

# CROYDON COUNCIL HOUSING Repairs and Maintenance Policy

The Policy outlines the London Borough of Croydon approach to delivering a repairs and maintenance service and both the standards and delivery that can be expected by residents in the Council's owned and managed properties.



This policy was reviewed with the help  
of Croydon Housing Residents

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## 1. Purpose

- 1.1. This policy outlines Croydon Council's approach to providing a resident-focused, efficient, and cost-effective responsive repairs service that supports us to ensure our residents' homes are well maintained.
- 1.2. Croydon Council's aims to improve its housing through building quality, affordable homes; investing in our stock; ensuring our homes meet statutory safety and security requirements and that our repairs and maintenance service is efficient and supports us to improve resident satisfaction with the property.

## 2. Statement of Intent

- 2.1. The maintenance of Croydon Council's homes is an important and high demand service. It is vital that it is efficient and cost-effective and meets the diverse needs of our residents.
- 2.2. Through this policy the aim is to:
  - Ensure our homes meet the Lettable Standards
  - Ensure that all our homes meet the Decent Home Standard
  - Ensure that residents live in homes which are safe and secure
  - Strive to provide high standards of customer care. Ensure residents know what to expect from the service, through the publication of clear and transparent service standards
  - Provide residents with a service which is appropriately tailored to their needs
  - Recognise resident, wider individual or family needs in making decisions about the delivery of the service
  - Provide a value for money service, whilst meeting our landlord obligations and regulatory requirements
  - Adhere to relevant statutory compliance obligations
  - Ensure active asset management is implemented to maximise efficiencies
- 2.3. This policy complies with all relevant statutory provisions and will be updated to consider any relevant future legislation. The policy complies with the regulatory requirements set out by the Regulator of Social Housing
- 2.4. Any works undertaken will be in line with specifications at the time of the works being completed.

### 3. Scope

- 3.1. This policy applies to the delivery of responsive repairs relating to Croydon Council's rented, shared ownership and leased properties including homes, garages, communal areas, structures and out-buildings.
- 3.2. This policy must be read in conjunction with the resident's Conditions of Tenancy Agreement.
- 3.3. During a Right to Buy application, we will generally only carry out emergency or urgent repairs to the property. These repairs are limited to those required by law, such as maintaining the structure and exterior, the heating and hot water appliances, sanitary ware, and pipes and wiring within the property.

### 4. Legal Framework

- 4.1. This Policy will ensure compliance with the following standards and legislation and promote good practice.

#### **Legislation:**

- Tenancy Agreement
- Housing Acts 1988, 1996, 1998 and 2004
- The Landlord and Tenant Act 1985
- Right to Repair Regulations 1994 (for secure tenants of Local Housing Authorities)
- Decent Homes Standard 2006
- The Defective Premises Act 1972
- Leasehold Reform, Housing and Urban Development Act 1993
- Equality Act 2010
- Care Act 2014
- Modern Slavery Act 2015
- The Health and Safety at Work Act 1974
- Environmental Protection Act 1990
- The Building Regulations 2010
- The Electricity at Work Regulations 1989
- The Electrical Equipment (Safety) Regulations 1994
- The Management of Health and Safety at Work Regulations 1999
- The Fire Safety Reform Order 2005
- The Building Safety Act 2022
- High-Risk Building Regulations 2023

- Awaab's Law 2025

**Code of Practice:**

- IET Wiring Regulations BS7671:2018 Amendment 2:2022
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (ISITEE) 2012 (4th edition)
- HSE INDG236: 'Maintaining portable electrical equipment in low-risk environments' (as amended 2013)
- Electrical Safety Council: 'Landlords' Guide to Electrical Safety 2009'.
- Code of Practice for the Management of Electrotechnical Care in Social Housing (January 2019)
- Electricity at Work Regulations 1989,
- Health & Safety at Work Act 1974 and Approved Document P
- BS EN/IEC 62305 Lightning Protection Standard

## 5. Associated Policies

- Damp and Mould Policy
- Decant Policy
- Disrepair Policy
- Fire and Building Safety Policy
- Electrical Safety Policy
- Water Hygiene and Legionella Safety Policy
- Gas Safety Policy
- Aids and Adaptations Policy
- Asbestos Management Policy
- Lift Safety Policy
- Major works and s20 Policy
- Unacceptable Behaviour Policy
- Mutual Exchange Policy
- Council Housing Asset Management Strategy 2024-2029

Policies relating to Housing services can be found on our website:

[Housing policies, plans and strategies | Croydon Council](#)

## 6. The Council's Responsibilities

6.1. Croydon Council is responsible for keeping the external structure and internal areas of tenanted homes in good repair, including:

- External walls, external doors, external window frames, handles and sills
- Drains, gutters, external pipes
- Paths and steps to individual properties
- The roof and chimney (but not sweeping)
- Internal wall plaster
- Internal timber fixtures (skirting boards etc)
- Stairs and balustrades
- Floor to wet areas, i.e. bathrooms only
- Loft access hatches and loft insulation.
- Mechanical extraction equipment
- Ceramic tiling
- Kitchen worktops
- Sanitary fittings
- External decoration
- Installations for the supply of water, gas, electricity and sanitation. The service up to and including the gas and electrical meter is the responsibility of the utility provider, unless the mains supply outside the home is owned by the Council
- Installations for room and water heating fitted by the Council
- Lifts, rubbish chutes and shared lighting serving the building or estate.
- Fences and gates which are the council's responsibility to maintain (usually where they are adjacent to a public boundary).
- Boundary walls, fences and gates which are confirmed to be the Council's responsibility to maintain.
- Follow on work from Pest control reports and recommendations.

6.2. Efforts will be made to match style and colours of existing fixtures, where appropriate. For example, replacing/repairing kitchen units, where an exact match cannot be guaranteed. Items in good order or that are repairable will not be replaced simply to ensure all items match.

- 6.3. Without prejudice to its repair responsibilities, where there is a potential trip hazard, the council may repair floor tiling or covering that it has installed in kitchens, bathrooms and toilets.
- 6.4. Where items are repaired, these will be carried out in a professional manner to a reasonable standard. Repairs cannot always match the equivalent standard of new work.
- 6.5. The age of an item or element of a building will be considered when deciding what action to take, but age alone is not a reason to replace. For example, old plaster walls with hairline cracking but which are sound will not be addressed.
- 6.6. Any works will be attempted with tenants in occupation. In some cases, this may cause inconvenience, but care will be taken to minimise this. Floor coverings will be protected.
- 6.7. At the end of each working day, the property will be left with basic services, i.e. water, cooking facilities, lighting and, in the heating season, a source of heat.
- 6.8. On occasion, it may be necessary to move tenants into temporary accommodation. In these instances, temporary accommodation suitable to the tenant's needs will be provided and provisions will be made to ensure any valuable items are stored safely.
- 6.9. If a defect is such that it will require major works resulting in a property being uninhabitable for 30 days or more, consideration will be given to a permanent move, and this is outlined in the council's major works transfers procedure and Decant Policy.
- 6.10. To help the council comply with its repair responsibilities, as set out in your conditions of tenancy, you must report any maintenance problem in your home, or in communal areas in your block, or repairs on your estate to us as soon as possible. Non-emergency repairs can be reported via our contact centre, or via our website My Housing.

## 7. The Tenant's Responsibilities

- 7.1. The repairs that the tenant is responsible for are defined by the Housing Act 1988 and the Council's Conditions of Tenancy.
- 7.2. Residents are responsible for reporting any defects in their home as soon as they become apparent, as well as providing access to their home to enable any defects to be resolved. However, there are some repairs that the Council will not undertake, and these are the responsibility of the resident. These include but are not limited to the following: (See Appendix A of this policy for a full list of repair responsibilities).
  - Maintenance and upkeep of gardens.

- Rotary or other type of washing lines (unless provided by the council in a communal area)
- Repairs to alterations carried out by a resident.
- Internal decorations.
- Replacing toilet seats.
- Changing light bulbs.
- Replacing sink plugs and chains.
- Replacing shower head and hose.
- Faulty TV/satellite aerials (non-communal).
- Additional door security such as bolts or door chains.
- Window cleaning.
- Doorbells (unless this is a communal intercom/access system).
- Blocked waste pipes or toilets, where the blockage has been caused by misuse.
- Pest control within a home
- Floor coverings such as carpets and laminate (adaptation-related floor coverings will be repaired).
- Sheds and greenhouses.
- Any connections of appliances such as cookers and washing machines.

7.3. The tenant is responsible for any damage, caused by the neglect or carelessness of the tenant, a member of their family or visitors.

## 8. Concessionary Repairs

- 8.1. The concessionary repairs scheme is offered to residents who may be unable to carry out repairs that would normally be their responsibility. If you are eligible for the scheme, we will carry out these repairs for you.
- 8.2. Residents who live in a sheltered or special sheltered housing property are automatically eligible for the scheme and do not need to apply.
- 8.3. The scheme is also available to residents who have no other non-disabled adults (over 18) living in the household. To be eligible the tenancy holder must be either aged 70 years or over or registered as disabled.

## 9. Repairs To Communal Areas and Equipment

- 9.1. The Council is also responsible for carrying out repairs and maintenance to parts of the external fabric of our housing blocks and estates, including communal areas and equipment, such as fire protection measures, shared staircases, balconies and walkways and other shared services like lifts and door entry systems.

9.2. Dependent on the cost of the repair, by law, the Council has a duty to consult in advance with leaseholders who own a property in a block or estate that will be affected by these types of repairs. In certain emergency situations, the council has the authority to proceed with works prior to consulting in advance with leaseholders. For further information read our Major Works and S20 Policy

## 10. Reporting Repairs

10.1. Residents can report a repair in several ways:

- On-line via our website/[my housing](#) portal
- By telephone to our contact centre on 020 8726 6101
- Directly to a member of our caretaking staff, where this relates to a communal repair

9.2. Emergency repairs can be reported by phone 24 hours a day, 7 days a week, 365 days a year

## 11. Repair Priorities

11.1. When a resident reports a repair, we will determine its priority based on the following criteria:

- Health and Safety - risk to persons or property from the fault
- The vulnerability of the resident/s household reporting the fault. We may ask questions to determine the impact on you and/or your household.

The repair priorities are as follows:

- a) Emergency
- b) Urgent
- c) Routine
- d) Major Works

### (a) Emergency

Croydon Council defines emergency repairs as follows:

- Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property'.
- Repairs of an emergency nature are 'make safe' repairs until a permanent repair can be undertaken to resolve the issue. By 'make safe' we mean a repair necessary to prevent injury to the occupier or to prevent further damage to the building.

- Repairs can include common building elements such as emergency roof repairs where water ingress into properties needs containing to prevent damage to the fabric of the property.

Examples of emergency repairs include but are not limited to the following:

- Loss of entire supply of electricity, and/or water and/or gas
- Loss of entire heating provision (where there are no alternatives)
- Loss of hot water facilities where resident's health condition requires regular bathing and where there is no electric shower.
- Plumbing leaks where the property structure is in danger of serious damage and/or the leak is un-containable.
- Electrical fault in relation to a serious plumbing leak
- Report of a gas escape
- Serious structural failures
- Security of property or where a property is insecure and could be easily accessed.
- Broken glazing to windows
- Blocked toilet where it is the only toilet in the property, and the blockage has not been caused by tenant misuse.
- Main drain to property is blocked.
- Repairs to communal door entry systems where access is required.
- Out of service lifts including stair lifts/through floor lifts.
- Mains smoke alarm and/or carbon monoxide (CO) alarm faulty.
- Serious roof leak where immediate damage is visibly being caused to inside of the property.

Our contractor will attend within two hours to 'make safe only'. A 'follow-on' repair will be created by Croydon Council with this repair being allocated an appropriate timescale to complete.

Reports of loss of heating and hot water within the heating season (which is set out as 1<sup>st</sup> October – 31<sup>st</sup> March) will be attended to within 24 hours.

Reports of loss of heating and hot water outside of the heating season (which is set out as 1<sup>st</sup> April – 30<sup>th</sup> Sept) will be attended to within three days.

### **Emergency out of hours**

Reports of emergency repairs required will be assessed by the out of hours call centre operative and actioned appropriately:

- If the repair is an emergency as defined in section 10.1 an operative will attend within the current target time scale of two hours

- If the heating repair is an emergency as defined in section 10.1 an operative will attend in the timescales set out in 10.3
- The call centre operative may determine the repair is not an emergency. Should the resident be dissatisfied with the decision not to attend, they should address their concerns through Croydon Council's complaint policy.
- Emergency repairs carried out will be reported to the Repairs Team on the next working day for any relevant follow-on work to be instructed.

### **(b) Urgent**

Any defect that is causing major and unsustainable discomfort, inconvenience and nuisance and is likely to lead to further deterioration if the problem persists.

Examples include:

- Blocked waste pipes and/or containable leak
- Blocked toilet (where there is another toilet)
- Partial loss of lighting
- Roof leaks where water leaking/dripping is present and causing staining to ceilings.
- Partial heating or hot water failure
- Leaking boiler/radiators where the leak is containable.
- Leak to sink/wash hand basin/bath where the leak is containable.
- Faulty communal aerial.

### **Follow-on works**

Follow on works from an emergency repair will be completed during normal working hours, with an agreed appointment with the resident and within the appropriate repair priority timescales.

### **(c) Routine**

A repair that is not deemed an emergency or urgent, does not meet the criteria for Planned works, (is not due to be completed on our planned investment programme or cyclical works programme) is classed as a routine repair.

Examples include:

- Minor repairs to internal joinery such as kitchen units, window-frames/catches, floorboards, floor tiles, skirting boards, doors, banister rails
- Repairs to partially blocked and defective gullies
- Dripping taps and showers

- Repairs to faulty extractor fans
- Small-scale plasterwork and plaster patching (and not posing a Health and Safety risk)
- Minor roof repairs including broken/slipped tiles (not posing a Health and Safety risk)
- Faulty internal door latches, handles and closers.
- Minor brickwork repairs.

#### **(d) Repair Inspections**

From time to time, it will be necessary for a surveyor to attend to carry out an inspection of the requested repair. An appointment will be agreed with the resident (within a maximum of 10 working days). Any subsequent works, if required, will be ordered and an appointment offered with the resident. Any necessary works from the survey will be confirmed with the resident and a confirmation form left to provide clarity on the required works, and details of the timescale to complete the works. Where the repair is complex, it may not be possible to arrange an appointment with the resident at the time of the survey visit, but this will be followed up with the resident by our planning team.

#### **(e) Major works**

Major works will usually require specialist or made to measure items, could be multiple day's work, will include any large-scale external works, and for reasons of economy, may be grouped together into small programmes of work. Examples include:

- Large-scale plastering works affecting multiple surfaces/room
- Partial re-roofs and/or replacement to roofline components
- Partial or full fencing replacement
- Gutter clearing
- New door/s or windows
- Driveway and/or larger-scale paving works

## **12. Repair Response Times**

- **Emergency** – attend and make safe within 4 - 24 hours dependant on the risks identified – we do not make appointments for emergency repairs as we would expect the resident to wait in for our trade operative/s to arrive.
- **Urgent** - works will be appointed in consultation with the resident and attended to within a maximum of 5 working days.
- **Routine** – works will be appointed in consultation with the resident and attended to within a maximum of 28 working days.

- **Repair inspections** – Attend within 10 working days.
- **Major works** - works will be appointed in consultation with the resident and attended to within a maximum of 90 working days.

## 13. Damp and Mould Response Times

13.1. Croydon Council treats damp, mould, and condensation seriously and has a specific policy that outlines the approach to dealing with this within resident's homes. The [Damp and Mould Policy](#) can be found on Croydon Council's website, which outlines the following timescales for responding to damp, mould, and condensation-related issues:

- **(HHSRS Cat 1) Emergency** – if a case is diagnosed an immediate risk to a person's health and safety, then this would be deemed an emergency, and will be attended to within 24 hours.
- **(HHSRS Cat 2) Urgent or Routine** – depending on the seriousness of each case, the response will either be categorized as 'Urgent', in which case it will be attended to within 6 working days or Routine, whereby repairs will be attended within 14 days.

13.2. Where an operative/contractor has attended in the first instance to address an immediate risk, and where a follow-on assessment by a surveyor is required, this will be attended to within 10 calendar days. Any subsequent works will then be ordered within the appropriate repair priority timescales.

## 14. Disrepair

14.1. Housing disrepair refers to a rented property that is in clear need of repair to make it suitable and safe for tenants to live in. Landlords are required by law to ensure that:

- The exterior and structure of the property are kept in a good state of repair.
- The property is free from damp and mould.
- The gutters and drains are clear and working as they should.
- The property is fitted with a working heating system.
- The property provides safe access to utilities such as electricity, water, and gas.
- The property includes working sanitation facilities such as toilets, sinks, and basins.
- The property is free from insect and vermin infestation.

14.2. If a property falls below that standards set out in 13.1 above, and the Council fails to carry out remedial work within a reasonable amount of time, then this could be considered housing disrepair. Housing disrepair is the subject of a

separate Housing Policy. The [Disrepair Policy](#) can be found on Croydon Council's website.

## 15. Appointments

15.1. Options for appointments are detailed below. Appointments are agreed with residents. Additionally, residents will receive a notification when the appointment is booked, and when the operative is on the way to their home.

- Morning (Monday – Friday) – from 8:00 am to 12 noon
- Afternoon (Monday – Friday) – from 12 noon to 5:00 pm
- First visit of the day (Monday – Friday) – 8:00am – 9:00am
- Avoid School Run (Monday – Friday) – from 10:00 am to 2:00 pm
- All Day (Monday – Friday) – offered if the resident is happy to be available for all day periods.

## 16. Access

16.1. If there are works which can be completed without access into the home (for example, fencing or roofing repairs), where a resident does not need to provide our trade operatives/contractors with access, we will ask residents if it is okay to attend without them being present for the repair. We will not make a specific appointment with the resident but will commit to completing the work within the specified target time.

16.2. On every other occasion, Croydon Council will ensure that the resident is notified of the appointment and expected attendance to undertake the work. Before leaving the resident's home, the operative will confirm if the work is fully completed or whether follow-on works are required.

16.3. It is our intention wherever possible, to complete work on the first visit. In circumstances where this is not possible, a follow-up appointment will be raised with the resident prior to the operative leaving their home. If the follow-on works are required following an out of hours emergency repair, Croydon Council will contact the resident the next working day to agree the follow-on appointment.

### 16.4. Access - Resident Responsibilities

16.4.1. Tenants have an obligation to ensure their home is maintained to an acceptable standard and they allow access to inspect and/or carry out works in the home. This is stated in the [Condition of Tenancy](#). Croydon Council will confirm with the resident the appointment, wherever possible, for the repairs or inspection, taking all reasonable steps to make contact.

16.4.2. The resident must provide access at the agreed time and date. If the tenant fails to allow access, Croydon Council may 'force entry' into the

resident's home, particularly if damage is being caused to neighbouring homes or there is a health and safety risk.

- 16.4.3. Croydon Council will not tolerate staff or contractors being threatened, intimidated or abused when visiting or working in a resident's home. When this occurs, the visit/work will stop, and staff or the contractor will leave the property. The incident will be reported to the appropriate teams and tenancy enforcement action will be taken in line with our Unacceptable Behaviour Policy.

## 17. Missed Appointments

- 17.1. Where a resident misses a repair appointment, without having notified Croydon Council in advance a 'no access' card will be left confirming our attendance and the repair or inspection will be cancelled. The resident will need to re-contact Croydon Council to raise a new repair request/inspection using the contact details left on the 'no access' calling card.
- 17.2. If the repair and/or inspection is related to damp, mould and condensation or disrepair, Croydon Council will attempt two visits before cancelling the works order. Again, Croydon Council will leave a no access calling card through the door confirming attendance. The resident will need to re-contact Croydon Council to progress the damp and mould repair/inspection using the contact details on the no access calling card. Croydon Council will also confirm in writing that two visits have taken place and invite the resident to make further contact.
- 17.3. Our contractors will contact residents as soon as practicably possible to inform them if an appointment cannot be honoured. If this happens, a new appointment will be arranged at a mutually convenient time, keeping within the target timeframe to complete the repair. We record all events, including any changes to appointments.

## 18. Post Inspections

- 18.1. In some circumstances, residents may be contacted following a completed repair for a quality audit inspection to be carried out by a manager or supervisor. All appointments will be agreed in line with the resident's availability.

## 19. External Works

- 19.1. Croydon Council will undertake appropriate external works to its properties as follows:
  - We will provide, maintain and repair a footpath from the front gate to the front door and around the curtilage of the building.
  - We will provide, maintain and repair a footpath to any authorised outhouses.

- We will maintain, repair, and replace, where deemed necessary, driveways where there is an authorised dropped kerb installed.
- We will erect and maintain a boundary fence where a property borders open space.
- We will repair and replace, where necessary, any dividing fences following consultation with neighbouring properties and where the fence is Croydon Council's responsibility.

## 20. Planned Investment Works and Stock Condition Surveys

- 20.1. Croydon Council has a comprehensive investment plan which is informed by specific stock condition surveys. These are whole-house surveys, covering both the inside and outside of a property. Croydon Council will commit to completing an appropriate number of surveys per year to ensure that stock data is kept updated. Croydon Council will always notify any residents in advance of such surveys being undertaken.
- 20.2. Examples of planned investment works are replacement kitchen, bathroom, full re-roofing, and boiler and/or heating replacements. The commencement of any planned investment programmes is determined annually, and residents will be contacted directly to inform them if works are to be undertaken to their home. Details of planned investment work programmes will be made available on the website.

## 21. Cyclical Repairs and Painting Programmes

- 21.1. Croydon Council undertakes external property repairs as part of a cyclical programme at intervals of no greater than nine years. Such work will include roofline repairs if not due to be completed as part of a full re-roofing programme, fencing repairs, guttering repairs, and repairs to any other external timber/composite doors, frames, gates, and posts. This will include the painting of any of those timber/composite items.
- 21.2. Where larger replacement works are deemed necessary, these will be undertaken as part of a Planned Investment Programme. Such works may include composite door and gate replacements, roofline replacements, full fencing replacements and major pointing.
- 21.3. An internal decoration programme will also be undertaken on a nine-year cycle for all internal communal areas of blocks of flats.

## 22. Garages and Garage Plots

- 22.1. Croydon Council will repair and maintain garages and garage plots that it owns to ensure the safety of residents and members of the public using those areas. Repair priorities will be in line with those outlined in section 10 of this policy.

22.2. Where we feel that the overall cost of repairing and maintaining a specific group of garages may be excessive, it will undertake an options appraisal to determine the feasibility of completing the works or seeking an alternative use for the site.

## 23. Compliance and Safety Works

- 23.1. Croydon Council is committed to fulfilling its statutory property compliance obligations and will ensure that a comprehensive inspection programme is in place to achieve this. This also includes a programme for any planned remedial works required following annual servicing, testing, assessment, or other inspection of property/components. The full suite of Compliance Polices, as well as the overarching Compliance Framework, is available on the Croydon Council's website.
- 23.2. It is important to note that residents have a legal responsibility to allow access to their homes for compliance checks and inspections to take place

## 24. Voids / Empty Homes

- 24.1. All void/empty homes will be completed to Croydon's Councils approved 'Empty Homes Standard.' Such works will address any health and safety compliance related works, as well as any necessary component replacements. Further information about the Standard can be found on Croydon Council's website.

## 25. Adaptations

- 25.1. Croydon Council is committed to supporting residents to remain in their homes by carrying out appropriate adaptation alterations. Any such works will be considered in line with the Croydon Council's 'Aids and Adaptations Policy,' which also provides guidance on larger-scale adaptation works.
- 25.2. Any adaptation works which Croydon Council undertakes will be prioritised based on the resident's needs and be completed under either an 'Urgent' or 'Routine' category.

## 26. Rechargeable Repairs

- 26.1. Current and former residents may be recharged where repairs are required because of negligence, deliberate or accidental damage. Croydon Council will consider mitigating factors and individual circumstances before a final decision is reached.
- 26.2. Further details are contained within the Recharge Policy. An example of some rechargeable repairs could include, but are not limited to:
  - Lock changes where keys have been lost (a crime reference number is required where keys have been stolen)

- Replacing smashed or cracked glazing (unless a crime reference number is provided)
- Repairing damage to internal or external doors
- Repairing damage to internal walls
- Repairing damage to rectify any defect caused by deliberate/accidental damage or negligence.
- Residents not being present when a requested out of hours repair request has been attended.
- Where Croydon has had to respond to the unblocking of a drain due to wipes being flushed down a toilet.

## 27. Insurance

- 27.1. It is the tenant's responsibility to insure their contents.
- 27.2. The tenant is responsible for any loss or damage to their home due to theft, flooding or accidental damage. The tenant may also be responsible for damage caused to another property, for example, caused by flooding from their property.
- 27.3. The council routinely advises tenants to take out home insurance to cover:
  - Furniture and fittings
  - Personal belongings
  - Clothes
  - Food and drink
  - Jewellery and other valuables
  - Rented equipment
  - Internal Decorations

## 28. Open Space and External Communal Areas

- 28.1. Croydon Council will repair and maintain all communal and open space areas which it owns. Such works will include:
  - Inspection and reporting of any defects to open spaces and communal areas.
  - Grounds maintenance of such spaces.
  - Periodic cleaning of communal areas.
  - Graffiti removal and fly tipping removal in conjunction with local authority support.
  - Maintenance of Trees in conjunction with Croydon Council's 'Tree Policy.'

- Inspection and management of all play areas and equipment.

## 29. Internal Communal Areas

- 29.1. Monthly inspections of internal communal areas are undertaken to establish any housing and/or property-related issues. Any repair works identified from these inspections will be actioned in line with the priorities outlined in section 11.

## 30. Leasehold Properties

- 30.1. Repairs will be undertaken to the structure/exterior and common parts of leasehold properties in accordance with the provisions of the lease agreement. The costs of such works will be recovered from the leaseholder through payment of the service charge. Where consultation is required under section 20 of the Landlord and Resident Act 1985, Croydon Council will follow its statutory obligations in respect of the recovery of such costs.
- 30.2. Leaseholders are responsible for repairs to all elements of the property which are demised to them under the terms of their lease agreement. The exception to this is where a flat entrance fire door has been installed that opens onto a communal area for which Croydon Council will take ownership for repair and replacement (where necessary) unless deemed rechargeable works due to damage.
- 30.3. Croydon Council may (in its absolute discretion) agree to complete works which are the responsibility of the leaseholder where the leaseholder agrees to pay for such works in advance.

## 31. Resident Alterations / Permission Requests

- 31.1. Croydon Council will take a reasoned approach when considering a permissions request. If the permissions request is likely to cause a budgetary impact to Croydon Council, then this request will be refused. If a Permission Request application poses concerns and/or is not compliant with health and safety law/regulations, then the request will be refused. Residents should refer to the Tenant and Leaseholder Home Improvements policy which is available on the Croydon Council's website.

## 32. Right to Compensation for Improvement.

- 32.1. At the end of their tenancy, and in accordance with their tenancy terms, a resident can apply for compensation for specific improvements that they have carried out to their home subject to them having had written permission from Croydon Council.

## 33. Right to Buy

- 33.1. During a Right to Buy application, we will generally only carry out emergency or urgent repairs to the property. These repairs are limited to those required

by law, such as maintaining the structure and exterior, the heating and hot water appliances, sanitary ware, and pipes and wiring within the property.

## 34. Mutual Exchanges

- 34.1. Any requests to undertake a mutual exchange will be reviewed as per details contained within the Tenancy Agreement and will be subject to a full inspection of the home. Reference will also be made to the 'Mutual Exchange Policy.'

## 35. Resident Feedback

- 35.1. Croydon Council will provide a range of opportunities for residents to provide feedback on the Repairs and Maintenance service. Croydon Council is committed to listening to the voice of the resident and will look to use this information to improve the service wherever possible.
- 35.2. Croydon Council will send out a questionnaire to a random selection of residents following a repair being completed, to give residents the opportunity to provide feedback about their experience.
- 35.3. Any positive feedback may be shared with the appropriate individuals, teams and contractors.
- 35.4. Any negative feedback will be dealt with as a priority and any matters that escalate to a complaint status will be managed in line with the 'Customer Complaints Policy.'

## 36. Health and Safety

- 36.1. As a commitment to health and safety, Croydon Council has an overall 'Health and Safety Policy' and associated procedures to assist in the management of works being carried out whilst in our resident's homes.
- 36.2. Croydon Council will ensure tenants feel safe living in their homes knowing that safety and compliance is valued ahead of all other aspects of the services.
- 36.3. Across repairs and maintenance operations, health and safety will be prioritised for tenants, staff and maintenance partners.
- 36.4. Croydon Council staff and representatives must adhere to the health and safety policy and, in accordance with the policy, all staff are required to ensure that all working practices are in line with appropriate health and safety legislation and good practice making sure that employees, tenants, buildings and stakeholders are safe.
- 36.5. Croydon Council will invest in the training and development of staff in order that services are delivered safely, and staff and tenants are always safe.

- 36.6. Tenants have a responsibility to ensure our staff can carry out repairs safely and free from unnecessary risk whilst working in Tenants' homes.
- 36.7. Staff carry out dynamic risk assessments and if health and safety is compromised, or risks are identified, they are authorised to abort the repair and leave. Examples include but are not limited to:
  - Violence and aggression
  - Dangerous dogs
  - If needles are identified
- 36.8. These instances will be referred to the Croydon Council's Tenancy Team to action as a breach of the Tenancy Agreement.

## 37. Achieving Value for Money

- 37.1. Operating an effective and efficient repairs service, which delivers high levels of resident satisfaction whilst providing value for money (VFM), is a key strategic objective for Croydon Council. There are a range of mechanisms in place that the Council uses to continually benchmark and demonstrate VFM, these include the following:
  - Regular market testing against other social housing providers
  - Robust procurement procedures
  - External annual review of costs versus peer organisations
  - Formal consultation process with leaseholders

## 38. Performance

- Croydon Council will measure its repair performance by using and issuing a suite of key performance indicators (KPI's).
- KPI's will be benchmarked against peer groups
- KPI's will be reviewed annually for all repairs and maintenance contracts to maintain year on year continuous improvement.
- Performance against KPI's will be monitored and reported regularly to the Departmental Management Team and constituted resident groups.
- Tenant feedback as part of our satisfaction surveys for repairs and maintenance will be used as an additional means of monitoring and improving the quality of the service
- Croydon Council will publish repair performance information to tenants. As standard practice, our repairs performance is included in the quarterly performance report which is published and the Annual Housing Report which is accessible for tenants and leaseholders.

- Croydon Council will complete its “Tenant Satisfaction Measures (TSM)” and will submit results annually to the regulator of social housing. These results will also be published on our website, keeping the process transparent and inclusive.

## 39. Equalities Statement

- 39.1. The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council’s policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.
- 39.2. Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability, and age is not acceptable: the Council will take action to ensure no person using the council’s premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.
- 39.3. The legal framework for the Council’s approach is provided by the Equality Act 2010 and specifically by the Public Sector Equality Duty, under which a public authority must work consciously to eliminate discrimination, harassment, and victimisation, and to advance equality of opportunity and foster good relations between people with differing characteristics.
- 39.4. Further detail on the Duty, and the Council’s approach to fulfilling it requirements, can be found on our website [Croydon Equalities Pledges | Croydon Council](#).

## 40. Reasonable Adjustments

- 40.1. We will support the needs of our diverse residents by making reasonable adjustments to our repair processes, which could be a physical change or a change in work practices to avoid any disadvantage to a resident in accessing this policy. Example of a reasonable adjustment:
  - We will risk assess and re- prioritise works considering the vulnerabilities or individual needs of the household where identified.
  - We will communicate through a representative.

## 41. Appeals and Complaints

- 41.1. Should there be a complaint from a tenant concerning, any aspect of responsive repairs, this will be dealt with via the [Council’s Corporate Complaints Policy](#).

## 42. GDPR and Data Protection Act 2018

42.1. Housing Management recognises the commitment to ensure that all data is:

- Processed lawfully, fairly, and in a transparent manner.
- Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices.
- Relevant and limited to whatever the requirements are for which the data is processed.
- Accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay.
- Stored for as long as required, as specified within Housing Management's Records Retention Policy.
- Secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction, or damage.

42.2. Further information about Croydon Council's commitment to GDPR and Data Protection can be found on Croydon Council's website. [General Data Protection Regulation \(GDPR\) guidance | Croydon Council](#)

## 43. Roles and Responsibilities

43.1. The Director of Assets and Repairs is responsible for ensuring the effective implementation of this policy.

## 44. Resident Profiles and Accessing Services data

|   |   |                                       |   |
|---|---|---------------------------------------|---|
| Data from the following sources, regarding resident profiling and the way in which they access the Council's services, was utilised in implementation / review of this policy (as indicated by ✓) |   |                                       |   |
| Tenant Satisfaction Measures Survey   | ✓ | Service Resident Satisfaction Surveys | ✓ |
| Scrutiny Panel  | ✓ | KPI's (Service Performance)           | ✓ |
| Complaints and Insights data  | ✓ | Colleague and Contractor Consultation | ✓ |
| Resident Focus Groups   | ✓ |                                       |   |

## 45. Resident Influence (Consultation)

|   |   |            |   |
|---|---|------------|---|
| Croydon Council has been influenced by the following resident groups regarding the implementation / review of this policy (as indicated by ✓) |   |            |   |
| Resident Focus Groups   | ✓ | Colleagues | ✓ |

|                         |   |  |  |
|-------------------------|---|--|--|
| Residents Reading Panel | ✓ |  |  |
|-------------------------|---|--|--|

## 46. Monitoring and Review

46.1. This policy will be reviewed every 3 years, or sooner if required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Council-wide policies.

46.2. Arrangement for a full internal audit of our responsive repairs processes will be undertaken by the Council's Internal Auditors. The full scope of the audit will be agreed with the Internal Auditors, Director of Asset and Repairs, and Heads of Service.

## 47. Document Control

47.1. This is a controlled document and should not be changed unless by authorisation of the policy owner.

| Monitoring                         |  |  |
|------------------------------------|--|--|
| Approved Date:                     | 28 July 2025   |  |
| Next Review Date:                  | April 2028   |  |
| Effective date:                    | 30 July 2025   |  |
| Consultation Review                |  |  |
| Stakeholders review date:          | December 2024  |  |
| Residents Focus Group Review date: | December 2024  |  |
| Legal review date:                 | March 2025   |  |
| Resident Reading Group:            | July 2025  |  |
| Policy owner:                      | Director of Assets and Repairs   |  |
| Ratified by:                       | By Housing DMT on 28 July 2025   |  |
| Equality impact assessment:        | The impact of this policy will be measured as it is implemented and used as part of a scheduled 1-year implementation compliance review. |  |
| Version History                    |  |  |
| Version Number                     | Summary of change  | Author and Approver  |
| 1.0                                | New Policy   | This policy has been developed and reviewed with Croydon Council's subject matter experts, Resident focus groups, and the Residents Reading Panel. |

## Appendix A - Repair Responsibilities

| External Areas and Individual Dwelling  |         |          |                          |  |
|---|---------|----------|--------------------------|--|
| Who's Responsible?  | Croydon | Resident | Rechargeable to Resident |  |
| <b>Roof</b>   |         |          |                          |  |
| Roof structure and covering   | Yes     |          |                          |  |
| Chimneys  | Yes     |          |                          |  |
| Guttering and rainwater goods   | Yes     |          |                          |  |
| Fascia's, soffits, and barge boards   | Yes     |          |                          |  |
| Roof leaks/damage   | Yes     |          |                          |  |
| Chimneys sweeping (but only as part of the formal Croydon servicing programme | Yes     |          |                          |  |
| TV/Satellite aerial (non- communal)   |         | Yes      |                          |  |
|   |         |          |                          |  |
| <b>Walls Porches and Canopies</b>   |         |          |                          |  |
| External walls and copings  | Yes     |          |                          |  |
| Rendering   | Yes     |          |                          |  |
| Foundations   | Yes     |          |                          |  |
| Concrete or timber canopies   | Yes     |          |                          |  |
| Timber or UPVC porches  | Yes     |          |                          |  |
| External painting   | Yes     |          |                          |  |
| Balconies   | Yes     |          |                          |  |
|   |         |          |                          |  |
| <b>Windows</b>  |         |          |                          |  |
| Window frames   | Yes     |          |                          |  |
| Concrete and timber cills   | Yes     |          |                          |  |
| Glazing (with severe condensation between frames)                             | Yes     |          |                          |  |
| Glazing (If damaged)  |         | Yes      | Yes                      |  |
| Window cleaning   |         | Yes      |                          |  |
| Internal cills and reveals  | Yes     |          |                          |  |
| Window handles  | Yes     |          |                          |  |
| Window vents  | Yes     |          |                          |  |
| Window keys   |         | Yes      | Yes                      |  |
|   |         |          |                          |  |
| <b>Doors</b>  |         |          |                          |  |
| External door and frames  | Yes     |          |                          |  |
| Damaged external doors/frames   |         | Yes      | Yes                      |  |
| Internal door including, catches, handles and hinges                          | Yes     |          |                          |  |
| Damaged internal door/frames  |         | Yes      | Yes                      |  |
| Thresholds and cills  | Yes     |          |                          |  |
| Locks, bolts, and handles fitted by Croydon                                   | Yes     |          |                          |  |
| Spy holes and additional security fitted by Croydon                           |         | Yes      |                          |  |
| Door entry systems  | Yes     |          |                          |  |

|  |     |     |     |
|--|-----|-----|-----|
| Fault security alarm   | Yes |     |     |
| Code change to security alarm (where its forgotten)- unless the alarm itself is faulty |     | Yes |     |
| Doorbells (battery operated)   |     | Yes |     |
| Doorbells hard wired   |     | Yes |     |
| Replacement keys   |     | Yes | Yes |
| Gaining access when keys are lost  |     | Yes | Yes |
| Meter cupboard doors- Gas and Electric (External plastic Door)                         |     | Yes |     |
| Meter cupboard doors – Gas and Electric (Timber Door)                                  | Yes |     |     |
|  |     |     |     |
| <b>Pipe and Drains</b>   |     |     |     |
| Soil and vent pipes  | Yes |     |     |
| Drains and gully surrounds   | Yes |     |     |
| Gully grids  | Yes |     |     |
| Inspection chambers  | Yes |     |     |
| Clearing blocked WC drains   | Yes |     |     |
| Clearing block drains (caused by resident)   | Yes |     | Yes |
|  |     |     |     |
| <b>External</b>  |     |     |     |
| Gardens and boundaries (unless Croydon communal area)                                  |     | Yes |     |
| Garden maintenance (unless Croydon communal area)                                      |     | Yes |     |
| Garden walls (not boundary)  | Yes |     |     |
| Garden flooding  | Yes |     |     |
| Front and rear boundary fencing  | Yes |     |     |
| Intermediate fencing (between properties) if not Croydon responsibility                |     | Yes |     |
| Fencing staining / painting  |     | Yes |     |
| Front and rear side gates  | Yes |     |     |
| Garden timber sheds  |     | Yes |     |
| Concrete outhouses   | Yes |     |     |
| Washing line posts (unless damaged concrete posts)                                     |     | Yes |     |
| Rotary driers  |     | Yes |     |
| Clothes lines/pegs   |     | Yes |     |
| Car hard standing repairs (if original)  | Yes |     |     |
| Dropping kerbs for parking   |     | Yes |     |
| Patio areas (installed by Croydon)   | Yes |     |     |
| Patio areas (resident installed)   |     | Yes |     |
| Pest control (non-communal areas)  |     | Yes |     |
|  |     |     |     |
| <b>External Communal Areas</b>   |     |     |     |
| Door entry and concierge systems   | Yes |     |     |
| Fire door replacement and maintenance  | Yes |     |     |
| Communal lighting and security   | Yes |     |     |
| Communal decoration and upkeep   | Yes |     |     |

|                                   |     |  |  |
|-----------------------------------|-----|--|--|
| Grounds maintenance inc. trees    | Yes |  |  |
| Parking bays, gates, and bollards | Yes |  |  |
| Drying areas                      | Yes |  |  |
| Window cleaning (communal)        | Yes |  |  |
| TV Aerial / Satellite (communal)  | Yes |  |  |
|                                   |     |  |  |

### Internal Communal Areas

|  |     |     |     |
|--|-----|-----|-----|
| Lifts and Stairwells                       | Yes |     |     |
| Communal lighting and security             | Yes |     |     |
| Fire alarms                                | Yes |     |     |
| Smoke and heat detectors                   | Yes |     |     |
| Internal doors and ironmongery             | Yes |     |     |
| Damaged internal doors and ironmongery     | Yes |     | Yes |
| Flooring structural                        | Yes |     |     |
| Skirting boards and picture rails          | Yes |     |     |
| Internal frames and architraves            | Yes |     |     |
| Internal door alterations (floor covering) |     | Yes |     |
| Pest control (communal areas only)         | Yes |     |     |
|  |     |     |     |

### Walls

|   |     |     |  |
|---|-----|-----|--|
| Plaster air vents and bricks  | Yes |     |  |
| Minor plaster repairs e.g. hairline cracks and small holes that can be filled with filler |     | Yes |  |
| Wall tiling   | Yes |     |  |
| Tile grouting   | Yes |     |  |
| Fireplaces gas/ electric  | Yes |     |  |
| Internal decoration   |     | Yes |  |
|   |     |     |  |

### Floors

|   |     |     |  |
|---|-----|-----|--|
| Floor joists                                      | Yes |     |  |
| Chipboard flooring                                | Yes |     |  |
| Timber floorboards                                | Yes |     |  |
| Concrete floor finishes                           | Yes |     |  |
| Damaged/worn/stained vinyl flooring               |     | Yes |  |
| Damaged/ vinyl flooring to wet rooms (disability) | Yes |     |  |
| Carpets and laminates                             |     | Yes |  |
| Other flooring installed by resident              |     | Yes |  |
| Carpet grippers                                   |     | Yes |  |
|   |     |     |  |

### Stairs

|   |     |  |  |
|---|-----|--|--|
| Staircase/ banister, and handrails                                | Yes |  |  |
| Stairlifts (fitted by Croydon / Croydon partners and contractors) | Yes |  |  |
| Treads and risers   | Yes |  |  |

|   |     |     |     |
|---|-----|-----|-----|
| Stair coverings (carpet/laminate etc)                       |     | Yes |     |
|   |     |     |     |
| <b>Bathroom</b>   |     |     |     |
| Baths, basin, WC  | Yes |     |     |
| Baths, basin, WC damaged by resident                        |     | Yes | Yes |
| Bath panels   | Yes |     |     |
| Damaged bath panels   |     | Yes | Yes |
| Toilet seats (general needs)                                |     | Yes |     |
| Toilet seats (sheltered and supported)                      | Yes |     |     |
| Faulty taps   | Yes |     |     |
| Faulty taps due to resident damage                          |     | Yes | Yes |
| Showers installed by Croydon                                | Yes |     |     |
| Showers not installed by Croydon                            |     | Yes |     |
| Shower heads  |     | Yes |     |
| Shower rails and curtains                                   |     | Yes |     |
| Internal pipe boxing fitted by Croydon                      | Yes |     |     |
| Plugs and chains  |     | Yes |     |
| Non heated towel rails and holders                          |     | Yes |     |
|   |     |     |     |
| <b>Kitchen</b>  |     |     |     |
| Kitchens installed by Croydon or insitu when tenancy begins | Yes |     |     |
| Kitchens not installed by Croydon                           |     | Yes |     |
| Cupboard drawers  | Yes |     |     |
| Door catches, handles and hinges                            | Yes |     |     |
| Worktops  | Yes |     |     |
| Taps (fitted by Croydon)                                    | Yes |     |     |
| Damage to any of the above kitchen items                    |     | Yes | Yes |
| Provision for washing machine                               | Yes |     |     |
| Provision for dishwasher                                    |     | Yes |     |
| Plugs and chains  |     | Yes |     |
|   |     |     |     |
| <b>Electrical Items</b>                                     |     |     |     |
| Electrical wiring, sockets, and light fittings              | Yes |     |     |
| Damaged electrical wiring, sockets, and light fittings      |     | Yes | Yes |
| Hard-wired smoke alarms                                     | Yes |     |     |
| Battery operates smoke alarms                               | Yes | Yes |     |
| Consumer units  | Yes |     |     |
| Storage heaters   | Yes |     |     |
| Electric fires fitted by Croydon                            | Yes |     |     |
| Electric fires not fitted by Croydon                        |     | Yes |     |
| Bulb changes to electric fire                               |     | Yes |     |
| Electric supply   | Yes |     |     |
| Re wire able fuses  | Yes |     |     |

|  |     |     |     |
|--|-----|-----|-----|
| Immersion Heaters  | Yes |     |     |
| Disconnection and reconnection of the cooker   |     | Yes |     |
| Disconnection and reconnection of the cooker (decant)  | Yes |     |     |
| Extractor fans   | Yes |     |     |
| Cleaning of extractor fans   |     | Yes |     |
| Aerial sockets   |     | Yes |     |
| Ventilation units  | Yes |     |     |
| Carbon Monoxide (CO) Detectors   | Yes |     |     |
| Pull cords   | Yes |     |     |
|  |     |     |     |
| <b>Plumbing</b>  |     |     |     |
| Water service from the boundary to the internal stop tap                                       | Yes |     |     |
| Blocked sink, bath or basin caused by misuse   |     | Yes | Yes |
| Blocked WC caused by misuse  |     | Yes | Yes |
| Basin unit   | Yes |     |     |
| Wash hand basin  | Yes |     |     |
| Toilet   | Yes |     |     |
| Bath or shower tray  | Yes |     |     |
| Plugs and chains   |     | Yes |     |
| Sealants to bath   | Yes |     |     |
| Boxing in of new or existing pipework (where deemed required)                                  | Yes |     |     |
| Provision for washing machine where space allows   | Yes |     |     |
| Blockages caused by washing machine  |     | Yes |     |
| Provision for dishwasher   |     | Yes |     |
| Provision for tumble dryer   |     | Yes |     |
| Ventilation for tumble dryer   | Yes |     |     |
| Shower hose head   |     | Yes |     |
| Shower curtain   |     | Yes |     |
|  |     |     |     |
| <b>Gas</b>   |     |     |     |
| Gas boiler   | Yes |     |     |
| Re pressure boiler   | Yes |     |     |
| Bleeding of radiators  |     | Yes |     |
| Gas pipework   | Yes |     |     |
| Damaged gas pipework   | Yes |     | Yes |
| Gas fires (installed by the Council)   | Yes |     |     |
| Gas fires (not installed by Croydon these will be checked annually by a 3 <sup>rd</sup> party) |     | Yes |     |
| Radiator valves  | Yes |     |     |
| Timer clocks and thermostats   | Yes |     |     |

|   |     |     |  |
|---|-----|-----|--|
| Cookers   |     | Yes |  |
| Disconnection of gas cooker   |     | Yes |  |
| Installation of gas cooker  |     | Yes |  |
| Disconnection and reconnection of cooker (decent planned installs)  | Yes |     |  |
| Annual gas service  | Yes |     |  |
| Service of residents' own appliance   |     | Yes |  |
|   |     |     |  |
| <b>Home energy efficiency</b>   |     |     |  |
| Draught proofing to windows   | Yes |     |  |
| Draught proofing to external doors  | Yes |     |  |
| Hot water cylinder jackets  | Yes |     |  |
| Low-energy light bulbs  |     | Yes |  |
| Loft insulation   | Yes |     |  |
| Cavity wall insulation  | Yes |     |  |
|   |     |     |  |
| <b>Aids and adaptations (fitted by Croydon as an adaptation)</b>  |     |     |  |
| Shower seats  | Yes |     |  |
| Handrails   | Yes |     |  |
| Ramps and adapted walkways  | Yes |     |  |
| Pull cord systems   | Yes |     |  |
| Shower pumps  | Yes |     |  |
| Flooring to level access shower   | Yes |     |  |
| Key safes   |     | Yes |  |
|   |     |     |  |
| <b>Intruder house alarms</b>  |     |     |  |
| Already installed by Croydon at start of the tenancy (Croydon will silence the alarm if disturbing residents at unsocial hours) |     | Yes |  |
| Installed by Croydon during the tenancy (the Council will silence /repair the alarm but not replace)                            | Yes |     |  |