made when the repair is reported as to the priority of the emergency reported, and in some instances, emergencies will be attended quicker.

We may not always be able to complete the work required, but we will 'make safe' and mitigate any risks with urgent or routine or planned repairs organised to follow on.

Example: weather conditions may prevent us gaining access to a roof to prevent a leak but we will ensure that a temporary repair can contain the leak or where there is no heating may supply temporary heaters.

Appointments will be agreed at the first contact with us; we will seek to arrange access within the emergency repair timescale. If access cannot be arranged, we will discuss the circumstances with you and consider whether any reasonable adjustments are required. We will reassess the risks and determine any further action required.

Only emergency repairs will be attended out of hours. If we attend an emergency and the repair isn't an emergency or we are unable to gain access, residents may be charged an emergency call-out fee.

Repair Type	Emergency Repair Examples
Heating or Hot Water	Total or partial loss of heating or hot water between 1 November and 30 April or a gas blocked flue causing excess cold.
Security of Property	Where a home is insecure due to a damaged entrance door or ground floor window Communal doors that are insecure are not an emergency.
Water Pipe Leak	A severe leak or burst water pipe or heating pipe that cannot be contained or any leak impacting on the electrics or other properties.
Roof Leak	Leaking roof that cannot be contained.
Electrics	An unsafe electrical fitting that is sparking or smoking, or bare wiring, or alarms sounding or a total loss of electric power.
Structural Collapse	Unsafe structure, such as risk of falling masonry or structural collapse.
Loss of Utilities	Losing your entire supply of electricity, water or gas, where we have checked there are no issues with the local supplier.
Sewage	Leak of sewerage or blocked toilet where there is no other toilet in the property.
Lifts	Passenger lift where the only lift to a block of flats or stairlift breakdowns. Where someone is stuck in the lift, we aim as soon as possible.
Communal Lighting	Complete failure of communal lighting or assessment of risk where areas impacted by no communal lighting.
Fire Protection	Where a repair is required to a fire alarm or sprinkler system, we will aim to attend as soon as possible, typically within 2 hours.
Damp and Mould	Where there is widespread damp and mould within the property.
Excess Heat	Lack of ventilation - elevated heat within the property during a period of hot weather consistent with external conditions and not caused by a defect is not an emergency repair.

Repair Type	Emergency Repair Examples
Falls	Railings on the edge of an external communal walkway have come loose.
Domestic Hygiene	Foul water leaking from the soil stack at the rear of the property or a manhole blocked and overflowing.

Urgent Repairs

Urgent repairs will be completed within 3 working days after the working day when the repair is reported.

Appointments will be agreed at the first contact with us when you will be transferred directly to our contractor, if access cannot be arranged within the urgent repair timescale, we will discuss alternative arrangements and review the priority where appropriate.

Typically, urgent repairs are those that can reasonably be undertaken within one visit.

Repair Type	Urgent Repair Examples
Electric	Partial loss of electric power to some rooms but there is power in other parts of the property.
Water	Partial loss of water supply to an appliance, but there is a water supply from other appliances in the property that can be utilised.
Heating or Hot Water	Total or partial loss of space or water heating between 1 May and 31 October causing excess cold.
Plumber	Blocked sink, bath or basin that the resident has been unable to clear and is the landlord responsibility or a tap that cannot be operated.
Door Entry	Door entry phone or system that is not working.
Damp and Mould	Mechanical extractor fan in the kitchen or bathroom that is not working causing damp and mould.
Falls	Window restrictor is broken and not operational in a window above the first floor.
Structural Collapse	Multiple slipped tiles on the roof or gutter is loose and appears unstable.

Routine Repairs

Routine repairs will be completed within 20 working days after the working day when the repair is reported.

When reporting the repairs residents will either be asked for their availability to be contacted for the repair or transferred directly to the contractor. Appointments will be agreed between the resident and contractor that is mutually convenient to both within our normal working hours.

Routine repairs we aim to complete within 20 working days after the working day when the repair is reported, but usually no appointments will be undertaken for the first 48 hours for routine repairs, and none will be attended out of hours.

Typically, routine repairs are those that can reasonably be undertaken within one visit or duration of work is within one working day.

Repair Type	Routine Repair Examples
Plumber	Undertake repairs that are the landlord responsibility to a toilet, sink or bath.
Electrician	Undertake any repairs or replace individual electrical fittings or replace sealed lights or extractor fans or detectors.
Carpenter	Ease and adjust doors, fit draught excluders, replace locks and door furniture, repairs to kitchen units and skirtings or door frames.
Fencer	Repairs to fences or gates.
Glazier	Replace window ironmongery, service or ease and adjust windows, fit locks and restrictors, replace mastic.
Decorator	Replace tiles.
Repair Inspection	Surveyor or contractor supervisor appointments will be undertaken to diagnose repairs that may become planned repairs. Damp and mould surveys will be attended within 14 days.

Planned Repairs

Planned repairs completion dates will be agreed subject to resources available.

When reporting the repairs residents will either be asked about their availability for a surveyor appointment or transferred directly to the contractor. The first appointments will be agreed to inspect the repair initially between the resident and our surveyor or the contractor that is mutually convenient to both and within our normal working hours.

Typically, planned repairs are those that can reasonably require more than one visit or the extent of work involves new or replacement or improvement of an installation or an appliance or a building element.

We or our contractors will keep residents informed about planned repair timescales and any changes or delays.

Repair Type	Planned Repair Examples
Kitchen and Bathroom	Replacement and installation of a completely new kitchen or replacement of any elements within a bathroom such as a bath, toilet, basin or shower. Appointments to assess that a kitchen or bathroom requires replacement will be undertaken within 20 working days.
Fencing	Replacement of fencing, repairs to assess the fence and make safe will be undertaken within 20 working days.
Roof	Roof repairs or any works at height such as gutter clearance that require a scaffold access, the initial survey and assessment of works required will be undertaken within 20 working days.
Doors & Windows	Replacement of double-glazed windows or defective glazed units or any property entrance doors or communal door including a door entry system or more than one internal door.
Heating	Replacement of a gas boiler or radiators, repairs to ensure sufficient heating will either be emergency or urgent repairs as appropriate.
Adaptations	Requests for all aids and adaptations to properties following a request by an occupational therapist.
External & Communal	Works to the external and communal areas including groundworks, door entry systems or decorations or repairs that require a leaseholder notification, the initial survey and assessment of works required will be undertaken within 20 working days.
Improvements	Examples include works that require removal of asbestos or replacement of windows and doors, groundworks or electrical rewires.

Your Repair Responsibilities

To help us maintain your home you must report repairs to us as soon as possible.

You must keep your home clean, tidy and in reasonable condition. This includes good

decorative order. If you have been given a repair allowance it must be used for the purpose of carrying out repairs or decorations.

Your responsibility includes the inside of your home, any attached structures and any private garden or outside space.

If you require additional support to report a repair, understand information we provide, arrange appointments or provide access to your home, please let us know. We will consider reasonable adjustments and work with representatives, advocates or support workers where appropriate.

You must allow us access to maintain your home and allow us (or our contractors) access into your home to inspect or carry out repairs upon being given 48 hours written notice, this includes annual inspection and service of gas appliances installed, electrical inspections, fire safety inspections, asset management surveys and tenancy update visits.

If a repair must be carried out immediately because of the risk of personal injury or damage to the property, we reserve the right to enter without giving you notice.

You are responsible for repairing any damage caused by yourself, other members of the household, pets or visitors. Where this damage causes a health and safety risk to you or other residents, we may carry out the repair and recharge you.

You must have the prior written agreement from us before you undertake alterations to your home. We will not withhold agreement without good reason. Alterations that require prior written agreement may include for example, structural alterations to walls or doorways,

erecting sheds, garages or forming hard standings, decorating the outside of your home, removing trees or hedges, erecting TV, satellite or aerials and installing kitchens or bathroom

suites. You are responsible for the reinstatement of any unauthorised or unsafe alterations that you have made, and we may recharge you if reinstatement is not undertaken.

Please refer to the improvements & alterations policy.

We strongly recommend that all tenants and leaseholders take out home contents insurance so if your possessions are damaged you may receive compensation from the insurance.

If you can smell gas, carbon monoxide alarm has activated, or have concerns about fumes from a gas appliance then call the National Gas and Emergency Service immediately.

Who is Responsible?

Kitchen, Bathrooms & Heating / Hot Water	You	Landlord
Sinks, baths, showers, toilets and taps		✓
Worktops and kitchen units		✓
Wall tiles (three tiles above kitchen tops) and behind the cooker space		✓
Waste outlets for washing machines		✓
Creating space for a washing machine		✓
Extractor fans		✓
Toilet seats, sink and bath plugs and chains	✓	
Showerheads, shower hoses and shower curtains	✓	
Bathroom cabinets and mirrors	✓	
Toilet roll holders	✓	
Fitting and taps installed by you	✓	
Appliances you purchased e.g. cookers, fridge, freezer, washing machines & dishwashers	✓	
Taps fitted by us		✓
Water mains, pipe and waste pipes within dwelling		✓
Immersion heaters, if the property is electric heated		✓
Waste outlets for washing machines and dishwashers		✓
Cold water storage tanks within dwelling		✓
External drains and septic tanks		✓
Washing machine hoses	✓	
Minor blockages to sinks, baths and toilets - resident to make every effort to clear blockage	✓	
Limescale and cleaning taps/ shower heads/ baths/ toilets to prevent build-up of limescale	✓	
Bleeding radiators and decorating rusting radiators	✓	

Kitchen, Bathrooms & Heating / Hot Water	You	Landlord
Reporting boiler fault codes and following any instructions by us to rectify faults that don't require an engineer visit such as switch boiler on/off or adjust Thermostat	✓	

Interiors and Decoration	You	Landlord
Walls, ceilings and plaster if defective structure that cannot be decorated		✓
Internal doors, frames, thresholds, architraves, stops		✓
Flooring, floorboards, floor joints and skirting boards		✓
Stairs and handrails		✓
External door locks and bolts		✓
Built-in cupboards		✓
Fixing damage caused by our repairs		✓
Decorating and your own decorative finishes or furnishings (including filling in any small cracks / holes in walls and ceilings)	✓	
Minor defects or imperfections in plaster	✓	
Locks, letterboxes and door furniture fitted by you	✓	
Floor covering and finishes fitted by you, including laminate flooring and carpets (unless your tenancy states otherwise)	✓	
Furnishings including curtains, lampshades, toilet roll holders, shower curtains / screens and curtain poles	✓	
Floor covering in kitchen and bathroom only		✓
Stairlifts, aids & adaptations installed by us		✓

Electric Installation	You	Landlord
Storage heaters, convector heaters and electric fires		✓
Hard-wired smoke and carbon monoxide detectors		✓
Individual door-entry systems		✓
Electrical installations, testing and repairs		✓
Light fittings and sealed light units provided by us		✓
Your own electric appliances, lights, fires and heaters not provided by your landlord	✓	
Installing new intruder alarms	✓	
Light bulbs	✓	

Pest control and specialist surveys	You	Landlord
Removing pigeons or pigeon guano from private balconies.	✓	
Removing pests such as mice, rats and bedbugs from your home.	✓	
Sealing openings that allow pests into your home.		✓
Structural surveys if you've reported cracking or structural problems.		✓
Damp and disrepair surveys.		✓
Woodworm, dry rot and wet rot treatment.		✓
Removing or containing asbestos identified by an asbestos survey		✓

Windows & Doors	You	Landlord
Keeping windows, doors and walls watertight		✓
Misted or blown double glazing units, unless severely obscuring views will not be undertaken as repairs but logged as demand for planned window replacement projects		✓

Windows & Doors	You	Landlord
Installing window locks for health and safety reasons.		✓
Patio and balcony doors.		✓
Conservatories and lean-tos installed by us.		✓
Ironmongery, catches, hinges and stays.		✓
Glazing if you have damaged it.	✓	
Conservatories and lean-tos installed by you.	✓	

External and Communal Areas	You	Landlord
Keeping the roof watertight		✓
Chimney breasts, stacks and flues.		✓
Gutters, downpipes and gulleys		✓
Loft hatches.		✓
Roof and cavity wall insulation.		✓
TV aerials and satellite dishes installed by you	✓	
Communal TV aerials and satellite dishes installed by us		✓
Internal communal areas decorations and flooring		✓
Door and door-entry systems		✓
Letterboxes, cupboards, rubbish chutes and bin stores		✓
Sheds, plant rooms and access routes to communal areas		✓
Drying areas and equipment		✓
Parking areas, paved areas and pedestrian bollards		✓
Communal boundary walls and fencing		✓
Washing lines communal		✓
Gaining entry or replacement keys of door entry fobs	✓	
Communal and external lighting, including emergency lighting		✓

External and Communal Areas	You	Landlord
Fire protection including communal doors, dry riser, smoke alarms etc		✓
Photovoltaic (PV) or solar panels		✓
Passenger lifts		✓
Boundary fencing - we will only undertake repairs to timber fencing, if fencing requires replacement 3ft chain link will be standard		✓
Gates - we will repair and replace gates that provide security to private rear gardens only		✓
Paths installed by us from the boundary access to the front and rear doors (we will make safe any health and safety issues or trip hazards only)		✓
Retaining Walls		✓
Garages and permanent brick outbuildings - we don't guarantee they are dry inside and they should not be used as habitable rooms		✓
Boundary fencing - if new timber panels or close boarded fencing requested it will be resident responsibility	✓	
Garden maintenance	✓	
Timber sheds and structures	✓	
Paths, drives, patios and decking not installed by us	✓	

Leaseholder Repair Responsibilities

We are responsible for repairing and maintaining the communal and external parts of the structure of buildings, but not the internal parts of the property demised under the terms of the Lease.

Repair responsibilities for leaseholders vary depending on the terms of the individual lease.

Therefore, any repair that is required to a leasehold property (including windows or glazing) must first be agreed by the Leasehold Services Team and only after any leaseholder consultation as appropriate, before any work is undertaken.

Recharging

Where we believe a repair is your responsibility, we will explain this and tell you if a recharge may apply before any rechargeable works are undertaken wherever possible.

Please refer to the charging for repairs policy.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources on our website](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- [Housing Act 2004](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Regulatory standards for landlords](#)
- [Fire Safety Act 2021](#)
- [Building Safety Act 2022](#)
- [Landlord and Tenant Act 1985](#)
- [Environmental Protection Act 1990](#)
- [The Secure Tenants of Local Housing Authorities \(Right to Repair\) Regulations 1994](#)
- [Equality Act 2010](#).
- [Disability Discrimination Act 1995](#)
- [The Regulatory Reform \(Fire Safety\) Order 2005](#)

- [Legionnaires' disease. The control of legionella bacteria in water systems](#)
- [The Control of Asbestos Regulations 2012](#)
- [The Lifting Operations and Lifting Equipment Regulations 1998](#)
- [The Electricity at Work Regulations 1989](#)
- [The Gas Safety \(Installation and Use\) Regulations 1998](#)
- [The Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022](#)
- [The Construction \(Design and Management\) Regulations 2015](#)
- [Health and Safety at Work etc. Act 1974](#)
- [The Management of Health and Safety at Work Regulations 1999](#)
- [The Workplace \(Health, Safety and Welfare\) Regulations 1992](#)
- [The Health and Safety \(First-Aid\) Regulations 1981](#)
- [The Provision and Use of Work Equipment Regulations 1998](#)
- [The Control of Substances Hazardous to Health Regulations 2002](#)
- [The Control of Substances Hazardous to Health \(Amendment\) Regulations 2004](#)
- [The Personal Protective Equipment at Work \(Amendment\) Regulations 2022](#)
- [The Confined Spaces Regulations 1997](#)
- [Homes \(Fitness for Human Habitation\) Act 2018](#)
- [Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025 \(Awaab's Law\)](#)
- [Decent Homes Standard 2006](#)

Related documents

This policy should be read in conjunction with:

- [Portsmouth Homes policies, strategies and reports](#)
- Tenancy Agreement / Leasehold Agreement

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available [translation, interpreting and audio information](#).



Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)
- Telephone: 0300 111 3000
- For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

