

Local Authority Housing - Repairs and Maintenance allowance Policy



Summary

This policy outlines our approach to enabling competent residents to undertake internal decoration or other minor general maintenance of their home following a void inspection or as a result of a repair.

Effective date

1 October 2024

Review

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 1.2

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1. Scope

This policy covers all council Housing Revenue Account (HRA) dwellings where there is a secure tenant.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth City Council, Local Authority Housing.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth City Council, Local Authority Housing secure tenant, leaseholder or shared owner.

2. Purpose

The purpose of this policy is to:

- Outlines our approach to enabling competent residents to undertake internal decoration or other minor general maintenance of their home following a void inspection or as a result of a repair.
- Ensuring we meet our statutory and legislative requirements.

3. Allowance criteria

The criteria cover's the internal decoration and other minor maintenance in the following situations:

- identified as part of the void visit with the prospective tenant.
- resulting from an earlier repair, e.g. after water damage

The following criteria must be met:

- we must have undertaken a pre-inspection of the repair (at the void visit or separately by a member of the building repairs team)
- the allowance only covers the cost of materials.
- it must be cost effective for us when compared with employing a contractor.

4. Allowance payment

The allowance can be paid to the tenant in cash vouchers or cheque through their local area housing office.

5. Your responsibility

You must be able to demonstrate that you, or the labour that you organise to undertake the work, has the competence to carry out the work.

6. Your voice

We provide tenants a wide range of meaningful opportunities to influence and scrutinise the Landlord Strategies, policies and services including the Resident Consortium together with repairs and maintenance focus groups.

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](#)

7. 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.

8. 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:

- British Standards and Code of Practice
- [The Building Regulations 2010](#)

9. Related documents

This policy should be read in conjunction with:

- Local Authority Housing Landlord Policies, Strategies and Reports - [Housing policies, strategies and privacy notices](#)
- Tenancy Agreement / Leasehold Agreement
- Asset Management Strategy

10. 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 LAH (Local Authority Housing) Landlord Complaints Policy.

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

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
- [Housing Ombudsman's Complaint Handling Code](#)