

Housing Standards Service

Repairs and Maintenance - Standard Operating Arrangement

Introduction

North Yorkshire Council has approximately 8,500 council homes, with the main hubs found in the towns of Harrogate, Selby, and Richmond together with the rural villages attached to these localities.

We want our residents to be happy in their homes and with the services we offer, and we know our responsive repairs service is one of the most important of these. A reliable repairs and maintenance service keeps residents safe, secure, and comfortable in their homes. We are committed to a modern and efficient approach to repairs that provides our residents with a flexible, convenient, and customer-oriented service.

Health and Safety is a top priority for us. As such we embed it into the way we deliver our repairs service – with an expectation that all who deliver on our behalf will work safely, remain aware of risks, and will report incidents and concerns promptly.

The council is committed to delivering excellent customer service and fostering a culture of continuous improvement.

In terms of our Housing Standards repairs service this means we will:

- Listen to what our residents are telling us – as well as responding to repair requests and complaints, we also proactively request feedback through satisfaction surveys and resident forums
- Use tenants feedback to inform the Repair and Maintenance Service enabling continuous service improvements
- Provide feedback to tenants using systems of 'We asked, You said, We did' through tenant's newsletters
- Comply with all our legal and contractual obligations, and regulatory standards including the relevant consumer standards
- Hold ourselves accountable by monitoring and reporting our performance.
- Measure ourselves against other customer centred organisations within the housing sector using Housemark as a performance monitoring tool.

- Provide a reliable and accessible service that meets our residents' expectations
- Consistently deliver high-quality work that represents value for money
- Deliver the majority of non-specialist general repairs works directly through our in-house Housing Standards Repairs team
- Train all staff in Equality, Diversity and Inclusion to embed understanding about how we may need to delivery our service in different ways to meet the individual needs of our customers.

Aims and Purpose

The purpose of the Repairs and Maintenance Standard Operating Arrangement is to provide clear guidance to staff working within the council's Housing Standards teams in the management of the Repairs and Maintenance service.

The Standard Operating Arrangement aims to ensure that all repairs and maintenance activities are conducted efficiently, effectively, and with utmost transparency, leading to the provision of safe, well-maintained properties and a positive customer experience.

The Standard Operating Arrangement sets out our repairing responsibilities, actions, and time frames for the council to respond. This includes communal areas shared by all residents, as well as our repairing responsibilities for individual tenanted properties and council owned garages.

Legislation and Regulation

We comply with all relevant legislation and regulatory requirements.

This legislation includes but is not limited to:

- **The Landlord and Tenant Act 1985** – section 11 requires landlords to carry out basic repairs within a reasonable timescale.
- **The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994** – a statutory compensation scheme which gives secure council tenants a contractual right to have certain qualifying repairs completed within a prescribed period or receive a prescribed amount of compensation where we fail to meet the conditions. Details of the qualifying repairs can be found at appendix one
- **The Housing Act 2004** – states that properties must be free from hazards at the most dangerous category 1 level as assessed using the Housing Health and Safety Rating System (HHSRS)
- **Housing Health and Safety Rating System (HHSRS)**- a risk-based evaluation tool. This includes mould and all types of dampness. 'Category 1' level means that the occupier of or visitor to the property may require some form of medical attention over the course of a year.
- **Decent Homes Standard 2006** – social housing must be free of Category 1 hazards and should be in a reasonable state of repair and provide a reasonable degree of thermal comfort. Either disrepair or inadequate thermal comfort or both may result in damp and mould.

- **Control of Asbestos Regulations (CAR) 2012** – informs how the council and its contractors will deal with asbestos, including the removal and disposal
- **Homes (Fitness for Human Habitation) Act 2018** – requires that properties are free from hazards, including damp and mould, which are so serious that the dwelling is not reasonably suitable for occupation in that condition. The current occupation may be taken into consideration when determining whether the property is suitable.
- **General Data Protection Regulation (GDPR) 2018 and the Data Protection Act 2018** – provides instruction to council's over the way it will use personal information, including storage of data, retention periods, sharing data, using data for the purpose it was intended, and the production and availability to customers of a Privacy Notice to provide more detailed information.
- **The Fire Safety (England) Regulations 2022** – requires that landlords of properties with shared/communal areas undertake fire safety measures, including annual fire safety risk assessments, annual fire safety advice to existing tenants and new tenants to be provided with fire safety advice at the commencement of their tenancy.
- **Social Housing (Regulation Act) 2023** – powers to set time limits for social landlords to address hazards such as damp and mould ('Awaab's law') anticipated to come into effect later in 2024 with proposed amendments to the Landlord and Tenant Act 1985.
- **Consumer Standards (Safety and Quality)** – is a set of standards that social housing providers must meet to ensure homes are safe, comfortable, and well maintained. There is a requirement to manage financial resources with an appropriate balance between responsive and planned repairs to housing and communal areas, taking an approach that is cost-effective, responds to tenants' needs, offers choices, and strives to complete repairs with a 'right first-time' approach.
- **Tenant Satisfaction Measures (TSM)** – included within the Social Housing (Regulation Act) 2024 are 22 mandatory Tenant Satisfaction Measures (TSMs) creating a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. These measures include both tenant perception surveys and building safety. The TSM's under the Homes Standard relevant to this service Standard Operating Arrangement are:
 - **TP02** – Satisfaction with Repairs
 - **TP04** – Satisfaction that the home is well maintained
 - **TP05** - Satisfaction that the home is safe
 - **TP10** – Satisfaction that the landlord keeps communal areas clean and well maintained

Our Repairs Standard and associated processes are reviewed in line with such standards. This includes:

- **Our provision of a cost-effective repairs and maintenance service.**
- **Balancing cyclical maintenance, planned and responsive repairs.**
- **Providing good quality homes for our tenants.**
- **Meeting all applicable statutory health and safety requirements; and**
- **Aiming to get repairs right first time wherever possible.**

- **In addition to the council's Standard of Conduct policy, all employees adhere to the Housing Standards Code of Conduct when working in tenants' homes, including protective footwear, protection of tenants' flooring and belongings**

Approach to Responsive Repairs and Priorities

The Housing Standards Repair service has developed a basket of repair priorities which aim to reflect the priority attached to the repair. The repair priority will meet all regulatory and legislative requirements.

The repair priorities are:

Priority 1 – Emergency – response within **2-4 hours, and made safe within 24-hour time frame.** Problems that put someone's safety, security, or health at immediate risk – for example, no heating or hot water, burst pipes or dangerous electrical fittings.

Priority 2 – Urgent – response within **72 hours** - Not an emergency but a repair that needs to be done quickly to prevent more damage to the home or risk to tenants (for example, loose handrail, blocked sink/basin, partial loss of electricity or water)

Priority 3 – Response **within 7 calendar days** - Priority repairs which pose a moderate risk to tenant safety (for example, missing roof tiles, faulty extractor fan) and work which has been identified, following a survey, as a hazard which poses a significant risk to the health or safety of the resident to be commenced within 7 calendar days

Priority 4 – Response within **28 calendar days** (i.e. plaster work, joinery work to windows/doors, rainwater goods, general surveyor inspection)

Awaab's Law (currently under consultation)

The proposed Awaab's Law will require the Housing Standards Service to respond to tenants' requests in relation to potential hazards in their homes within specified timeframes. Hazards will be assessed using the Housing Health and Safety Rating System (HHSRS) a risk assessment tool which assesses 29 hazards to determine whether a property is safe to live in and rates the hazards in a home depending on the likely impact it will have on an individual's health.

The Housing Standards Service will meet its Health and Safety responsibility by responding to any reports of **HHSRS hazard within 24 Hours in accordance with our Priority 1 Emergency repair priority.**

All Emergency repairs to make the home safe will be actioned within 24 hours if a hazard is found and deemed significant and 'imminent' to health or safety

The Housing Standard Service is required to **carry out initial investigations within 14 days of a relevant request and provide a written summary of findings to the tenant within 48 hours.**

These investigations will be undertaken by a suitable qualified surveyor.

If a potential **hazard is judged to pose a significant risk**, the Housing Standards Service will commence repairs within **7 days**, in accordance with the Repairs Priority 3 response times, with **completion within a 'reasonable' period**, with the **tenant kept informed of the work to be undertaken and progress**.

Tenants can report responsive repairs by:

- **Phone**
- **online and**
- **in person at one of the council offices.**

When a repair is reported, we always ask if there are any vulnerabilities or health concerns, we need to be aware of to make any reasonable adjustments to our service to meet the specific needs of the household.

All employees of the council and council contractors have ID cards which are available for tenants to see to help tenants feel secure in their homes.

Tenants will be able to inform the council of their availability with time slots arranged to best suit the tenant and the availability of the most appropriate trade operative.

Tenants will be notified of their appointment, with updates provided as needed.

For communal area responsive repairs where no tenant access is required (for example corridors, stairwells, shared entrances, communal kitchens etc), appointments will still be scheduled. If appointments are no longer convenient, tenants are required to inform to rearrange to a more suitable time.

Tenants will be asked to ensure that they are available at the time of the appointment and that under 18-year-olds are not left to deal with the trade operative appointment. The council will not be able to undertake either survey or works without an appropriate adult present.

Tenants will be informed of the initial findings following a survey and what work is planned, this will include information regarding who is to undertake the work, i.e. council or a specialist contractor. Information will also be provided detailing time frames, together with a contact name to enable the tenant to have access to the most appropriate person if any queries.

The surveyor responsible will maintain contact with the tenant and any contractor involved in the work identified and monitor the job to ensure the job is undertaken in accordance with the council's priority targets, standards expected and health and safety requirements.

Following completion of certain complex works, i.e. works relating to mould, damp, excavations etc, the surveyor responsible will undertake an inspection within 70 calendar days to ensure all works undertaken have been done as specified and that the issue has been resolved for the tenant.

Planned Repairs and Follow up Inspections

If the problem cannot be fixed by a responsive repair, requires more planning and is not urgent or dangerous, the Housing Standards Service will identify these works as 'Planned Repairs'.

The time to complete a planned repair will vary, depending on the nature, size and urgency of the job as well as any tenant vulnerabilities.

Planned repairs include the following:

- Some boundary works
- Outhouse works (roofing, demolish etc)
- Planned electrical works
- Roofing works
- Paths
- Pointing
- Rendering
- Cleaning out of guttering
- Extensive plastering (more than 1 full surface area)
- Planned plumbing works
- Garages
- Clean out cavities
- Structural works

If a Planned Repair relates to Health and Safety, the works will be identified with a with a 28 Day (Priority 4) response.

All other Planned Repair works that are agreed will be recorded on the council's repair and maintenance system, and batch released to the appropriate Housing Standards team. All works once released for action will have 10 weeks (70 calendar days) from the release date of the batch to complete the works.

These planned repairs could take up to 24 Months to be completed. Tenants will receive clear and timely updates in relation to any agreed and outstanding work via letter or email within the following timeframes:

- 14 Days after any inspection to confirm what has been agreed.
- Quarterly updates on outstanding work with estimated completion dates

Complex works, including damp and mould requiring follow up surveyor inspections to ensure the work undertaken has addressed the issued, will be released for actioning by the surveyor every 8-10 weeks, dependent upon the type of work undertaken.

Programmed Replacements (including Retrofit work)

If the problem cannot be fixed by a responsive repair and requires a full component replacement, and/or internal/external alterations the Housing Standards Service will identify these works as 'Programmed Replacement/Retrofit.

Programmed Replacement/Retrofit works are component replacements and include the following common items, although this list is not exhaustive:

- Kitchen (part or all)
- Bathroom fittings (part or all), including anti slip flooring
- External doors
- Internal doors
- Windows
- Fascias, Soffits and Rain water goods (guttering, fallpipes)
- Replacement/Alternative Heating systems

Where a Programmed Replacement relates to Health and Safety, the works will be identified on the Repairs and Maintenance system with a 28 Day priority (Priority 4) e.g. a Fire Door.

All other Programmed Replacement/Retrofit works that are agreed will be recorded on the council's repair and maintenance system.

All works once released for action will have 10 weeks (70 calendar days) from the release date of the property to complete the work. The work may be done by the council's own in-house team or its contractors.

The Housing Standard Service operates a rolling programme of Programmed Replacement/Retrofit work and as such properties could be on the program for up to 24 Months. Tenants will receive clear and timely updates in relation to any agreed and outstanding work via letter or email within the following timeframes:

- 14 Days after any inspection to confirm what has been agreed.
- Quarterly updates on outstanding work with estimated completion dates

Who's Responsible Tenant, Council or Leaseholder

Not all repairs reported will be the responsibility of the council, and this will be discussed with advice given at the time the repair is reported. Details of relative responsibilities is found at appendix two.

For leaseholder properties, the respective repairs and maintenance responsibilities will be outlined in individual leaseholder agreements.

Rechargeable Work to Tenants

The Housing Standards service will actively seek to recover the cost of any repair which is not its responsibility or where damage has been caused by a tenant, other residents, or visitors to a property:

- Damage to the property resulting from an act of intentional or negligent behaviour by the tenant, anybody living with the tenant, or anybody visiting the home.
- Boarding up and re-glazing windows, resulting from an act of intentional or negligent behaviour by the tenant, anybody living with the tenant or anybody visiting the tenant's home.
- Lock changes and replacement keys if the tenant has lost their keys or locked him or herself out of the property.
- Damage to the property following police action where the police are not responsible for repair.
- Clearing properties at any time during a tenancy or at the point the tenancy ends.
- Clearing gardens at any time during the tenancy or at the point when the tenancy ends.
- Making good any alterations or improvement carried out by the tenant which has resulted in damage to the property or neighbouring property. The Housing Standards team will record what it considers a rechargeable repair with photographs and clearly set out why the repair is considered rechargeable. This information will be communicated to the tenant in writing with a request for repayment of the quantified costs

Tenants Improvements and Alterations

Tenants have the right to carry out improvements to their home; however written consent from the Housing Standards team and all other necessary approvals, such as planning and building regulation approval must be obtained before any work commences. The Housing Standards team will not unreasonably withhold consent when tenants make requests for improvements, alterations, or additions.

Tenants must comply with the reasonable requirements of the council's Housing Standards service in relation to any consent given to make improvements, alterations, or additions to the premises, including the standard of the work to be carried out. All authorised work must be completed to a sufficiently high standard and by qualified and competent persons.

Work undertaken on gas and electrical installations must be carried out by appropriately qualified persons and copies of certificates must be submitted to Housing Standards Service prior to works commencing. Following any improvements, alterations or additions undertaken by the tenant they

will be responsible for the future repairs, maintenance or replacement of the improvement unless previously agreed in writing. Annually Servicing of heating systems/fires installed by tenants will be undertaken by the Housing Standards contractor and recharged to ensure all heating systems in council homes are safe and fit for purpose.

In some instances, where permission has not been sought or granted to make alterations, upon leaving the tenancy the property, the Housing Standards Service will give consideration as to whether retrospective consent would be applied. If the alteration is deemed not to meet the council standard however the alteration will have to be returned to how it was when initially let or recharges will apply.

Where permission has not been approved by the Housing Standards Service, the tenant may be recharged for any unauthorised improvements or alterations identified during or at the end of their tenancy.

Permission will not be given for Home Improvements or Alterations in relation to introductory tenancies.

Monitoring and Performance

The council's Housing Standards, Repair, Void & Improvement and Compliance services will monitor its delivery of the service using:

- **tenant perception satisfaction surveys**
- **internal performance monitoring, together with**
- **Housemark to benchmark its performance with other social landlords.**

Following completion of work, tenant satisfaction surveys are undertaken. A variety of methods is used including, postal surveys, email and telephone.

Transparency and Tenant Engagement

The Housing Standards service works closely with the council's Tenants Engagement team to ensure that information relating the Housing Standards services is made available both on-line and in person at tenant engagement meetings and events.

Results from individual tenant surveys, annual tenant satisfaction survey, complaints, compliments, and internal performance monitoring are made available on the council's website, local offices together with performance and satisfaction information included within Tenants Newsletters and the Annual Report.

An integral part of future Capital Investment is informed using data captured from repair reporting, frequency, trends and costs.

A Tenants Guide to Repairs and Maintenance to support the Repairs and Maintenance Standard Operating Arrangement is available to all tenants both online and in an easy-to-read booklet format.

Gas Safety

The Housing Standards team maintains up to date records of all properties for which the council is responsible for undertaking an annual gas safety check.

The service holds two years of historical data relating to gas servicing in addition to the current servicing program.

Housing Standards works closely with specialist Gas Contractors, ensuring all homes are identified and meet the gas safety requirements, including the installation and testing of smoke and carbon monoxide alarms.

As part of the internal process for managing council homes, Housing Standards ensures gas safety checks are undertaken as part of the void maintenance and retrofit work

As part of the mutual exchange process all homes have gas safety checks undertaken to ensure tenants are moving into gas safe homes. The service works closely with colleagues in the Housing Management team to ensure this process is managed effectively.

All tenants receive a copy of the Landlords Gas Safety Record following the annual gas service, which is sent to them by the council's Gas Contractor within 28 days of completion of the gas service.

The council works with an independent Heating Audit Service who undertakes a 10% percentage check of council homes following the annual service with address details provided to the auditor by Housing Standards.

Following the installation of new gas boilers, gas heating systems, details are provided by Housing Standards to the independent Heating Audit Service to enable spot checks to be undertaken on 10% of new installations.

Both the above actions provide Housing Standards with a fully independent 'health check' in relation to gas installation and servicing provided to our customers.

Following the report of a gas leak to Northern Gas Network the council, after two hours, contact the tenant to follow up the report and check that the immediate issue had been attended to by Northern Gas Network and ascertain if any temporary heating and/or follow up work is required.

Bi-monthly meetings are held between the Housing Standards and the Gas Contractor to ensure the contract is being met.

Details of tenants who have requested the gas to be capped due to financial difficulties is shared with colleagues within the Housing Management team to ensure welfare visits can be undertaken and checks to optimise household income carried out.

Tenants' newsletters are used to inform tenants of the importance of gas safety, and the role they play in ensuring that the council and its contractors can undertake the annual gas safety check.

Fire Safety

The Housing Standards service maintain up to date records of all properties that the council is responsible in the undertaking of an annual Fire Safety Risk Assessment.

A Fire Safety Risk Assessment is undertaken for all properties which have shared/communal areas, detailing any actions which are required. All Fire Safety Risk Assessments are undertaken by competent person(s) who hold the relevant Fire Safety qualification.

Actions identified following the Fire Safety Risk Assessment are raised as work orders. The type of work required dictates if this is to be undertaken by the council's internal operatives or through a specialist external contracting resource.

Annual testing of smoke alarms is undertaken to all council homes, with replacement units provided as required.

Housing Standards work closely with the Housing Management Estate team to ensure regular estate visits are undertaken to areas of concern, i.e. removal of items from common/shared areas which could impede the exiting of a property and/or be identified as a fire hazard.

Details of adults within the council's sheltered housing schemes who are subject to PEEP's will be maintained by the site manager and may be shared by consent with the Fire and Rescue Service to enable appropriate response in cases of fire.

Annually, Tenants residing in council accommodation with shared/communal areas receive a Fire Safety Guide.

All new tenants moving into accommodation with shared/communal areas receive a copy of the Fire Safety Guide as part of the sign-up process by the Housing Management Estate Service.

Where appropriate, Fire Safety Notification Boards are in place to provide further information in addition to the Fire Safety Guide.

Tenants Newsletters are used to remind tenants of fire safety and what to do in cases of fire.

The council provides, where required by regulation, monitored alarm systems, suppression systems and extinguishers.

Electrical Safety

The Housing Standards Service has developed and is delivering on an Electrical Safety (Fixed Wire) testing program for all council homes.

Housing Standards will maintain the testing program on a 5 yearly cycle.

Comprehensive property records are maintained by the service to inform the council of the dates of testing/retesting due date.

In addition to the Electrical (Fixed Wire) testing program, the council undertakes fixed wiring tests to all properties when void, with all associated work completed prior to making the property available for letting.

Included within the Housing Standards program of planned improvements to council homes is the testing of fixed electrical wiring. This work is completed when undertaking work such as kitchen and bathroom renewals.

Only qualified electricians who hold a current certification of the latest wiring regulations, together with the minimum qualifications that are acceptable to NICEIC are permitted to undertake electrical work on council properties.

The service provides tenants with a handbook that informs them of the need for the service to undertake electrical safety (fixed wire) testing and the need for access to their homes to be made available, together with safety tips.

Asbestos Management

The Housing Standards service uses specialist Contractors to undertake Asbestos testing, removal and disposal, providing the council with Asbestos Safety Reports for properties as required, including void properties, tenanted properties, and retrofit projects.

The council maintains a register of all properties where asbestos has been found, removed, or left in situ with any alternative actions taken.

All operatives and surveyors working within council properties undertake Asbestos Awareness training and have access routes to relevant asbestos information relating to properties they are required to work in.

All operatives are informed, as part of external training and internal toolbox talks, of the dangers of asbestos, asbestos reporting, safe working, and removal arrangements. Asbestos is not removed or disposed of by any operative, surveyor or staff member.

Tenants are provided with a handbook which informs of asbestos, the risks associated and what should be done if it is believed asbestos is present.

Water Hygiene

Records detailing all council properties/schemes where water hygiene tests are required are maintained by Housing Standards.

The service uses a specialist contractor to monitor and maintain water facilities in the properties/schemes identified.

The monitoring and maintenance program includes but is not limited to the following activities: temperature monitoring, shower disinfections, annual inspections of cold-water storage tanks, water heaters, expansion tanks, thermostatic mixer valves, servicing, cleaning and disinfection of appliances/systems, and general water sampling.

The monitoring and maintenance program is applied where water storage tanks/cylinders serve more than one home. This is usually in blocks of flats and Independent Living/Sheltered Housing Schemes. As identified in their water Risk Assessment.

The contractor undertakes on behalf of the service the following water safety checks:

Monthly visit (M) – temperature monitoring only

Quarterly visit (Q) – temperature monitoring and shower cleans (if required)

Half yearly visit (HY) – temperature monitoring, shower cleans (if required) and any

6-monthly tasks (if required)

Annual visit (A) – temperature monitoring, shower cleans, 6-monthly tasks, annual tasks and Thermostatic Mixer Valves servicing.

The contractor provides the service with a detailed monthly report of works undertaken.

Details of any concerns regarding the condition of water storage/fittings are provided, by the contractor, to Housing Standards to enable appropriate action to be planned.

The council will, in accordance with its Lettable Standard, replace shower heads as part of the work undertaken in empty (void) properties.

All hot water storage cylinders are set to store water at 60°C with cold water stored at below 20°C

Monitoring of the contract is achieved by monthly contract management meetings.

Lift Safety

Housing Standards maintain a record of all council properties and schemes that benefit from stairlifts, platform lifts and through floor lifts. All platform lifts, and stairlifts are detailed on a servicing program which is monitored by the Housing Standards team.

A specialist contractor undertakes bi-monthly servicing, with individual stairlifts serviced on an annual basis.

All passenger lifts within sheltered housing/independent living schemes have a warden call point which communicates internally/externally when activated, and an alarm that sounds locally.

Tenants of sheltered/independent living schemes are provided with information instructing them not to use passenger stair lifts in cases of fire alarm sounding and to follow the fire safety advice.

Mould, Condensation and Damp

The Housing Standards Service recognises the impact damp and mould can have on the health and well-being of its tenants and the damage to its home. The service treats a report of mould, damp, and condensation as a priority, aiming to ensure that no one's health is at risk as a result of mould or damp and to eradicate it where possible.

Housing Standards has developed its asset management platform to ensure that reports of mould, damp, and condensation receive a high priority; cases deemed an emergency will be responded to within 24 hours and inspections are undertaken within 7 calendar days.

The council has accessible ways to report cases of damp, mould, and condensation, using online provision, face-to-face, and telephone.

Housing Standards provides a safe, consistent, and high standard of response to all reports, taking account of health risks to tenants as well as risks to the property.

The Housing Standards team recognises and acts appropriately regarding its responsibilities for diagnosing and resolving damp and mould within reasonable timescales, using both internal and external resources as required.

Clear identification of the correct root cause of the problems is established by the team to enable appropriate remedial works to be delivered to prevent reoccurrence.

Housing Standards communicates regularly with tenants using empathy and respect in a timely way to explain the cause, the next steps to be taken, and timescales to minimise any distress caused and will not prejudge or blame lifestyle.

The team work with and support tenants in resolving damp and mould where the cause is identified as use and occupation by explaining both verbally and in writing appropriate, clear, and practical advice and guidance on steps they should take.

Stock condition surveys, including a Housing Health and Safety Rating System (HHSRS) assessment on all council homes, will be completed by 31 March 2026, which will be followed by a 5-year rolling program.

This information will enable the service to develop tailored capital investment programs.

Using our asset management tool, we will improve monitoring for the Housing Standards service delivery, helping to identify properties that may have underlying causes of damp and mould, enabling capital programs to be developed.

We will maintain the information available to use by keeping accurate, clear, and up-to-date records.

We are as part of the process for empty homes, undertaking assessments to ensure that sufficient ventilation is available and that the heating systems provide heating proportionate to the size of the home.

New tenants moving into council homes will be shown how to use the heating systems.

Following retrofit projects tenants are provided with information on how the measures installed interact with each other, especially changes made to ventilation systems, heating, wall & Floor insulation, solar, lighting, loft insulation, environmental sensors, Doors, and window renewals.

Housing Standards assess new heating systems before installation to ensure we install sustainable and affordable systems for tenants to ensure these do not result in increased bills that are unaffordable, with double glazing not installed with inadequate ventilation leading to damp and mould problems in the future.

Housing Standards embraces the use of new technology and monitoring equipment for all homes, enabling data to be gathered, i.e. effective use of fans, ventilation units, and heating systems. A planned program for the installation of Environmental Sensors will be completed in 2030.

The team work closely with the Housing Management (Estates) service to ensure that tenants who have requested heating systems to be capped off due to affordability issues are supported to ensure that income/benefits are optimised and where alternative accommodation is preferred tenants are provided with help to apply and relative priority afforded in line with the council's allocation scheme.

Appropriate, tailored training is provided to all staff working across Housing Standards Services to ensure that they can recognise condensation, damp and mould, the potential causes, impacts and solutions. Staff working across other areas who may come into contact with tenants in their homes will have awareness training so that they are able to make referrals/raise concerns on the tenant's behalf.

Complaints

If a tenant is not satisfied with the way the council has dealt with their repair issue they can make a complaint in line with the council's complaint policy. There may be instances when a tenant's concern can be dealt with there and then by an officer addressing the issue with the matter not proceeding to a formal complaint. However, in those instances where a tenant wishes to make a formal complaint this can be done using a variety of ways.

- Contacting the council on 0300 131 2131
- Completing a Contact Us E form on the North Yorkshire council website.
- Calling into one of our local offices.

The tenant is advised of the council's process, the additional available information on the council's website and the role of the Housing Ombudsman.

The council publishes details of its complaints handling on the website as part of its annual Complaints Handling Assessment.

Lessons learnt forms part of the feedback to tenants. Information is also included within tenant newsletters with regular monitoring taking place internally and through the council's tenant representative groups.

Appendix 1

The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994

Repair

Response time (days)

Total loss of electric power	1
Partial loss of electric power	3

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Unsafe power or 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
Heating or hot water not working between 31 October and 1 May	1
Heating or hot water not working between 1 May and 31 October	3
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Blocked sink, bath or basin	3
Tap cannot be turned	3
Leak from a water pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan not working	7

Appendix 2

Repair Request	North Yorkshire Council Responsibility	Tenants Responsibility
Shared areas such as lifts, stairs, rubbish chutes and communal TV aerials	x	

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Replacement or extra key fobs for communal door		x
Chimney and stacks	x	
Roof structure and coverings	x	
Guttering, rainwater pipes and clips	x	
Fascia's and soffits	x	
External walls and rendering	x	
Foundations	x	
Concrete canopies over doors or windows	x	
Rendering to property	x	
External walls and rendering	x	
Foundations	x	
Window frames, external sills, ironmongery and locks if damage is fair wear and tear (tenants' responsibility if damage is caused by any misuse including accidental damage)	x	
Damaged glazing		x
Security chains, key safes and spy holes (Key safes may be undertaken by the council following a referral from Occupational Therapist)		x
External doors, frames, locks, ironmongery, other boards and threshold strips caused by fair wear and tear. (Damage caused as a result of tenant or their visitor misuse/neglect/act will result in recharge to tenant)	x	
New or replacement Keys		x
Locked out of home		x
Soil and vent pipes and clips	x	

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Clearing blocked gulley grids		x
Clearing gulley's		x
Blocked drains (council will refer to relevant Water Company if affecting more than one property)	x	
Inspection chambers	x	
Work carried out to gardens and flooded gardens (unless caused by an underground leak)		x
Garden walls if built by us. If tenants own and in unsafe condition work to make safe would be done and recharged to tenant	x	
Fencing (if installed by council) and garden gates	x	
Pathways and steps which provide main access to the front or back of property	x	
Washing lines and posts (except in communal areas or part of an independent living scheme, or new build property where one is provided at time of handover)		x
Replacement or repairs to sheds		x
Garages or outbuildings if provided by us at the point of tenancy	x	
Locked out of garage (unless lock is faulty)		x
Additional keys to garage		x
Structural walls inside a property	x	
Major plaster repairs	x	
Minor repairs to plasterwork for example small holes and cracks		x
Wall tiles to match existing as closely as possible damaged due to fair wear and tear	x	
Concrete floors (not including floor tiles)	x	
Vinyl fitted by the council as part of the improvement work, and or tenants own.		x
Carpets and floor coverings		x
Floorboards and joists but not including laminate	x	

Housing Standard (Repair and Maintenance Service) Operating Arrangement

Council fitted fireplace and surround	x	
Staircase, Bannister and handrail	x	
Kitchen cupboards, drawers, door catches, hinges and handles where damage is fair wear and tear (rechargeable if damage is not fair wear and tear)	x	
Worktops where damage is fair wear and tear (rechargeable if damage is not fair wear and tear)	x	
Cookers that were provided and installed to an adapted kitchen at point of tenancy	x	
Cooker ovens, hobs and cooker extractor fans (these are disclaimed at point of tenancy)		x
Electrical wiring sockets and light fittings	x	
Smoke or carbon monoxide alarms	x	
Plugs on tenant's appliances		x
Electrical consumer units (fuse box)	x	
Electric storage heaters (if installed by us)	x	
Electric fires (if installed by us)	x	
Immersion heaters	x	
Extractor fans	x	
Water service pipes, overflow pipes and water tanks	x	
Blocked toilet, sinks, bath and hand basin waste pipes	x	
Taps, stop taps, and wheel valves	x	
Toilet flushing mechanism	x	
Sink units and hand basins (if not fair wear and tear can be rechargeable)	x	
Toilet seats (we will supply one on start of tenancy only)		x
Shower curtains		x
Bath or shower trays	x	
Sink and bath plugs and chains		x

Housing Standard (Repair and Maintenance Service) Operating Arrangement

Bath seals and two rows of splash back tiles	x	
Kitchen sink seals and two rows of splash back tiles	x	
Boxing in of new or existing pipe work if damaged caused by the council	x	
Gas pipe work inside the property	x	
Supply of gas and gas meters		x
Annual gas servicing of appliances	x	
Council gas fires	x	
Topping up the heating systems, water pressure and bleeding radiators		x
Radiator valves, time clocks and thermostats	x	
Gas boilers	x	
Ground and air source heat pumps	x	
Heat exchange units	x	
Solid fuel fire grates	x	
Low energy light bulbs, tubes, starters for fluorescent light tubes		x
Loft insulation	x	
Replacement of broken glass		x
Washing lines		x
Letter box repair or replacement		x
Damaged caused to council property by self or visitors		x
TV/satellite aerials (except for communal aerials in blocks of flats and/or sheltered housing schemes)		x
Internal redecoration		x
Hat and coat rails		x

