

Thurrock Council

Housing repairs policy

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1. Housing repairs and investment

1.1. Resident focused service for effective asset management

Thurrock Council has an ambitious housing strategy that supports the council's vision.

Thurrock: an ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.

The housing department also delivers its services in line with the council's priorities, which are:

- **People** – a borough where people of all ages are proud to work and play, live and stay
- **Place** – a heritage-rich borough which is ambitious for its future
- **Prosperity** – a borough which enables everyone to achieve their aspirations.

As part of this strategy, the council takes a wide-ranging approach to meeting housing needs in the borough. These include:

- capital investment in housing stock, ensuring tenants and leaseholders have an improved standard of living – this may include new kitchens, bathrooms along with external building fabric repairs and refurbishment works including improved thermal efficiency measures
- efficient and effective asset management by delivering repairs and maintenance to ensure the long term value of council assets while providing an improved service for residents

Delivering this effective management of council housing assets ensures that resources are focused on housing assets, issues and residents where need is greatest.

It also delivers a service focusing on long term maintenance, extending the life of housing assets.

This repairs policy forms a key part of delivering effective asset management, setting out:

- **our responsibilities to you** – what service we deliver in maintaining properties
- **your responsibilities as a tenant or leaseholder** – how tenants have a shared responsibility in maintaining their homes
- **extra help for tenants** – where tenants have a disability or medical condition which means they can't carry out minor repairs, we provide extra support

The repairs policy should be read in conjunction with the following documents:

- appendix A – repairs responsibilities
- appendix B – standard tenancy agreement
- appendix C – right to repair information

1.2. Types of repairs and maintenance

In delivering effective asset management and maximising value in funding, Thurrock Council has a range of delivery streams for asset investment, repairs and maintenance:

- **responsive repairs** – the responsive repairs service addresses all emergency, urgent or routine repairs
- **batch repairs** – where there are a number of repairs to the same property component, these may be combined into a batch repairs programme that typically includes fencing, gutters and drainage repairs or replacement
- **communal areas** – the repairs service will also maintain communal areas to ensure these remain safe accessible areas – elements covered will include but are not limited to:
 - estate roads
 - shared gardens
 - car park areas
 - playgrounds
 - boundary walls and fences on the estate and general areas you use with others
 - community bin stores in a block or shared part of the estate, shared washing lines and posts
 - lifts and lighting to shared passages, landings, staircases and other shared indoor parts of the estate

2. Repairs responsibilities

2.1. Our responsibilities to you

Thurrock Council is required to maintain the structure and exterior of the property to a good standard of repair. The council will also keep any installation provided by us for space heating, water heating, water sanitation and the supply of water, gas and electricity in good repair and proper working order. This includes:

- cisterns, tanks, pipes, wires and drains in the property which also serve other properties, for example, soil stacks or rising mains
- gas and water pipes or electrical supply cables and wires into the block, up to but not including the meter or stopcock in your property
- outside and inside structural or party walls, but not the inside surfaces
- any entrance doors and frames which open onto the outside of the building and not a landing or corridor
- outside window frames and sills

- roofs, chimney flues and stacks, gutters, rainwater and soil pipes, sewers, drains channels and watercourses
- balconies, passages, landings, staircases and other shared parts of the estate
- communal television or radio aerials
- entry phone or door-entry system
- building foundations below ground

For more detail on repairs we undertake and completion times, please refer to section 3.1 and Appendix A.

In maintaining these elements of the Property, Thurrock Council go beyond the minimum statutory requirements. When required we offer additional levels of provision in repairs services for all residents, as well as extra help for those who need it – refer to section 2.5.

If we fail to carry out the repair within a reasonable timeframe, you may be entitled to have repairs that are our responsibility carried out by another contractor. We will provide information about this if you ask us.

The council has a responsibility to ensure that it meets the statutory requirements in relation to the Gas Safety (Installation & Use) Regulations 1998. We will comply with our statutory duty to check any gas fitting and the flues serving it in the Property at least once a year in order to minimise the risk of explosion or carbon monoxide poisoning. The council will:

- maintain gas appliances in good working order
- undertake an annual safety check by a Gas Safe registered engineer
- keep records of safety checks
- issue a certificate to the resident within 28 days of each annual check

2.2. Right to repair

This repairs policy strictly adheres to the 'right to repair' legislation, which ensures emergency and urgent repairs that may affect your health, safety or security are completed within a set time frame. This legislation also sets out your rights as a tenant in relation to repairs undertaken by us a landlord.

Refer to Appendices A and C for full details of applicable repairs and the right to repair process and legislation.

2.3. Your responsibilities as a tenant

Thurrock Council does not have any duty to carry out any repairs until such time as you tell us that they are required. You must notify us if any repairs are needed to the property or the communal areas which are our responsibility.

You must also allow us access to carry out the repair please refer to clause 3.8 in the Tenancy Agreement for further information.

When repairs are required, you are responsible for moving furniture and lifting carpets to allow repairs to be completed. If carpets have to be lifted to undertake a repair, neither the council nor its contracted partners can be held responsible for any damage.

In maintaining assets as effectively and efficiently as possible, the council must prioritise works for property repairs and residents most in need. At the same time, tenants are required to have shared responsibility in maintenance of the property. This means that tenants have a responsibility to treat the inside of the property and all internal fixtures and fittings, as well as communal areas, in a tenant-like manner.

In light of the above, you are required to keep the interior of the property in a good and clean condition and completing minor repairs around the home. Minor repairs you are expected to undertake but are not limited to include:

- replacing light bulbs, fluorescent tubes and fuses
- sanitary fittings such as toilet seats, plugs and chains for baths, basin and sinks
- clearing minor blockages to drains or waste pipes caused by you or members of your household
- decorate all internal parts of the property as often as is necessary to maintain a good decorative standard
- undertake minor repairs to the property including the fixtures and fittings within the kitchen and bathroom areas – this includes all bathroom fittings and tiling, kitchen cupboards, drawers, handles and worktops

You must also ensure that drains and waste pipes are not blocked by the disposal of unsuitable matter – for example, cooking oil, fat, nappies and sanitary items and to report to us promptly any problems with the drains and waste pipes.

More detail on repair responsibilities can be found in Appendix A.

As part of the shared responsibility for maintaining the property, tenants are also responsible for repairing damage caused to the property or our installations, fixtures and fittings or the communal areas by the tenant, their household or their visitors – refer to section 3 for rechargeable repairs.

You are responsible for the repair and maintenance of your own domestic equipment including supply from the connection point except where we have expressly agreed to take responsibility for repair and maintenance. This includes cookers, washing machines, fridges, freezers, doorbells and all other fittings and appliances supplied by you, this includes any leaks, electrical faults or malfunction of the equipment.

2.4. Permission to improve your property

Secure tenants have certain rights to make improvements in the property, with written consent from the council. As an example, this may include a new kitchen or bathroom but excludes external decoration, alterations and additions to the installations, fixtures and fittings in the Property. The council will not unreasonably withhold consent but will make it conditional upon the work being carried out to an appropriate standard.

At the end of a tenancy, authorised improvements may be left in place but unauthorised works to the property must be reinstated to its original state before the works took place. At the end of your

tenancy, you may have the right to be compensated for the costs of specified improvements you have carried out to the property.

In deciding whether to give consent for improvements, matters including the safety of the property for occupiers will form part of the considerations, along with any expenditure the council may have to incur and the impact on the value of the property. Failure to seek our consent or to comply with any conditions will be a breach of your obligations under this tenancy.

In addition, you will be required to reimburse us for any expenditure we incur in carrying out repairs to the property as a result of your failing to obtain our consent or failing to carry out the works in accordance with our conditions or other statutory requirements.

2.5. Extra help for vulnerable residents

Thurrock Council has an established protocol which considers the different needs of those residents that may be considered vulnerable. This includes those who:

- have a mental health problem or mental illness including dementia
- have a physical disability
- have a sensory impairment
- have a learning disability
- are old and frail
- are experiencing a temporary illness or terminal illness

In order to provide a housing repair and maintenance service that balances effective and efficient service provision with meeting needs of residents, Thurrock Council provides an additional level of service for those residents which fall into the above categories.

The additional level of service includes undertaking some repairs which may ordinarily be the responsibility of the tenant. The full list of responsibilities and additional offers is set out in Appendix A.

In providing this additional level of service, Thurrock Council is supporting the paramount principle of the Vulnerable People at Risk Protocol:

"The council and its partners have an overriding duty to safeguarding the health and wellbeing of vulnerable individuals living in Thurrock."

Thurrock Council has an established record of residents that are considered vulnerable under the above categories. The council also has an ongoing programme to update and understand resident housing needs. If you think one of these categories applies to you or someone you know, please contact your Tenancy Officer.

2.6. Tenant conduct

The Thurrock Council Tenancy Agreement, section 4, sets out the expected conduct of tenants, their household and visitors in the property or the locality.

Included within the agreement terms is the requirement that tenants, their household, lodgers, and visitors:

"Must not to do anything in the property or in the locality which causes or may cause a nuisance, annoyance or inconvenience to other persons residing, visiting, working or otherwise engaging in lawful activity in the locality, or to any of our tenants, agents, employees or contractors."

Including:

"Abusing, assaulting, threatening, harassing or obstructing our employees, contractors, agents, or Council members in person, by telephone, in writing or in any other way while they are carrying out their job, whether at the property or elsewhere (e.g. our offices)."

Where such behaviour occurs, the council may limit access to the repairs service, except in the case of some emergency works.

2.7. Variations to repairs policy – capital improvement works

Thurrock Council will undertake more significant improvement and repair works through capital works programmes. These capital programmes may include replacement of key components such as kitchens, bathrooms, boilers and external elements such as windows and doors. Capital works will also include refurbishment and major improvement to community areas within the estates of Thurrock.

Where such works are programmed for your property, repairs responsibilities and completion time might vary. This may mean repairs to your property will be restricted to emergency or make safe repairs only until capital improvements are completed.

2.8. When you may not receive a repair

Right to buy

When we receive your right to buy application we will only carry out emergency or urgent works to your property. These are limited to:

- repairing and maintaining the structure and exterior of the property
- the landlord's heating and hot water appliances
- pipes and wiring within the property

We will only place repair orders for repairs needed by law – refer to section 2.2. Repairs that are not required by law will not be completed. Generally repairs outstanding or underway at completion of the sale will be cancelled.

3. Rechargeable repairs

Tenants have a shared responsibility for the repair and maintenance of the property as set out in your tenancy agreement.

If you fail to adequately repair any damage caused to a Thurrock Council property that you, a member of your household, a visitor to the property or your pets cause and the council has to

carry out repairs, the assigned tenant must reimburse the council for any reasonable costs the council incurs in carrying out those repairs. This includes repairs to:

- the property
- the internal fixtures and fittings
- the installations or to the communal areas
- the cost of cleaning any blockage to drains or waste pipes

It is our policy to reclaim the cost of a repair, inclusive of VAT as applicable, from tenants if they, their family or visitors have caused damage deliberately, maliciously or through neglect. We can invoice you for these costs in which case any failure to pay will be treated as a breach of the Tenancy Agreement.

You must replace locks or lost keys if you lose your keys, or reimburse us for such costs if you ask us to do this for you.

Rechargeable repairs due to breakage and neglect

If you need a repair that has come about through breakage or neglect, we will tell you at the earliest possible moment what it will cost.

You will need to sign a housing repair recharge form stating that you agree to pay.

If you do not accept the charge, the repair will not be undertaken unless the work defined as essential by Thurrock Council to maintain safety and the integrity of the property – in this instance, works will be undertaken and the bill will be sent the person or persons defined in the tenancy agreement.

You can do the repair yourself, as long as it is to a standard we find acceptable.

If you carry out a mutual exchange there are certain things you are responsible for – you will be asked to sign a works repair responsibility form at the time of your exchange.

Rechargeable repairs due to wear and tear or neglect

At the start of every tenancy, a number of things are provided in the property. These items fall outside of the repairs policy, however, and tenants will be responsible for maintaining and replacing these items throughout their tenancy. These items are:

- toilet seat, plugs and chains to sanitary ware, shower head and connecting hose, shower rail and curtain
- clothes drying facilities – excluding communal areas
- internal doors, except where unsafe, and door furniture such as locks, handles, hinges
- door entrance keys and fobs, a maximum of 2 keys or fobs will be issued for free at the start of the tenancy

Please refer to appendix A for full details regards repairs responsibilities.

Repairs and damage due to domestic violence, hate crime or burglary

Where damage is caused by domestic violence, hate crime or burglary – or an attempt at any of these – and the incident is reported to the police and a crime reference number is obtained, then damage to the property will usually be repaired by us.

In cases of unreported or attempted instances or where repeated occurrences may be a result of illegal or inappropriate tenant behaviour, we have discretion to insist on a recharge being applied.

End of tenancy

All tenants are responsible for ensuring any unauthorized alterations to the property are rectified and it is reinstated back to the original condition that it was in at the start of the tenancy agreement. Any works that Thurrock Council needs to undertake to address unauthorized works will be recharged to the outgoing tenant.

4. Damp and mould

Thurrock Council and their contracted partners will review all reported mould or dampness to a dwelling, depending on the severity of the issue one of the following two approaches will take place:

- for severe cases of dampness or mould growth within a property a survey will take place by a Thurrock Council Building Surveyor – any required repairs identified by the surveyor will take place as routine repair within the 20 day target time
- minor mould growth caused by condensation and attributed to housekeeping will be addressed under a batch programme following a review by our contracted delivery partners

All tenants have a responsibility to maintain the property to a good condition. This includes managing the environment in your home to prevent the occurrence of condensation related mould. If mould does occur you should clean this down using a fungicidal wash solution.

Advice on how to prevent the occurrence of mould within the home can be obtained from your Tenancy Officer or contact the councils Quality Assurance Team.

5. How to contact us

If you wish to contact the council regarding this repairs policy, phone us on 01375 366 145. Further details on housing repairs and improvements are available at www.thurrock.gov.uk/repairs

Getting involved

Tenants and leaseholders are encouraged to get involved in steering how Thurrock Council delivers services, through a range of forums:

- Tenants Excellence Panel
- Sheltered Housing Forum
- Leaseholders' Forum

More information can be found at www.thurrock.gov.uk/get-involved-as-council-tenant

Appendix A – repairs responsibilities, rechargeable repairs and right to repair

Emergency repairs – 24 hours

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Bathroom	Repair / renew leaking toilet.	If only one WC in property and non-containable, otherwise will be raised on an Urgent Priority.	Thurrock Council	Emergency	Y		
Bathroom	Defective Flush - Only WC		Thurrock Council	Emergency			Right to Repair
Bathroom	Blocked WC pan; blocked drain, stack or toilet, if there is only 1 toilet in the property	Where stack is blocked, rechargeable to all properties served	Thurrock Council	Emergency	Y		Right to Repair
Bathroom	Blocked Bath/Basin/Sink/Shower		Thurrock Council	Emergency	Y		Right to Repair
Carpentry	Rotten timber floor / stair treads	Emergency if trip hazard or dangerous, otherwise an Urgent Priority.	Thurrock Council	Emergency			Right to Repair
Carpentry	Loose or detached bannister or handrail	Emergency if trip hazard or dangerous, otherwise an Urgent Priority.	Thurrock Council	Emergency			Right to Repair
Drainage	Blocked / leaking drain	Rechargeable where drain is blocked or damaged by resident	Thurrock Council	Emergency	Y		
Drainage	Unstoppable leak from pipe, tank or cistern		Thurrock Council	Emergency			Right to Repair

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Electrical	No sockets working		Thurrock Council	Emergency			
Electrical	Unsafe power or lighting socket / switch or fitting	Rechargeable if tenant damage	Thurrock Council	Emergency	Y		Right to Repair
Electrical	Isolate electrics affected by flood or water penetration		Thurrock Council	Emergency			
Electrical	Extractor fan not working in kitchen and / or bathroom		Thurrock Council	Emergency			Right to Repair
Electrical (Supply)	Partial loss of power (Internal only)		Thurrock Council	Emergency			Right to Repair
Electrical (Supply)	Total loss of electric power		Thurrock Council	Emergency			Right to Repair
Electrical (Supply)	Partial loss of electric power including freezer – cannot be plugged in with extension lead		Thurrock Council	Emergency			
External Buildings	Make safe dangerous structure		Thurrock Council	Emergency			
External Repairs	Make safe loose building components	That is, loose chimney pot(s), loose / dangerous roof tiles / slates. Loose / unstable brickwork	Thurrock Council	Emergency			
External Repairs	Leaks or burst pipes outside the property		Thurrock Council	Emergency			
Gas (Supply)	Total or partial loss of gas supply		Thurrock Council	Emergency			

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Heating	Total or partial loss of space or water heating		Thurrock Council	Emergency			Right to Repair
Heating	Blocked flue to open fire or boiler		Thurrock Council	Emergency			Right to Repair
Kitchen / Bathroom	Tap that cannot be turned on or off	If a minor drip and contained, this will be an Urgent Priority.	Thurrock Council	Emergency			Right to Repair
Lighting (communal)	No lights to communal areas (including hall, stairs and landings)	Only if all lights are out, if partial lighting this will be raised on a routine.	Thurrock Council	Emergency			
Lighting (internal domestic)	Total loss of lighting	No temporary lighting available	Thurrock Council	Emergency			
Security	Insecure ground floor window/door/lock stuck open		Thurrock Council	Emergency			Right to Repair
Security	Ground floor door – Stuck closed but only point of access		Thurrock Council	Emergency			Right to Repair
Security	Tenant locked in property due to a faulty lock		Thurrock Council	Emergency			
Security	Re-secure front / back door or window to the property	Rechargeable if tenant damage, crime reference number required if vandalism	Thurrock Council	Emergency	Y		
Water (Supply)	Total loss of water supply		Thurrock Council	Emergency			Right to Repair

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Water (Supply)	Partial loss of water supply		Thurrock Council	Emergency			Right to Repair
Windows (Communal)	Glass broken or badly cracked in communal area		Thurrock Council	Emergency			
Windows (Property)	Re-glaze – if single glazed or boarded up if unsafe		Thurrock Council	Emergency			
Windows (Property)	Re-glaze – if double glazed and both sinks broken or board if unsafe		Thurrock Council	Emergency			

Urgent repairs – 5 working days

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Bathroom	Defective shower	Thurrock Council only repair and maintain non electrical showers unless tenant is flagged as vulnerable	Thurrock Council	Urgent	Y	Electric showers in general need tenancies will be recharged to the resident	
Door Entry Systems	Fobs	Rechargeable item for lost fobs, defective fobs will be replaced free of charge, these must be returned to Thurrock Council on receipt of new fob or recharge will apply	Thurrock Council	Urgent	Y		

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Door Entry Systems	Intercom / door entry system not working		Thurrock Council	Urgent	Y		Right to Repair
Drainage	Blocked / Leaking stack - not into dwelling		Thurrock Council	Urgent			Right to Repair
Drainage	Containable leak from a pipe, tank or cistern		Thurrock Council	Urgent			
Electrical	Cracked/Broken light switch / socket		Thurrock Council	Urgent			
Electrical	Defective immersion heater		Thurrock Council	Urgent			
Electrical (Supply)	Partial loss of power (External)		Thurrock Council	Urgent			
External Repairs	Leaking roof	Excluding garage / shed	Thurrock Council	Urgent			Right to Repair
External Repairs	Communal TV aerials and cables		Thurrock Council	Urgent			
Heating	No hot water		Thurrock Council	Urgent			
Lighting (Communal)	Lamp columns (Estate lighting)	Only if all lights are out, if partial lighting this will be raised on a routine.	Thurrock Council	Urgent			
Lighting (Internal)	Total loss of lighting	Temporary lighting available	Thurrock Council	Urgent			
Lighting (Internal)	Partial loss of lighting		Thurrock Council	Urgent			

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Security	Insecure window – first floor upwards if no access from outside walkway / extension		Thurrock Council	Urgent			
Smoke Alarms	Defective Smoke Alarm – Mains / Hardwired	Tenant to contact repairs line	Thurrock Council	Urgent			
Windows (Property)	Ease & adjust if windows cannot be opened or closed	Emergency priority where ground floor windows	Thurrock Council	Urgent			

Routine repairs – 20 working days

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Bathroom	Replace shower curtain		Tenant	Routine		Except aids and adaptations	
Bathroom	Defective shower unit/pump		Tenant	Routine	Y	Except aids and adaptations	
Bathroom	Replace baths, sinks, wash hand basins, WCs	If element unusable, Thurrock Council will repair/replace. Item may be rechargeable	Thurrock Council	Routine	Y		
Bathroom	Repair cracked hand basin/bath		Tenant	Routine	Y	Except vulnerable residence	

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Bathroom	Plugs and chains to sanitary ware		Tenant	Routine	Y	Except vulnerable residence	
Bathroom	Bath panels		Tenant	Routine	Y	Except vulnerable residence	
Bathroom	Replace WC seat		Tenant	Routine	Y	Except vulnerable residence	
Bathroom	Defective riser/shower head – non-electrical shower		Tenant	Routine	Y	Except vulnerable residence	
Bathroom	Defective shower hose – non- electrical		Tenant	Routine	Y	Except vulnerable residence	
Bathroom	Defective Flush more than 1 WC in property		Thurrock Council	Routine	Y		
Carpentry	Repair / Replace architraves and skirting		Tenant	Routine	Y	Except vulnerable residence	
Carpentry	Internal door furniture (locks, handles, hinges)		Tenant	Routine	Y	Except vulnerable residence	
Carpentry	Internal doors (except where unsafe)		Tenant	Routine	Y	Except vulnerable residence	

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Carpentry	Door adjustment needed after floor covering laid or removed by tenant		Tenant	Routine	Y		
Damp and Mould	Damp or mould in property – refer to damp and mould info in section 4 of this document		Thurrock Council				
Doors External	Metal gates fitted to external doors	Thurrock Council will not maintain these, they will be removed if repair reported to Thurrock Council.	Tenant	Routine	Y		
Doors External	Door bells	Please see above for door entry systems	Tenant	N/A	Y		
Doors External	Renew wooden doors, front or rear	Only required when repair is not possible	Thurrock Council	Routine			
Doors External	Renewal of UPVC / Secure by design doors	Only required when repair	Thurrock Council		Routine		
Drainage	Clear minor blockage to drains and waste pipes.	Including cleaning of waste trap under sink	Tenant	Routine	Y	Except vulnerable residence	
Electrical	Replacement and maintenance of white goods		Tenant				
Electrical	Replace fuse to plug or in fuse board	Tenants must seek professional advice if they unsure how to replace a fuse	Tenant			Except vulnerable residence	

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Electrical	Re-set trip switches	Tenants must seek professional advice if they unsure how to replace a fuse	Tenant			Except vulnerable residence	
External Buildings	Garage Door / Lock Repair		Thurrock Council	Routine		Except vulnerable residence	
External Repairs	Foot paths and paving	Thurrock Council will maintain a path / paved area to ensure safe access and egress to the dwelling to the front and back doors, these paths will be taken from the main highway to the front of the property. Thurrock Council will also only maintain a 500mm wide curtilage of the perimeter of the dwelling to maintain the integrity of the structure. If alternative paths required, an OT assessment will be applicable.	Thurrock Council / Tenant	Routine	Y	Thurrock Council will not maintain or repair any rear garden paths, paved / patio areas or driveways. If any of these areas become unsafe Thurrock Council will attend and make safe as deemed necessary. These works maybe rechargeable. Except vulnerable residence	

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
External Repairs	Individual TV aerials, dishes, cables		Tenant				
Garages	Lost Keys to garage		Tenant				
Garages	Faulty garage door lock		Tenant				
Garden Fencing / Walls / Gates	Repair fencing / Garden Wall	Boundary only	Thurrock Council	Routine			
Garden Fencing / Walls / Gates	Repair (Fencing or Garden Wall)	Boundary only	Thurrock Council	Routine			
Internal Decorations	Internal decorations of whole rooms. Decorations to a single elevation (wall) or ceiling or skirting to which the repair relates		Tenant		Y	Except vulnerable residence	
Kitchen	Kitchen cupboards and drawers, catches / handles, worktops		Tenant		Y	Except vulnerable residence	
Kitchen	Connect washing machines		Tenant				
Kitchen	Connection of cookers	All tenants must ensure all electrical and gas appliances are connected by a suitably qualified engineer.	Tenant				

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Lighting	Replacing light bulbs / Fluorescent tubes		Tenant		Y	Except vulnerable residence	
Plastering	Repairs to hairline cracks or plaster work less than 1m2	Works to be carried out as part of normal maintenance and decorations	Tenant				
Plastering	Repair plaster patch to wall or ceiling	Works up to 6m2	Thurrock Council	Routine			
Security	Replace lost or stolen keys		Tenant		Y		
Smoke Alarms	Defective smoke alarm - Battery	Essex fireservice carryout fire safety visits and install smoke alarms free of charge	Tenant				
Tiling / flooring	Replace loose floor tiles to kitchen / bathroom / WC	If damage is caused by a leak Thurrock Council will undertake repair	Tenant		Y	Except vulnerable residence	
Tiling / flooring	Wall tiling except where damage has been caused by a leak	If damage is caused by a leak Thurrock Council will undertake repair	Tenant		Y	Except vulnerable residence	
Windows (Property)	Secondary glazing – sub frame internal to window of property		Tenant		Y		
Windows (Property)	Re-glaze – if double glazed and only one skin broken	Tenants will be recharged if damage is caused by misuse or vandalism	Thurrock Council	Routine			

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Windows (Property)	Repair, replace loose handles, catches and mechanisms to windows	Tenants will be recharged if damage is caused by misuse or vandalism	Thurrock Council	Routine	Y		

Batch repairs – timescale according to programme

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Damp and Mould	Damp or mould in property – refer to damp and mould info in section 4 of this document		Thurrock Council	Batch Repairs			
Drainage	Gutters and rainwater pipe replacement		Thurrock Council	Batch Repairs			
Drainage	Clear gutters and rain water pipes		Thurrock Council	Batch Repairs			
External Repairs	Repair / Repoint Brickwork (make good)		Thurrock Council	Batch Repairs			
External repairs	Repairs to paths or other paved areas provided by the council (outside property boundary)		Thurrock Council	Batch Repairs			
Garages	Replace garage door and frame		Thurrock Council	Batch Repairs			
Garden Fencing / Walls/ Gates	Fencing	Dividing only	Tenant		Y	Except vulnerable residence	

Category	Description	Repair notes	Responsibility	Priority	Rechargeable	Notes	Right to repair
Garden Fencing / Walls/ Gates	Replace Gates	Boundary only	Thurrock Council	Batch Repairs			
Garden Fencing / Walls/ Gates	Replace (Fencing or Garden Wall)	Boundary only	Thurrock Council	Batch Repairs			
Plastering	Repair plaster patch to wall or ceiling	Works over 6m2	Thurrock Council	Batch Repairs			
Windows / Glazing	Blown double glazed unit		Thurrock Council	Batch Repairs			

Appendix B – standard tenancy agreement

Terms and conditions of tenancy are published online at www.thurrock.gov.uk/council-tenants

Appendix C – right to repair information

The right to repair scheme is for council tenants. It makes sure repairs that might affect your health, safety or security are completed quickly and easily. [By law](#), we must complete these within a certain time.

Type of repair	How long will it take	Revised times
Blocked flue to open fire or boiler	1 working day	1 working day
Blocked or leaking foul drain, soil stack or – where there is no other working toilet in the property – toilet pan	1 working day	1 working day
Blocked sink, bath or basin	3 working days	1 working day
Door entry phone not working	7 working days	5 working days
Insecure external window, door or lock	1 working day	1 working day
Leaking from water or heating pipe, tank or cistern	1 working day	1 working day
Leaking roof	7 working days	5 working days
Loose or detached bannister or hand rail	3 working days	1 working day
Mechanical extractor fan in internal kitchen or bathroom not working	7 working days	5 working days
Partial loss of electric power	3 working days	1 working day
Partial loss of water supply	3 working days	1 working day
Rotten timber flooring or stair tread	3 working days	1 working day
Tap which cannot be turned	3 working days	1 working day
Toilet not flushing, where there is no other working toilet in the property	1 working day	1 working day
Total loss of electric power	1 working day	1 working day
Total loss of water supply	1 working day	1 working day
Total or partial loss of gas supply	1 working day	1 working day
Total or partial loss of space or water heating between 30 April and 1 November	3 working days	3 working days
Total or partial loss of space or water heating between 31 October and 1 May	1 working day	1 working day
Unsafe power or lighting socket, or electrical fitting	1 working day	1 working day

For more information go to www.thurrock.gov.uk/housing-repairs-and-maintenance/right-to-repairs