Responsive Repairs Policy - Housing

Newark & Sherwood District Council
Policy Document
October 2025

Approved by: Portfolio Holder and Tenant Engagement Board	**Date:** October 2025
Maintained by: Business Manager - Housing Maintenance & Asset Management	
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Contents

Summary

This policy applies to Newark and Sherwood District Council (NSDC) tenants and leaseholders. It explains how responsive repairs are managed and how tenants report problems, and that the Council addresses repairs based on urgency and impact on safety. The policy aims to maintain high standards, value for money, and regular maintenance. Covering communication, complaints, insurance, and tenant engagement.

1. Introduction

1.1 This policy covers NSDC's Responsive Repairs Service. It applies to people living in our council homes who rent on a secure or introductory tenancy or occupy as a leaseholder from the Council. This is our overall guide on what is covered by repairs and maintenance, what tenants and leaseholders can expect from our service and how we will deliver it.

1.2 When we use the terms 'we', 'our', and 'us' we mean Newark and Sherwood District Council in this policy.

2. Aims of the policy

2.1 The aim of this policy is to set out how we deliver our responsive repairs service to ensure our stock is maintained and repairs are completed to a high standard, within target times, while achieving value for money. We will conduct regular planned works programmes to help reduce the need for emergency repairs.

3. What is a responsive repair?

3.1 A responsive repair is a repair your landlord does after you report a problem in your home. The landlord prioritises these repairs based on urgency and the potential impact on health, safety, or security.

4. How to report a repair

4.1 You can report a repair to your Council property in several ways:

- Online here: report a repair online.
- Call us on 01636 650000 and press the option for repairs
- Email us at housingrepairs@newark-sherwooddc.gov.uk

5. The Council's Repair Responsibilities

5.1 We are responsible for repairing and maintaining the building's structure and shared areas. We also handle interior repairs in tenanted properties, but if damage is due to neglect or wilful damage, tenants may be charged for all or part of the repair costs. Newark & Sherwood District Council will:

- Keep electrical systems, including Solar PV panels, safe and working.
- Ensure proper heating and ventilation in the home.
- Maintain and service all council owned gas appliances.

- Maintain external walls, outside doors, windowsills, soffits, fascia's, window catches and window frames (excluding decoration).
- Make sure the home is structurally safe and weatherproof.
- Maintain windows, drains, guttering, roof, and external pipes.
- Maintain basins, sinks, baths, electric showers, toilets, flushing systems and waste pipes.
- Maintain pathways and steps.
- Work on improving energy efficiency where possible.
- Maintain the plumbing of hot and cold water.
- Plasterwork.
- Maintain kitchen fixtures and fittings.
- Maintain heating and hot water systems, both individual and communal.
- Ensure homes are safe and free from damp, mould and disrepair. Please see our Damp and Mould Policy for more information on condensation, damp, mould and Awaab's Law requirements.

The Council's repair responsibilities to leaseholders are maintaining the outside of the building, the structure, and all communal areas. For specific items please refer to your lease agreement.

6. Tenants Repair Responsibilities

6.1 Our Tenancy Agreement sets out the specific repair responsibilities for tenants, we expect tenants to:

- Keep the inside of the home clean, in good condition and well ventilated.
- Maintain gardens and keep them free of debris.
- Keep communal areas tidy and free of personal items.
- Carry out minor repairs and internal decorations, like replacing door numbers, toilet seats, and bath/sink plugs.
- Report repairs quickly to avoid further damage.
- Cover the cost of repairs listed as your responsibility in this list.
- Clean shower heads and curtains.
- Allow access for health & safety inspections, including gas and electrical checks.
- Treat the home with care, avoiding damage or neglect.
- Ask for permission before making improvements and maintain them (see Appendix B).
- Test smoke alarms.
- Maintain outdoor buildings, like sheds or greenhouses.
- Provide access for repairs as per the Tenancy Agreement.
- Install and maintain your own appliances, ensuring they are installed by a registered professional.
- Replace lost keys or get help if locked out.
- Replace light bulbs in your home.

7. Leaseholders Repair Responsibilities

7.1 Leaseholders are responsible for the following:

- Maintaining the inside of their home. This means redecorating where necessary and carrying out any repairs to fixtures and fittings.
- Replacing anything such as kitchen units, boilers, bathroom fittings, plumbing and electrical wiring.
- Ensuring the gas safety of their home including an annual gas safety inspection.
- Keeping gardens and outside space in good order and condition.
- Maintaining pipes and cables which serve your property alone.

8. Repairs for vulnerable tenants

8.1 Vulnerability means being at risk of harm or difficulties because of a lack of protection or support. It can happen due to factors like age, health, or difficult circumstances

8.2 The Council understands that tenants and leaseholders have different needs. If you have any vulnerabilities that make it harder for you to get repairs done, please let us know. We'll do our best to help and make any reasonable adjustments, as outlined in our reasonable adjustments policy.

9. Appointments & Access

9.1 We offer 4 types of appointments:

Morning appointment	Between 8am and 12pm
Avoid school run appointment	Between 9.30am and 2.30pm
Afternoon appointment	Between 12pm and 6pm
All day appointment	Between 8am and 6pm

9.2 We endeavour to book appointments around tenant requests, please make us aware if you have any difficulties making these appointment times. All appointments will be communicated to tenants in order to achieve a higher rate of first time access. If you are unable to make the appointment, please contact us as soon as you can.

9.3 If an appointment is missed by the tenant, this will be rearranged. If it happens for a second time, the repair will be cancelled and the tenant updated.

10. Repair priorities and timescales

10.1 NSDC have three categories of responsive repairs:

1. **P1 (priority 1)** Emergency repairs fall under P1 and will be attended within **24 hours.**
2. **P2 (priority 2)** Everyday responsive repairs will be attended within **30 Working days.**

3. **P3 (Priority 3)** Planned repairs that aren't urgent are attended within **130 working days.**

Please be aware that certain outdoor work may extend beyond the P3 timeframes due to weather conditions.

- **Priority 1**.
  These are the most urgent repairs. They involve serious risks like danger to life or health and major damage to your home or nearby properties.

  We aim to respond as quickly as possible to make the situation safe. We may do a temporary fix first and come back later to finish the full repair.

  Examples: A gas leak, major water leak causing flooding, no heating or hot water in winter.

- **Priority 2.**
  These repairs are important but not emergencies. They don't put anyone in immediate danger, but they still affect your comfort or the condition of your home.

  We'll book these in and aim to fix them within a reasonable timeframe as outlined above.

  Examples: Broken extractor fan in the kitchen or bathroom, minor plumbing work like a leaking tap, or minor roof repairs.

- **Priority 3.**
  These are repairs that can wait and are usually part of scheduled maintenance. We plan these in advance, often based on inspections or long-term upkeep. We'll let you know when these are due to be carried out.

  Examples: Repairs to plaster work, external painting, or clearing guttering and downpipes.

11. Rechargeable repairs

11.1 Where damage or disrepair to the property or the elements within it are caused by the tenant or their visitors, we may recharge the costs associated with this work. Please see our Rechargeable Repairs Policy for more information.

In certain circumstances these costs may be waived, and each individual case will be considered taking account of who, how and why the damage has occurred. Council officers will work with tenants on an individual basis.

12. Right to repair

12.1 The Right to Repair is a rule that helps make sure social housing tenants get small but important repairs done quickly. It covers things that could affect your health, safety, or security, like fixing heating, water leaks, or faulty electrical wiring.

12.2 Repairs covered by this rule cost up to £250 and must be completed within set time limits (e.g., 1, 3, or 7 working days, depending on the repair).

12.3 If your landlord doesn't fix the issue on time, you can ask for another contractor to do the repair. If the repair still isn't completed, you might be entitled to compensation. This rule is there to make sure your home stays safe and comfortable, and it ensures landlords take responsibility for urgent repairs.

13. Reporting out of hours repairs request

13.1 We offer an out of hours service for tenants to report emergency repairs.

Please call 01636650000 or 0800 561 0010

Out of hours is outside of our staff's core working hours and covers the following:

- Monday to Friday 5pm until 8am the next working day.
- Saturday & Sunday – 24-hour cover.
- Any non-working days such as Bank Holidays – 24-hour cover.

13.2 The out of hours team will clarify if it is an emergency repair, if so, this will be carried out within 24 hours if they meet the criteria below:

- There is a serious health and safety risk.
- A vulnerable tenant cannot manage without the service.
- The problem will become more expensive if it is not immediately repaired e.g. a serious leak.
- The job requires immediate attention to make the property secure.
- The repair is required to protect the asset.

14. Communication

14.1 As your landlord, we will let everyone affected know when repair work on your home is scheduled to happen. We will share our expected timescales for completing the work and keep you informed about any delays or unexpected issues that might change these timelines. We'll stay in touch and provide updates as needed throughout the repair process. Please tell us your preferred way to communicate.

14.2 The Council has a duty to deal with instances of anti-social behaviour and vandalism. Some of this can involve damage to communal and open areas in

the district, it is important that prompt action is taken to address these issues. The Council will take a proactive approach to prevent the escalation of anti-social behaviour and to ensure the safety of the community. Consequently, such repairs will be treated with the highest priority.

15. Complaints

15.1 If you would like to make a complaint about the repair or the process, you can do this:

- via our website – www.newark-sherwodddc.gov.uk
- via email to - customerservices@newark-sherwooddc.gov.uk
- or by calling our customer services team on 01636 650 000.

16. Contents Insurance

16.1 Newark and Sherwood District Council covers the building's structure and exterior. However, we recommend that tenants arrange their own contents insurance to protect their belongings in case of any damage inside the property. This is the tenant's responsibility. You can find more details about the insurance scheme organised by NSDC in Appendix C.

16.2 If internal damage is caused in a leaseholder property, they are required to contact their insurance provider first.

17. Legislation applicable to the policy

- Equality Act 2010.
- Building Safety Act 2022.
- Fire Safety Act 2021.
- Control of Asbestos Regulations 2012.
- Homes (Fitness for Habitation) Act 2018.
- Health and Safety at Work etc. Act 1974.
- Landlord and Tenant Act 1985.
- Party Wall Act 1996.
- Environmental Protection Act 1990.
- Data Protection Act 2018.
- Part 1 of the Housing Act 2004.
- Gas Safety (Installation and Use) Regulations 1998.
- Commonhold and Leasehold Reform Act 2002.
- Section 4 of the Defective Premises Act 1972.
- The Secure Residents of Local Housing Authorities (Right to Repair) Regulations 1994.

- Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994.
- Social Housing Regulation Act 2023
- Awaab's Law
- Building Regulations Act 1984.
- CDM regulations.
- Decent Home Standard.

18. Associated documents, policies, and procedures

- Complaints & feedback policy.
- Reasonable adjustments policy.
- Re-chargeable repairs policy.
- Tenancy agreement.
- Damp and mould policy.
- Domestic abuse policy.
- Right to Buy scheme.

19. Tenant co-production and engagement

19.1 When creating this policy, we collaborated with tenants to co-design its contents. They told us it was important to have clear communication from start to finish, respect between landlords and tenants/leaseholders, and for NSDC to be held accountable for repairs.

19.2 Ten tenants provided feedback at two stages of the policy development: once in January 2025 and again in February 2025, ensuring their input was included at both the beginning and end of the process.

20. Equality, diversity, and inclusion

20.1 We are committed to providing equal and fair access to our services, considering the individual needs of tenants and their households. We will make reasonable adjustments throughout the repairs process as needed, in line with our policy. We will treat everyone fairly and with respect.

20.2 All staff receive mandatory Equality, Diversity, and Inclusion training, which is monitored by our internal team. Our Equality, Diversity, and Inclusion Strategy complies with the Equality Act 2010.

Appendix A

Repairs Service Standards

What is a Service Standard?

We want to deliver an excellent repairs service. We want your help to make our services better. We want you to let us know if you've got a comment to make, whether it's good or bad on any of our services. These standards have been set because this is what our customers have said are important to them. Customers have been involved in agreeing the standards and will also be involved in monitoring our performance against the standards set.

- Always show our ID and confirm the job the contractor is there to do.
- Consider your individual needs and treat you and your home with respect.
- Ensure our contractors keep repair appointments and notify you of any delays or changes.
- Complete repairs quickly and in the fewest number of visits possible by ensuring operatives have the correct skill set, equipment and materials for the work required.
- Conduct quality checks and tenant satisfaction surveys on completion and use feedback to help improve the service.
- Let you know how to make a complaint if you are not satisfied with the service you receive.
- To report back on any other defects or problems in the home if the tenant raises it with the contractor on site.

Appendix B

Permission requests

Below is a list of items that need specific permission from your tenancy officer that link with the responsive repairs policy. Each item comes with a set of guidance as to what standard the changes must meet. Please contact your tenancy officer for the guidance and permission request form here.

Please see your tenancy agreement for the full range of items that need permission and section 2e of your tenancy agreement for further clarification on permissions.

1. Erection of satellite dish or aerial
2. Installation of CCTV or smart doorbells
3. Installation of doors, windows, or patio doors
4. Structural alterations
5. Free standing gas fire
6. Renew or Alter Bathrooms or Toilets
7. Erection of Garden Shed, aviary, or Greenhouse
8. Erection of boundary fencing
9. Erection of garage or carport
10. Driveways and hard standing
11. Renew or alter kitchen or units
12. To cut down or remove any tree
13. Installation of a shower

Please note*
Under the **Right to Buy** scheme, if you've made improvements to your home, these won't be counted when working out how much the property is worth for your purchase. The valuation is based on what the property would be like without the improvements you've added. See section 14 for more information on the Right to Buy scheme.

Appendix C

Contents insurance

Insurance appendix\simplenc-application-form.pdf