



Title:	Responsive Repairs Policy
Person responsible:	Head of Property Services
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Document management		
Version	Date amended	Amendments
1	July 2021	Comments as BSG.
2	September 2025	The policy format was updated, regulations revised, and right to repair along with the Handy Person Scheme and Eviid Video reference removed. Recharge information was added, P2 priority is now 7 days, definitions and appointments improved, and legal action may be taken for continued lack of access for damp and mould repairs. The equality and diversity section now includes gender and sex.

1. Purpose and Scope

1.1 Policy Statement

1.1.2 We are committed to providing an excellent repairs and maintenance service to ensure the satisfaction of our residents, fulfil our statutory obligations, protect the value of our housing stock, and offer Value for Money.

1.1.3 We want our residents to be happy in their homes and with the services we provide. We offer a range of services, one of the most important being our day-to-day repairs service. A reliable repairs service keeps our residents safe, secure, and warm as well as protecting their home for future generations.

1.1.4 We want to work with our residents so we're confident we can provide simple, efficient, and transparent services.

1.1.5 This policy is intended to provide clarity in relation to our responsibility as a landlord in undertaking responsive repairs on our housing stock and other managed properties.

1.2 Scope

1.2.1 This Policy applies to all properties owned and managed by us including general needs, independent, and supported living. We also have an obligation to undertake repairs and maintenance works within our Shared Ownership and Leaseholder properties which are subject to the repair's agreements in place. These may vary between properties.

1.2.2 Some of our shared ownership homes and other non-domestic sites have specific leases, licenses, and/or management contracts. This means the specific requirements and response times of responsive repairs may vary but the overall scope of our approach still applies. Similarly, new homes less than 12 months old (i.e. during the Defects Liability Period) may have slightly different contractual arrangements affecting repair response times.

1.2.3 The service is delivered using a combination of operatives employed directly by SLH and our third-party contractors.

1.3 Aims

1.3.1 The aim of this policy is:

- To ensure all residents live in a safe, secure, watertight, and warm environment
- To manage the repairs and maintenance service to the homes of our residents in an effective and efficient manner
- To comply with all relevant Government legislation and requirements.
- To comply with the tenancy agreement
- To comply with the regulators and other authorities' requirements
- To ensure that residents are aware of our and their own obligations in respect of repairs and maintenance of their homes and uphold that obligation

1.4 **Objectives of the responsive repairs service**

1.4.1 The vision for the responsive repairs services along with its objectives are:

“The right repair, done at the right time, first time, and a service that we and our residents can be proud of and trust”

1.4.2 We seek to have a day-to-day repairs delivery service that adheres to the following principles/objectives to support the vision above:

- That the association and its residents understand the maintenance liabilities and responsibilities as under the tenancy agreement, under the legislation, and held within good practice.
- Has a repair service that delivers the right repair, at the right time, first time, and within the agreed appropriate period.
- Has a repairs service that delivers value for money with its own in-house delivery team and other specialists, external contractors and sub-contractors when used.
- Has a repair service that it can be proud of, is trusted, is resident focussed, and delivers good resident satisfaction.
- The target is to repair and not replace, (unless there is a VFM argument for total replacement for when a component comes to the end of its life).
- We seek to continuously monitor and improve the responsive repairs service, through consulting/engaging with our residents and learning from feedback/mistakes.

2. **Regulatory and Legislative Requirements**

2.1 **Contractual and Legislative references**

2.1.1 We will repair and maintain homes in line with best practice and legislation. This includes (but is not limited to) the following:

- Tenancy Agreement
- Housing Acts 1985, 1988, 1996, 1998, 2004
- Landlord and Tenant Act 1985
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Defective Premises Act 1972
- Building Regulations
- Environmental Protection Act 1990
- Leasehold Reform, Housing and Urban Development Act 1993
- Equality Act 2010
- Care Act 2014
- Modern Slavery Act 2015
- Housing Health and Safety Rating System (HHSRS) Regulations 2005
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing Regulation Act 2023, inc Consumer Standards
- Construction (Design and Management) Regulations 2015
- Housing Act 1985 – Section 96: Right to Repair
- Fire Safety Act 2021

- Building Safety Act 2022
- Gas Safety (Installation and Use) Regulations 1998
- Control of Asbestos Regulations 2012
- Legionella Control and Water Hygiene Regulations
- RSH Safety & Quality Standard
- SLH Home Standard
- Awaab's Law
- Consumer Standards

2.1.2 In addition, please refer to our Repairs and Maintenance Handbook which is available on our website.

2.2 **Regulatory references with respect to responsive repairs**

2.2.1 The Regulator of Social Housing Safety and Quality Standard clearly defines the requirements for all registered providers in terms of repairs and maintenance:

“Repairs, maintenance and planned improvements”

“Registered providers must provide an effective, efficient, and timely repairs, maintenance, and planned improvements service for the homes and communal areas for which they are responsible”.

- *Registered providers must enable repairs and maintenance issues to be reported easily.*
- *Registered providers must set timescales for the completion of repairs, maintenance, and planned improvements, clearly communicate them to tenants, and take appropriate steps to deliver to them.*
- *Registered providers must keep tenants informed about repairs, maintenance, and planned improvements to their homes with clear and timely communication.*
- *Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.*
- *Registered providers must ensure that the delivery of repairs, maintenance, and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money*

2.2.2 ***“Health and safety”***

“When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas”.

3. **Definitions**

3.1 **What is a ‘Responsive Repair’ for the purposes of this policy/ standard?**

3.1.1 A ‘Responsive Repair’ is day-to-day maintenance work carried out in response to a request from a resident or alternatively, noticed by us. It is sometimes called a ‘reactive repair’.

3.1.2 A Responsive Repair addresses works to maintain our residents' homes or a component in it, until the next cycle of planned programmes. It is often required on an "ad-hoc" basis and can occur through weather, wear and tear, and breaking down. So, for example, a repair to a kitchen drawer would be classed as (responsive) rather than the replacement of a whole kitchen, classed as (major investment).

3.1.3 The timescales for a responsive repair under this definition is shown in section 5.3 of this policy.

4. Responsibilities

4.1 Our responsibilities as a Landlord

4.1.1 In relation to our residents' homes, our repair responsibilities as a landlord at an overall level are outlined in - see Appendix 1. Section B. Also see the Repairs and Maintenance Handbook.

4.2 Responsibilities of our Residents

4.2.1 Within the tenancy agreement, residents are responsible for certain repairs and maintenance as outlined in Appendix 1 Section A and detailed in the repair handbook.

4.2.2 We may recover costs from our residents to pay for repairs they are responsible for, or arising from:

- Deliberate, negligent, or careless acts by our residents, a member of their household, pets, or any visitors to their home.
- Failure to report a repair as soon as possible, which then goes on to cause further damage.
- Failure to uphold the terms and conditions of the residents tenancy agreement
- Any improvements residents have made to their home without our permission, or which are poor quality or non-compliant which then result in us having to attend for repair purposes.
- To be at the property for the agreed appointment time for repairs and other property works
- Misuse of repairs service especially in respect to misguiding us on emergency repairs when it is not and could wait for an appointment.

We will assess each case individually depending on the circumstances.

4.3 Training

4.3.1 All colleagues involved in the delivery of this policy will receive adequate training and be clear about their responsibilities as outlined in this, the Repairs and Maintenance Business rules /Procedure document and other relevant policies/procedures applicable to their role or function in carrying out repairs

4.4 Linked documents

4.4.1 The documents below are to be read in conjunction with this policy:

- Repairs and Maintenance Handbook
- Recharge Policy
- Management of Asbestos policy

- Complaints Policy
- Adaptations Policy
- Gas Safety Policy
- Tenancy Management policy
- Fire Safety Management
- Tree Policy
- Repairs delivery business rules/procedures
- Supporting Customers Policy
- SLH Home Standard
- Customer Service Standards
- Damp & Mould Policy
- Disrepair Policy
- Complaints Policy
- Compensation Policy
- Unacceptable Behaviour Policy

5. **Our Approach**

5.1 **How do our residents report a repair?**

5.1.1 Our residents can report a repair by:

- Using My Account (preferred)
- Phone or text
- Email
- Letter
- Telling us when we visit their home or estate.
- Self-serve through our website

5.1.2 We will encourage all our residents to send in photographs and use our digital repair reporting option first when it is a standard repair however, if the repair cannot be reported in this method, then the resident will have the choice to leave a request for a call back or be transferred to our resident service team. A call back request will be answered within 2 working days.

5.1.3 All emergency repairs will be redirected to our CST or Out of Hours team if the query is initially commenced through our digital portal.

5.2 **Our Repair Standards**

5.2.1 Our daytime hours for reporting via the CST are 8.45 to 17.00. Our digital methods of reporting repairs will be 24/7 either through our out-of-hours service provider or through our on-line service.

5.2.2 **During the day we offer an appointment-based service for carrying out the repairs as follows:**

Monday to Friday:

- All-day appointment from 08.00 to 17.00
- Morning appointment from 08.00 to 13.00
- Afternoon appointment from 12.00 to 17.00 (to 18.00 on a Thursday)
- School run appointment from 09.30 to 15.00

5.2.3 Other appointments are by mutual agreement such as evenings and Saturday mornings. These appointments are to be agreed with the repair colleagues first and reconfirmed with the resident.

5.2.4 **Out of normal hours are from 17.00 to 8.45, all day Saturday, Sundays, and Bank holidays.**

5.2.5 We also have an Out of Hours service from 17.00 to 08.45 (weekdays); all day for weekends and bank holidays, where residents can phone for emergencies. The Out of Hours service will either (depending on the type and severity of the repair reported): -

- Advise us that we need to attend the following day (if a weekday) as an emergency to make it safe. The OOH service in this instance will advise the resident as to any mitigating action they need to take to prevent further damage to the property or themselves such as turning off stop cocks, and electrics. If our OOH resident service cannot carry out the above, they will request one of our standby operatives call the resident to assist the resident turn off the utilities and make safe until a next day appointment can be arranged. They may choose to use video technology to assist them with this which will be through sending a link to the resident that will activate their video on their phone. Alternatively, they may refer residents to our "How to videos" where appropriate and relevant.
- If the above cannot be carried out, then an operative will attend the property and make safe the emergency.
- For all other repair requests (i.e. non-emergency) our out-of-hours call centre will request that the resident log this through our portal or leave a query for a call back in normal working hours. If exceptionally, this cannot be carried out by the resident then the OOH service will take the details of the repair and resident details and report it back to us to be booked in as a routine appointment. The CST will ring the resident the following working day to agree an appointment.

5.2.6 Where residents have vulnerabilities and disabilities, these will be considered by our OOH service provider as to whether the repair is an emergency or not and whether it should be attended to overnight.

5.2.7 Emergencies are only to make safe. If remedial work can be completed within 30 minutes, we will carry these out at the same time. For any larger remedial works required, we will complete these within our normal time scales depending on the severity of the repair.

5.2.8 Following an Emergency repair - SLH will contact tenants or leaseholders the next working day to make appointments for any follow-up repairs required. Where SLH attend out-of-hours repairs that are not found to be an emergency or where it is proved to be caused by the tenant or leaseholder is a matter that is the tenant's responsibility, SLH reserves the right to recharge the resident.

5.3 **Our "promise" to our residents as to when we will complete repairs**

5.3.1 The priority for us completing a response repair is as follows:

- Priority 1 – Emergency
- Priority 2 – Urgent
- Priority 3 – Routine
- Priority 4 – Planned

Details are as follows:

P1 Emergency

When	Attend within 24hrs
Definition	A repair that requires making safe/ repairing where there is an immediate risk to life / or a danger/ risk to the property.
Examples (list not exhaustive)	Serve leaks which can't be contained, major electrical failure (not a power cut), exposed live electrical wires.
Appointment offered	No – residents are requested to stay in until we visit.

P2 – Urgent

When	Complete within 7 days
Definition	Urgent repairs that require a faster response than P3 and urgent follow-up work from emergencies.
Examples (list not exhaustive)	Partial loss of power, light or water supply. Trip hazards, urgent roof repairs, precariously hanging tiles or slates.
Appointment offered	Yes - an appointment will be offered

P3 Routine

When	Complete within 28 days
Definition	A repair that does not pose an immediate risk to a person or the property and can be carried out by appointment
Examples (list not exhaustive)	Leaking radiator, dripping tap, kitchen drawer has become loose, extractor fan not working, window handle loose.
Appointment offered	Yes – an appointment will be offered.

P4 Planned (requires planning/ materials etc)

When	Complete within 90 days
Definition	A repair that usually takes a day or longer and often involves more than one trade, specialist contractor, ordering of materials, plant hire/ equipment and scaffold.
Examples (list not exhaustive)	Roofing works/ large plastering jobs and rebuilding garden walls.
Appointment offered	Yes – an appointment will be offered at the time or the resident will be contacted with an appointment at a later date.

5.4 **How we deliver our repairs and communicate with our residents**

- 5.4.1 When our residents book a non-emergency repair, we will confirm the time and date of the appointment via email or text. The repair when booked will be confirmed by text back to the resident.
- 5.4.2 We will send a text reminder to the resident 7 days before the P3 and P4 repairs.
- 5.4.3 We will call the resident en-route to attending to the repair, no greater than one hour before attending.
- 5.4.4 If our operatives are unable to complete the repair on the first visit, they will explain this to the resident and will either rebook a follow-on visit through the system at the property and agree on the appropriate time with the resident, or call into our CST and rebook it, again in front of the resident. The follow-on repair will be completed within the original repair target date. The follow-on appointment again will be confirmed back to the resident by text.
- 5.4.5 When completed, we (or the contractor) may ask our residents to comment on the quality of the repair, rating your overall satisfaction with it. This information helps us to continuously improve our services.
- 5.4.6 Most of our repairs will be delivered by our own in-house team of repair colleagues however there will be some instances where we deliver specialist repairs via a third-party contractor. In this instance, we will ask third-party sub-contractors to attend a resident's house. Examples of this are:
- Drain clearances
 - Decontamination, house clearance and deep clean work
 - Emergency and routine repairs for gas boilers and hot water
 - Other gas repairs
 - Fire alarm repairs
 - Lift/ chair lift repairs
- 5.4.7 We will expect our third-party sub-contractors to give the same service as our own in-house repair colleagues and sign upto a contractor Code of Conduct.

5.4 **Time scales and different types of repairs**

5.4.1 We aim to complete all repairs in one visit and want it to take as little time as possible. For this reason, we measure the amount of time it takes from the day a resident reports a repair through to its completion date for the works, even if it involves more than one trade. We call this measure 'End to End times. All works should be completed within the original target time and if this is not possible, we will explain the reasons to our resident fully. Examples: glass replacement or non-standard fittings which have to be ordered can some time have an ordering period greater than our standard target repair completion times.

5.5 **Non-standard repairs**

5.5.1 If non-standard items have been left in a property when it went through the 'voids process' as they were deemed to be in good condition, safe and could be reused by an incoming resident (we do this to reduce waste). If they later become faulty, we will then replace them with the standard materials that we use/ specify. We will not replace them like for like in these cases. We are unable to accept responsibility for matching to other styles within the property.

5.5.2 If a resident has replaced SLH standard materials/ fittings without consent and they later become faulty, again we will replace them with our standard materials/fittings or reserve the right to remove them without replacement if it is something we do not ordinarily provide. If the repair call out has been necessary because of the resident replacing items within the property using poor quality materials or poor installation methods, we reserve the right to recharge for the call out and any materials used to correct the repair.

5.5.3 This will cover non-standard items such as, but is not limited to:

- Non-standard light fittings
- Curtains/blinds
- Bathroom cabinets/ mirrors/ toilet roll holders etc
- Non-standard vinyl
- Garden shed
- Carpets
- Non-standard internal doors
- Integrated appliances
- Dado/picture rails/panelling
- Non-standard skirtings

5.6 **Diagnostic Inspections**

5.6.1 If we are unable to diagnose the repair reported by the resident through the various methods of communication or the repair is complex, requires measurement beforehand to order materials, we may need to carry out a pre-repair inspection.

5.6.2 To facilitate having repairs carried out quickly, we will where we can, send our own repair colleague, experienced in that said repair to inspect with a view of diagnosing, measuring or ordering the materials up front. The inspection will be counted as a

new job and will not be counted as part of the “end to end” target periods as stated above for any following jobs.

5.5.3

If a repair needs specialist advice, we will refer this to our inhouse surveyors or an external professional. We will require the inspection to be turned around within 10 working days and the diagnostic outcome (repair work needed) to be confirmed within another 3 working days. If repairs are to be raised from this inspection, then the target date for completion will be from the point of raising the inspection with the surveyor or external professional. It is likely in these cases that many repairs will be complex and fall within the “planned” priority 90 days target.

5.7 **Repairs following an act of crime**

5.7.1 Following illegal entry into an SLH dwelling we will: -

- carry out emergency make-safe repairs
- carry out all repairs because of the illegal entry that are our responsibility provided a crime number from the Police is provided
- increase the level of security in the dwelling in liaison with the Crime Prevention Officer through door and window locks etc.

5.7.2 Where illegal entry into a property results in damage etc. no repairs will be carried out that are outside of the landlord's obligations where the illegal entry was a direct result of the resident's criminal activities.

5.7.3 To reduce the opportunity for repeat victimisation we will support the action of Cumbria Police and provide additional security in those homes affected as necessary.

5.7.4 Where persistent unlawful damage occurs, we will liaise directly with the Police.

5.7.5 Other criminal damage acts to homes will require a crime reference number. If an element requiring repair is damaged through crime and a crime reference is not sought, we again reserve the right to recharge for that repair.

5.8 **Fairness and respect by our repair colleagues and third-party sub-contractors while at a resident's home**

5.8.1 We expect all our repair colleagues and third-party sub-contractors to treat our residents with respect, honesty, and integrity. We will not accept poor behaviour from either our own repair colleagues, third-party contractors or residents towards our repair colleagues while attending their house.

5.8.2 We expect that all efforts are carried out to protect the residents' homes and belongings when carrying out a repair. We expect our repairs colleagues to turn up on time and phone ahead. In addition, wearing ID badges, and uniforms and explaining to the resident at a minimum what is to happen to the repair. We expect our repair colleagues to “own” the repair and re-booking at the residents house if it cannot be completed on the day.

5.8.3

When attending a repair, we expect our repair colleagues to talk the resident through the repair and advise as to what happens next if required. In addition, we expect our repair colleagues to check stop cock positions and ensure it is fully working along with consumer unit positions. The positions will be advised to the resident for future reference in times of emergencies.

5.8.4

If a resident asks to book a further unreported repair while at the property, it is expected that the repair colleagues will undertake this while there and advise the resident of the time and date. We expect 3rd party contractors to follow the same principles.

5.8.5

It is expected that our repair colleagues help our residents with other enquiries in so far as they are able or be able to direct them to our website/ app or CST for further action.

5.8.6

For safeguarding purposes, we also expect our repair colleagues and third-party contractors to report back on issues noted at the property relating to safeguarding. These will be directed to our housing team who will then follow these up according to policy.

5.9 **Decoration after a repair**

5.9.1 Some repairs may affect the decoration of our residents' homes. We will not be automatically responsible for the redecoration of our residents' home after needing repair and to do some repairs, we highlight that we may damage wallpaper and other surfaces, especially if the residents have covered access panels, hatches, ducts or ducting with wallpaper, tiles, carpet, wood, laminate, or other décor/finishes. In these circumstances, we will tell the resident before we start work and will ask the resident to remove it and cancel/ rebook the repair.

5.9.10 In the event there is a large repair caused by an emergency that has damaged decoration we will consider decoration allowances or if we have not carried out a repair correctly, and that then leads to further damage.

If we accidentally damage another area not related to the repair the resident has called us about, they can apply for compensation. We will handle this in line with our Compensation Policy

5.10 **What happens if a resident misses their appointment?**

5.10.1 Our repairs service is based on an appointment of which the time and day is agreed with you at the time of reporting the problem. Our repairs operatives also call our residents on the way to the repair to ensure that the resident is in.

5.10.2 If you aren't at home when we attend the appointment, We will try to reach you by phone and text. This includes our Contractors and any Sub-Contractors they might be using.

5.10.3 We will try to reach you using alternative numbers on our records. We will only contact a third party if we have your permission to speak to someone other than yourself.

- 5.10.4 If we're unable to reach you, We will leave a card on the door or through the letter box asking you to contact us or the contractor to rebook the appointment. We will photograph the card and email it to you to confirm we have attended your property for the repair.
- 5.10.5 If we don't hear from you within 5 working days, we will cancel the repair. We will however attempt to contact the resident within this time. We will also reserve the right to recharge a resident if they consistently miss more than repair appointments within 6months and are not in when our operative calls which results in us having to rebook appointments or revisit the property.
- 5.10.6 If our resident has advised SLH, or SLH otherwise becomes aware of damp, mould or condensation issues at a property. SLH will make reasonable access attempts to complete the repairs. If access is repeatedly refused or denied by the resident in relation to these specific works, SLH may, on a case-by-case basis consider legal action to gain access - **This is to ensure that all Damp and Mould repairs are actioned in a timely manner to prevent exacerbation of medical conditions or further property deterioration.**

6. Monitor & Review

6.1 Quality Monitoring

- 6.1.1 We routinely inspect/test a selection of completed responsive repairs at random. This may be a home visit, a phone call or involve studying photos/ video taken. This makes sure all work is of a high quality and we're getting value for money for you from our in-house repair colleagues and contractors.
- 6.1.2 Staff and resident representatives meet regularly with our key contractors to discuss all performance issues. This includes "You said, we did" and other resident feedback mechanisms.
- 6.1.3 For third-party contractors we may choose to post-inspect up to 10% of the more complex or expensive repairs and with our own in-house colleagues, up to 3% of the same repairs.

7. Equality and Diversity

- 7.1 We recognise that there is a broad range of visible and non-visible differences that characterise our tenants. Some of these qualities include race, religion, culture, nationality, ethnic background, colour, disability, gender, sex, sexual orientation, age, literacy, and income level. By understanding and respecting this diversity we are able to set a policy which ensures that all residents are able to access services provided by us in an equitable manner.
- 7.1.1 We are committed to providing information and services equally and without discrimination so that they meet the needs of all sections of the community. These include our tenants, leaseholders and those living nearby or seeking access to or information on housing services in the South Lakeland area.

Appendix 1 – Repair Responsibilities

Section A

Resident Responsibilities on property (this list is not exhaustive and may include):

- Repairing damage caused by you, members of your household or visitors, including broken glass
- Replacing lost keys
- Replacing doorknobs, letter boxes etc if damaged by you (to SLH specification).
- Replacing broken toilet seats
- Unblocking sinks, baths, and toilets
- Replacing sink and bath plugs and chains
- Replacing electrical plugs and fuses
- Replace shower curtains
- Replace carpets, curtains and blinds left in when property was previously void
- Replacing light bulbs and fluorescent strips (except in shared areas like stairwells in blocks of flats)
- Filling minor cracks in plaster
- Repairing existing fences which are shared with neighbours
- Replacing shared fences with an appropriate alternative when they cannot be repaired
- Sweeping chimneys (unless under one of our chimneys sweeping regimes where a solid fuel fire is present)
- Testing smoke alarms in line with manufacturers' instructions, and replacing their batteries where needed
- Replacing clothes lines (unless they are shared)
- Repairing items, you have installed yourself
- Repairing your own electrical appliances
- Repairing TV aerials (unless they are shared and installed by us)
- Internal doors, handles, hinges, cupboard catches
- Fixtures or fittings provided by yourself, including additional security measures, alterations
- Maintaining your home in a good decorative order and not allowing it to fall into disrepair by deliberate damage or neglect
- Taking reasonable care of all specialist adaptation equipment.
- Attending to trees, hedges, plants, and bushes in the garden
- Ensuring that the grass is cut and paths etc are weed free

Contents Insurance

The resident is responsible for insuring the contents of your home and garden.

Section B

Our Responsibilities

We must keep the structure and outside of your home in a reasonable state of repair and in proper working order. This includes:

- Drains, gutters, outside pipes and the roof
- Outside walls, outside doors, windowsills, window catches, sash cords and window frames, including any painting and decorating needed outside
- Inside walls, floors, ceilings, doorframes, but not painting and decorating inside apart from the communal spaces inside a block
- Chimneys, chimney stacks and flues, but not including chimney sweeping
- Front paths, steps, or other access points we own
- Brick-built Garages and stores that are part of the property (but not sheds)
- Boundary walls and fences, but not those you share with neighbours.

We will also maintain any installations we have provided for supplying water, gas, or electricity, and for heating, hot water, and sanitation. This includes:

- Basins, sinks, baths, toilets, flushing systems and waste pipes, but not plugs, chains or toilet seats
- Electric wiring, including sockets and switches
- Central-heating systems, gas and water pipes, water heaters, showers and storage heaters, fireplaces and fires we have fitted.

We will take reasonable care to keep shared entrances, hallways, stairways, lifts, passageways, rubbish chutes and other shared areas which are our responsibility, in reasonable repair.

Buildings Insurance

We will insure the structure of your home (excluding any fixtures and fittings) and any shared areas, furniture, and laundry equipment we are responsible for.