

HARLOW COUNCIL REPAIRS PRIORITIES, SCOPE OF REPAIRS & TIMESCALES

How do I report a repair?

You can report a repair by:

- telephoning the Repairs Centre on 01279 446666 (Monday to Friday 8:00am to 4:00pm)
- you can also use this number to report repairs on a 24 hour basis,
- email repairs@htsgroupltd.co.uk.

When you report a repair, you will be asked for:

- your name, address and phone number,
- what and where the repair is,
- when you are available to give access to the property,
- any special requirements you have.

You will be given:

- a repair reference number (planned works),
- a date and time for HTS (Property & Environment) Ltd to visit your home.

Appointments may be made for Monday to Friday between:

8.00 am to 12.00 am
12.00 pm to 4.00 pm

Some repairs will be carried out under planned works. You will be contacted at a later date to let you know when the works will be carried out.

If you can no longer make an appointment, you need to let HTS (Property & Environment) Ltd know as soon as possible by calling the Repairs Centre.

If HTS (Property & Environment) Ltd are due to be late for your appointment, due to other jobs overrunning, they will let you know in advance.

If HTS (Property & Environment) Ltd can no longer make an appointment, they will let you know at least one day in advance and will arrange a new appointment to carry out the repair.

If HTS (Property & Environment) Ltd miss the appointment completely and have not given you sufficient notice (and after investigation your claim is proven) they will pay you £10 for the missed appointment.

June 2020	Policy Name: Appendix A Repairs & Tenants Responsibilities
Page 1 of 10	Final – June 2020

Repairs Priorities

1. The tables below outline the scope of repairs undertaken by the Council within a tenanted property and the timescales for the work to be undertaken. The list is not definitive, and can be used to provide a general indication only. All works not identified will be considered as tenants responsibilities.

2.

Priority	Target Time
1. Emergency	Within 24 hrs.
2. Urgent	5 working days
3. Standard	20 working days
4. Planned	Within 9 months

3. The Council will use its discretion to undertake works where a tenant or leaseholder is considered vulnerable e.g. elderly, disabled etc. and an enhanced repairs service will apply that incorporates differing scope and tenants responsibilities (refer below) with shortened timescales (also refer to the Vulnerable Persons Repair Policy).

4. The current tenants shall be responsible for any fixtures or fittings they have installed themselves or by previous tenants, such as a new bathroom suite. Please note any such installation must have the appropriate Housing approvals. The only exception is where the item is a danger or in breach of health and safety, in which case the Council may remove the item and **re-charge the tenant accordingly**, exceptions will be processed via Housing Services to ensure that costs and recharges are initiated and monitored.

5. There will be circumstances where the Council has provided additional facilities, such as for people with disabilities, etc., these services will be maintained and repaired by the Council, or removed if no longer applicable/required.

6. Before vacating a property, tenants will be expected to ensure all items they are responsible for are in good order.

7. All damage and repairs caused by the tenant will be the responsibility of the tenant. If the Council has to carry out these repairs, the tenant will be re-charged.

8. Damage caused by “others” must be reported to the police, and a crime number obtained.

June 2020	Policy Name: Appendix A Repairs – Tenants Responsibilities
Page 2 of 10	Final – June 2020

VULNERABLE PERSONS - REPAIR PRIORITIES

Where a tenant or leaseholder is considered vulnerable (refer to the Vulnerable Persons Repair Policy) they may receive an enhanced repairs service where it is aimed to complete a repair on the first appointment within the following timescales:-

Vulnerable Repair Priority	Target Time
1 Emergency	Attend within 2 hours - rectify/make safe within 24 hours
2 Urgent	3 working days
3 Standard	15 working days
4 Planned	Within 9 months

There will be scope to enhance the priority time further if the repair is required more quickly due to the condition of vulnerability e.g. where the Standard response may exacerbate health problems or work is required to essential aids and adaptations to allow access to a tenant's home or essential fittings.

All heating and hot water repairs (gas, electric etc.) normally prioritised as urgent are incorporated under the emergency code and completed throughout the year e.g. also during warmer seasons. Repairs will include failed immersion heaters where they are the sole source of water heating and reprogramming of controls where necessary.

The following list identifies the type of general repairs that are the responsibility of Harlow Council or the Tenant, the priority for action and any exceptions or principles to be applied:

In support of repair responsibilities the council has a vulnerable person's process to help those most in need.

TA (Temporary Accommodation)

As the councils temporary accommodation can be based on one person or more living in a single room the repaired priorities should reflect this. It will not always be reasonable to follow the agreed listed priorities below.

HTS (Property & Environment) Ltd should adopt a flexible approach with consideration to individual circumstance and the impact of any proposed repair priority. An example would be waiting for up to 21 days to repair an electrical fault when the tenant/family lives in a single room.

Harlow Council Recharge Policy

Your tenancy agreements states:

You must pay any reasonable costs incurred by the Council as a consequence of your breach, or failure to perform, any part of this agreement. Those things for which the Council may recharge include:

The costs of carrying out repairs to the property due to damage for which you are responsible, your failure to maintain the property appropriately, or your neglect, or misuse;

June 2020	Policy Name: Appendix A Repairs – Tenants Responsibilities
Page 3 of 10	Final – June 2020

- The costs of rectifying any work to the property which you have carried out without the necessary written permission of the Council;
- changing locks and securing the premises if required due to your abandonment or neglect;
- Any other reasonable costs which the Council incur due to your breach of this agreement.

Repairs scope and priorities

Scope of Repair	Priority	Comment / Exceptions
Carpentry Repair, renew, re-fix balustrade, handrails and/or missing spindles	Urgent Right to repair	Right to repair – less than 3 days (H&S risk).
Carpentry Rotten timber flooring or staircase	Urgent Right to repair	Right to repair – less than 3 days (H&S risk).
Carpentry Internal woodwork	Standard	HDC will only repair woodwork where defects caused by damp or structural movement, otherwise tenants responsibility.
Communal Fire door closers	Urgent	Fire H&S risk
Communal Broken communal glazing	Urgent	Make safe - Emergency boarding up only.
Communal Replace broken communal glazing	Standard	Glass replacement only.
Communal Stair nosing's	Urgent	Make safe – If missing or badly damaged (H&S risk).
Communal Stair nosing's	Planned	Replacement – Missing or badly damaged (Not H&S issue).
Communal Graffiti removal	Emergency	Paint out - Only where obscene.
Communal Estate Paving	Emergency	Make safe, where significant trip hazard (H&S risk).
Communal Estate Paving	Planned	Completed under planned schemes after making safe any H&S risks
Communal External window sills – Brick, tiled, concrete etc.	Emergency	Make safe – If sill damaged and at risk of falling at height and/or over access areas (H&S risk).
Communal External window sills – Brick, tiled, concrete etc.	Planned	Where no H&S risk or following making safe.
Communal External storage/refuse doors	Standard	
Communal Internal storage/refuse doors	Urgent	Secure where significant fire safety hazard (H&S risk).
Communal Meter cupboard doors	Urgent	
Communal Intake cupboard doors	Urgent	
Communal Partial loss of power/lighting	Urgent	Including replacement of light fittings, bulbs and fittings.
Communal Roof access doors	Standard	Unless H& S issue and then Emergency
Communal Washing lines and posts	Standard	Communal areas and replacement if individual lines undertaken for vulnerable tenants.
Communal Dumped rubbish removal	Urgent	Due to fire safety hazard (H&S risk).

Scope of Repair	Priority	Comment / Exceptions
Communal Responsive repairs to water systems	Standard	Unless H&S then Emergency
Communal Door entry systems	Urgent	
Communal Dry Risers	Planned	Unless H & S then Urgent
Damp Penetrating, rising and condensation	Standard	Information leaflet – Arrange Housing Inspection to Identify cause if required – minor works only
Decorations/Internal and External Following repair works	Standard	Follow on from repairs or leak only and only to affected area.
Disabled Adaptations Minor works	Standard	Hand rails, ramps etc. (<£500) on Occupational Therapist referral only – referred to Housing.
Door Canopies	Emergency	Repairs or removal of hazardous canopies (H&S risk) .
Doors External frame and threshold repairs	Standard	Door replacements completed under planned works.
Doors External door locks	Standard	Only if deemed vulnerable tenant or external door or lock is insecure and emergency under Right to Repair.
Doors External only - draught excluding	Standard	Vulnerable tenants only
Doors Evictions	Urgent	Force entry - make safe including lock change.
Drainage Clear drain blockage of foul/soil pipe or gulley	Emergency	Blocked communal or shared waste pipes, soil vent pipes, gulley's or toilets Recharge if inappropriate disposal has caused blockage e.g. flushed nappies. Blockages to non-shared pipes/gulley's, and wastes are tenant responsibility and are rechargeable to tenants.
Drainage Internal and external foul drainage pipes	Urgent	Repairs to leaking foul waste pipes, soil vent pipe and gulley's serving sink and bathrooms within property (Not blockages).
Drainage For washing machines	Standard	All plumbing and wastes associated with a washing machine up to the point of connection to the machine
Drainage CCTV survey	Standard	As required
Electrical Full loss of power/lighting	Emergency	(H&S risk) .
Electrical Partial loss of power/lighting	Urgent	
Electrical Unsafe power or lighting	Emergency	Includes replacement consumer unit if necessary (H&S risk) .
Electrical Replacement power/lighting fittings	Standard	If not an H&S issue.
Electrical Storage heater repairs	Emergency	If only source of heating between 1 Nov and 31 April or all year if deemed vulnerable tenant.
Electrical Storage heater repairs	Urgent	If only source of heating between 1 May and 31 October.
Electrical Storage heater renewals	Planned	
Electrical Extract fan repairs/replacements	Standard	Only where installed by HDC.

Scope of Repair	Priority	Comment / Exceptions
Electrical Provision of new extract fan	Planned	Only if deemed to be required to assist condensation issue.
Electrical Renewal of mains wired smoke alarm	Urgent	Only where installed by HDC.
Electrical Replace consumer unit	Planned	Refer to re-wires under planned works.
Electrical Replace communal lamps and bulbs	Urgent	(H&S risk).
Electrical Renewal of electric showers	Urgent	Only where installed by HDC and only source of cleansing (Wet room).
Electrical Renewal of over bath electric showers	Standard	Only where installed by HDC.
External Wall repair	Planned	Brickwork and render/pebbledash repairs - only where defect causing water penetration.
External Minor structural repairs	Planned	H & S Make safe
Fencing Repairs to boundary fencing, gates, hinges and catches	Planned	Garden division fencing will not be repaired/replaced unless agreed by HDC
Floor Finishes Asbestos vinyl tiles	Urgent	Damaged floor tiles with asbestos content removed. Replacement tenant responsibility.
Floor Finishes Bathroom and Kitchen	Planned	Tenant responsibility for repair – HDC only provide as part of Kitchen/Bathroom replacement or Asbestos
Floor Structure Replace floor structure and screeds	Planned	Concrete - Repairs to floor structure and screed - H& S issues will be treated as urgent where there is a significant trip hazard.
Floor Structure (Timber) Rotten timber flooring or staircase	Urgent	Right to repair – less than 3 days (H&S risk).
Garages Door repair and lock replacement	Urgent	Any other work / replacement under planned works.
Garages Roof repair	Standard	Minimal repair to prevent water ingress. Any other work / replacement under planned works.
Garages Rubbish removal	Standard	Only removed under void process.
Gas Supply Total or partial loss	Emergency Right to repair	
Heating and Hot Water Total loss of heat or hot water	Emergency Right to repair	If only source of heating between 1 Nov and 31 April Includes failed immersion heaters where sole source of water heating.
Heating and Hot Water Loss of heat or hot water	Urgent Right to repair	If only source of heating between 1 st May and 31 October. Includes failed immersion heaters where sole source of water heating. Right to repair – less than 3 days.
Heating and Hot Water Appliance Replacement	Capital FP	Includes appliance renewal only where beyond economic repair. Excludes new systems where none currently fitted.
Heating and Hot Water Blocked flue or ventilation grille	Emergency Right to repair	Where H&S risk due to gas combustion and carbon monoxide.
Heating and Hot Water Leak from water or heating pipe	Emergency Right to repair	Right to repair – Emergency.
Heating and Hot Water Radiator renewals	Standard	Individual radiator leaks only.

Scope of Repair	Priority	Comment / Exceptions
Heating and Hot Water Reprogramming of controls	Urgent	Only if deemed vulnerable tenant or issue found in a void property.
Heating and Hot Water Heating pipe work renewals	Standard	Partial replacement only. Full replacements on planned programme.
Heating and Hot Water Gas Carcasses	Standard	Internal gas pipe work up to meter
Heating and Hot Water Replace hot water jackets	Planned	Completed within gas servicing programme.
Internal Wall Tiling 2 course splash-backs (bathrooms) 3 course splash-backs (kitchens) Silicone sealant	Standard	Tenant responsibility for repair – HDC only provides splash-backs when sanitary fittings or full kitchen replaced Mastic joint failure HDC responsibility.
Internal Walls & Ceilings Plaster	Planned	Blown damaged plaster (> 300mm ² area) or plaster board etc. - assessed for genuine wear & tear or damp – otherwise tenant responsibility/recharge.
Internal Walls & Ceilings Textured finishes	Urgent	HDC only remove damaged textured coatings with asbestos content – No replacement provided.
Internal Walls & Ceilings Textured finishes	Planned	Where plastering is required and not considered as a H&S issue.
Kitchen Kitchen unit – Doors, drawers, hinges etc.	Standard	Minimal holding repairs only. Significant works through planned programme.
Kitchen Wall unit – Doors, hinges, handles etc.	Standard	Minimal holding repairs only. Significant works through planned programme.
Kitchen Wall unit – Health & Safety	Urgent	Units hanging off walls etc.
Paths and Paving Front access	Emergency	Make safe where significant trip hazard (H&S risk) .
Paths and Paving Patch repairs to front access	Urgent	Replacement – Only completed under planned works if not H&S issue
Plumbing Replacement WC Pull chains and seats	Urgent	Only undertaken for vulnerable tenants.
Plumbing Total loss of water	Emergency Right to repair	
Plumbing Partial loss of water	Urgent Right to repair	Right to repair – less than 3 days.
Plumbing Renewal of electric shower	Urgent	Only where installed by HDC and only source of cleansing (Wet room).
Plumbing Renewal of over bath electric shower	Standard	Only where installed by HDC.
Plumbing Replacement shower tray	Urgent	Only where installed by HDC and only source of cleansing (No bath).
Plumbing Replacement shower tray	Standard	Only where installed by HDC and bath available.
Plumbing Water pipes, stop cock, isolation valve etc.	Emergency Right to repair –	Leaking plumbing only. Right to repair – Emergency.
Plumbing Renewal of tap washers	Standard	
Plumbing Stop cock, isolation valve etc.	Standard	Only if fitting jammed and not leaking.
Plumbing Taps	Urgent Right to repair	Only if fitting jammed and not leaking. Right to repair – less than 3 days.
Plumbing Renewal of main storage tanks	Emergency	Only where H&S issue or causing damage/damp to building. Other works

Scope of Repair	Priority	Comment / Exceptions
		through planned programme.
Plumbing Renewal of ball valve	Emergency/Urgent	Emergency where vulnerable tenant if only WC otherwise urgent.
Plumbing Water pipe renewals	Planned	Full replacements on planned programme where no leaks.
Plumbing (Bath repair) Chipped enamel repairs etc.	Standard	
Plumbing (Bath replacement) Replacement where unusable	Urgent	Only urgent where only source of washing. Bath to be assessed for genuine wear & tear – otherwise tenant responsibility/recharge.
Plumbing (Bath, WHB & Pedestal and WC & Cistern replacement) Serviceable but replacement required due to wear and tear	Planned	Planned replacement where other suitable sources of washing/sanitary fittings are available and no H&S risks.
Plumbing (Cistern repair) Re-fixing or leaking etc.	Emergency Right to repair	Right to repair – Emergency.
Plumbing (Cistern) Re-fixing or replacement where unusable	Urgent	Cistern to be assessed for genuine wear & tear – otherwise tenant responsibility/recharge.
Plumbing (WC Pan) Re-fixing or replacement where unusable	Urgent	WC to be assessed for genuine wear & tear – otherwise tenant responsibility/recharge.
Plumbing (WHB & Pedestal) Re-fixing or replacement where unusable	Standard	WHB and/or pedestal to be assessed for genuine wear & tear – otherwise tenant responsibility/recharge.
Roofing Property not watertight	Urgent Right to repair	Temporary works may be required with full replacements on planned programme. Right to repair.
Roofing Repairs to flashings / soakers	Standard	Any other works completed on planned programme.
Roofing Gutter repair or renewal	Urgent	Only where H&S issue e.g. Unsafe or causing damage/damp to building – otherwise planned programme.
Roofing Down pipe repair or renewal	Urgent	Only where H&S issue e.g. Unsafe or causing damage/damp to building. Other works through planned programme.
Roofing Repairs to chimney stacks	Urgent	Only where H&S issue e.g. Unsafe or causing damp to building – otherwise planned programme.
Roofing Repairs to fascia's and soffits	Urgent	Only where H&S issue e.g. Unsafe or causing damp to building – otherwise planned programme.
Security Void Properties only	As per voids scope of works	
Shed Clearance	Standard	The shed will be cleared on request by Harlow council
Trees On HRA owned land including tenants gardens	Standard	Only where creating damage to structures, boundaries or neighbours. All other tree surgery is subject to Agresso orders.
Window Glazing	Emergency	Accidental and malicious damage - Only with a crime reference number.
Windows Renewals	Planned	Planned programme only.
Windows Tilt and turn security fixings	Urgent	If security risk – repair and make safe.
Windows	Planned / Urgent	If vent required for gas safety, replacement

Scope of Repair	Priority	Comment / Exceptions
Replacement of air vents		priority urgent.
Windows Re-hanging casements / hinge renewal	Standard	
Windows Renewal of gaskets	Planned / Standard	Misted double glazed units. Standard priority if windows not water tight.
Windows Replacement or repair window locks	Urgent Right to repair	The council to fit and maintain all window locks and restrictors.
Windows Replacement sash cords	Standard	
Washing lines Individual, rotary and posts	Standard	House/bungalow (tenant's responsibility for the washing line) Communal rotary washing line, Council to replace rotary line or just washing line. Council to replace all posts.
Smoke Alarms <i>Replace or renew</i>	Urgent	To fit a new battery operated smoke alarm if a property does not have one fitted. To fit a hardwire smoke alarm if the property is a void or is being upgraded (capital works)

Right to repair

You can use the right to repair scheme to get small repair jobs fixed quickly. If the council fail to carry out repair works within a timely manner you may have the right to claim.

Right of Repair.

If you consider that you are eligible to claim this you must contact HTS (Property & Environment) Ltd in the first instance and tell them why you think you may be eligible. The repair must cost less than £250 to carry out.

Description of right to repair defect	Target in working days
Total loss of electrical power	1
Partial loss of electric power	3
Unsafe power lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total or partial loss of space or water heating between 31 October and 1 May	1
Total or partial loss of space or water heating between 30 April and 1 November	3
Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan	1
Toilet not flushing (where there is no other working toilet in the dwelling-house)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3

June 2020	Policy Name: Appendix A Repairs – Tenants Responsibilities
Page 9 of 10	Final – June 2020

Description of right to repair defect	Target in working days
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached bannister or hand rail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working	7

Complaints

If you report that you are not happy with the service you have received, it will be investigated and you will be provided with a written reply to your concerns within 10 days. In the first instance you are requested to raise your concerns to the HTS Repairs Centre. If you consider that the matter has not been resolved to your satisfaction, the Council's complaint procedure should be used.