

Repairs and Planned Maintenance Policy



North
Tyneside
Council

Access Statement

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1. Introduction

North Tyneside Council is committed to providing a customer focused and best value approach to our repairs and planned maintenance service.

The service will be delivered to a high standard and quality, whilst representing good value for money.

This policy sets out the services that our tenants and leaseholders can expect from our repairs and planned maintenance service. This approach will contribute to our customer satisfaction with their homes, ensuring our housing stock remains safe, high quality, and affordable.

It also outlines our approach to charging tenants and leaseholders for repairs carried out by the council as a landlord and our approach to landlord's consent.

This policy should be read in conjunction with the following documents that set out our responsibilities as a social housing landlord and those of our tenants and leaseholders:

- Tenancy Agreement
- Tenants Repairs Handbook
- Moving In Standard
- Moving Out Standard
- Safety, Health, and Environment Management (SHEM) Standards
- Lettings Policy
- Decant Procedure
- Fixtures and Fittings
- Gas Policy
- Condensation Mould and Damp Policy
- All Empty Homes Standards

2. Objectives of the policy

This policy is the overarching guide to repairs and planned maintenance in our properties and associated areas, and clearly sets out the services and standards our customers can expect from the Service.

This policy relates to properties owned and managed by North Tyneside Council, including leasehold properties where NTC own the freehold.

The policy does not cover homes within our North Tyneside Living Schemes, they are maintained through a separate contractual agreement.

We will ensure that our repairs and planned maintenance service reflect the following principles:

- Ensure tenants are safe in their homes.
- Provide value for money.
- Safeguard the future of homes in the borough.
- Support investment in our housing estates and homes.
- Protect the environment, support carbon reduction and addressing fuel poverty.
- Support our tenants, especially those that are vulnerable.
- Provide easy to access, up to date information on the status of repairs.

2.1 Our service commitment

We will:

- Effectively manage the repairs and planned maintenance service for our tenants and leaseholders.
- Ensure our tenants and leaseholders live in homes that are safe, well maintained, high quality and free from harm or danger.
- Treat all our tenants and leaseholders with respect and courtesy.
- Comply with legislation.
- Monitor our performance to identify trends and use evidence to continue to improve our service offer and delivery.

2.2 Our tenant and leaseholder commitment

We expect:

- Compliance with the Tenancy Agreement relating to repairs and maintenance. This includes reporting repairs in a timely manner. Failure to report repairs is a breach of the Tenancy Agreement.
- Appointments to be kept and rearranged if required.
- To be able to carry out required works, including communal areas, without obstruction or service refusal.
- A responsible person to be present for any appointment. This may not be necessary for external works; this will be confirmed prior to work going ahead.
- Pets to be in a part of the home not requiring any works.

- To be notified and updated of anyone within the home that has a disability or requires additional support to ensure we can provide the best possible service.
- Our employees and contractors to be treated with respect. We have a zero-tolerance approach to abuse towards any employee or contractor. We will take reasonable steps to protect our employees from behaviour deemed threatening, aggressive, or abusive, as required.

3.Legislative context

The council will ensure that properties are repaired and maintained in accordance with best practice and relevant policy and legislation. This includes:

- Health and Safety at Work Act 1974
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Landlord and Tenant Act 1985, as amended by Homes (Fit for Habitation) Act 2018
- Data Protection Act 2018
- Gas Safety (installation and use) (Amendment) Regulations 2018
- Social Housing (Regulation) Act 2023
- The Charter for Social Housing Regulation: Social Housing White Paper
- The Building Safety Act 2022
- Consumer Regulations Review
- Decent Homes Standard

Other legislation that may also apply:

- Party Wall Act 1996
- Protection from Harassment 1997
- The Human Rights Act 1998
- Water Supply (water fittings) Regulations 1999

4. North Tyneside context

Our **North Tyneside Council Plan 2021 – 2025** has five themes to help create a North Tyneside that is thriving, family friendly, caring, secure and green. The plan builds on the success of previous ones, and recognises the challenges faced following the Covid –19 pandemic.

Our **Customer Promise** has been developed based on what our residents have told us. This sets out what they can expect from the Authority and what to do if things go wrong.

The borough declared a climate emergency in 2019. Substantial work continues to take place to address our **Action on Climate Change**, and for the borough. This is supported by our Climate Emergency Action Plan 2020.

North Tyneside Tenancy Strategy 2021 – 2025 provides guidance to registered providers operating in the borough, including our own landlord function. The strategy emphasises the need to make best use of the housing stock to meet local housing need, maintain and create successful, sustainable communities and prevent homelessness.

North Tyneside Property Services Asset Management Strategy 2023 – 2028 sets out our approach towards maintaining our stock portfolio over the next five years. It is reviewed within a five-year period to support the 30-year capital business plan.

Our **Tenancy Agreement** sets out the rights and responsibilities for both the tenant and the landlord, and what may happen if there is a breach of tenancy.

5. Responsive repairs

5.1 Landlord responsibilities

A responsive repair is a repair carried out by the Service at the request of the tenant to repair damage to an item within their home or part of the structure of their home.

The council is responsible for the maintenance, repair and replacement of the structure and common parts of its properties, as set out in the Tenant

Repairs Handbook. This is in accordance with relevant legislation and regulatory compliance.

5.2 Tenant responsibilities

- Reporting repairs to the council in a timely manner.
- The general upkeep, maintenance, repair, and replacement of certain minor items within the home, as set out in Appendix One.
- Informing the Service if they are unable to keep an appointment.
- Allow access to their home for any work including assessments such as a stock condition survey, a property inspection, or periodic electric inspection and testing to be carried out.
- To keep their garden tidy and free from rubbish and debris. Grass or lawns must be cut and in good condition and hedges must be clipped and kept to a maximum of 1.8m (6ft) at the back of the property and 1.2m (four feet) at the front of the property.

5.3 Reporting repairs

All repairs can be reported by calling 0345 2000 102. Our phone lines are available 24 hours a day, 7 days a week. Tenants are also able to report all repairs via email to Repairs@northtyneside.gov.uk Between the hours of 6pm and 8am and on Bank Holidays and weekends, we are only able to accept, raise and respond to emergency appointments.

Before reporting a repair, tenants are encouraged to self-help wherever possible. To aid in this, we have developed and published a suite of self-help videos. These can be found on the council's website.

If the tenant is unable to self-help, then we will offer an appointment for the required repair in accordance with our priority response times.

5.4 Priority repair times

Our priority response times have been agreed with involved tenants. The Service will allocate an appointment and attend in line with the following priorities:

- P0: Emergency out of hours repair time 2 hours
- P1: target response time 24 hours
- P2: target response time 3 working days
- P3: target response time 7 working days

- P4: target response time 30 working days
- P5: target response time 45 working days.

5.5 Appointments

We are committed to carrying out repairs in a timely manner and in accordance with our target response times.

To help us achieve this, we will agree an appointment date and time with the tenant when a non-emergency repair is reported to us. The following appointment windows are available:

- ALL DAY: between 8am and 4pm
- AM: between 8am and 12noon
- PM: between 12noon and 4pm
- School Run: between 10am and 2pm (these appointments will be prioritised for households with school age children).

Households are eligible for a prioritised service when, living in the property there is:

- A child under the age of 12 months.
- Anyone with a disability or a long-term health condition specifically effected by colder weather which would be exacerbated by no heating or hot water.

Regular updates will be provided to the tenant on the progress of their repair, including any cancellation or delay.

For external repairs, an appointment may not be required, but the tenant will be informed of the target response date. However, if the tenant requires an appointment for an external repair, they can request one.

5.6 Emergency call out and out of hours

The out of hours service is available:

- 6pm – 7:30am Monday – Thursday.
- 6pm Friday – 7:30am Monday.
- Full day on a bank holiday.

The out of hours service runs 365 days a year and will:

- Attend emergency jobs within 2 hours.

- Make safe the situation and repair where possible:
- Arrange a follow up appointment where the repair is not possible.

If the reported repair does not require out of hours attendance, a job will be raised within priority response times.

5.7 Access to property

When we attend for an appointment but are unable to gain access to complete the repair, attempts will be made to contact the tenant to inform them that we are at their home. If there is no reply and/or we can't access the property, a 'Sorry we missed you' card will be left which sets out the next steps for completing the repair.

It is the responsibility of the tenant to contact the Service to rearrange an appointment.

If the repair relates to moisture related issues, a periodic inspection, a disrepair issue, or any other repair which could jeopardise the safety of our tenants or property, and we are unable to gain access we will book a new appointment and inform the tenant of this. If there is no response after we have made three attempts, the Housing Management Team will be notified for them to attempt contact with the tenant. Two attempts will be made and if there has been no successful contact, then in some circumstances, court proceedings may be used for access to be granted. The tenant will be liable for any costs, including court costs, incurred as a result.

5.8 Right to Repair

The Secure Tenants of Local Authorities (Right to Repair) Regulations SI. 1994 No 133, sets out that qualifying repairs should be completed within mandated timescales.

Appendix Two details this information.

5.9 Chargeable repairs

The Tenancy Agreement sets out that all tenants must ensure that they or anyone living with them or visiting their home, must not misuse, damage, vandalise or remove any part of the property, neighbouring property, or

shared area. If such damage occurs and requires a repair, the tenant will be charged for the related repairs.

Our Chargeable Repairs Policy outlines responsibilities and financial information.

5.10 Gas repairs

Three priorities are used for gas repair jobs.

- Priority 1 is a 24-hour response job or a fast-track repair job, such as no central heating or hot water in a tenant's home. If the tenant reports an issue on a Friday, we may attend over the weekend.
- Priority 3 is used for commission and test. This is carried out prior to a new tenancy starting, as the boiler has been disconnected from the gas as part of the empty homes process.
- Priority 4 is used for routine appointments.
- There is no priority 2.

5.11 Level access showers

If the council lets a property with a level access shower in place, it is to remain at the property. A level access shower will only be replaced with a bath where there is a specific medical need, as assessed by an Occupational Therapist.

If a property has a bath installed, but the tenant requires a level access shower for a specific medical need, this will only be installed as per an Occupational Health assessment and recommendation.

5.12 Electric showers

The Service is responsible for maintaining and repairing electric showers that it supplied and installed.

Where the tenant would like to fit their own shower, they need to follow the North Tyneside Council (NTC) fixtures and fitting procedure.

Where a tenant has chosen to fit a shower attachment to hot and cold water taps on a bath, they should ensure that tiling is to a sufficient height to prevent any water spillage. Failure to do so may result in damage to the property, requiring repair. Such repairs may be chargeable.

5.13 Fires

In a continued commitment to reducing carbon emissions, we aim to phase out the use of solid fuel fires, open flue appliances, gas fires, gas wall heaters and electric fires within our housing stock, ensuring the existing heating system, and radiators meet required standards.

Where fires are a secondary heat source and considered to be a decorative feature within a room, we are responsible for the electric supply up to the fire. Any repairs or renewal will be the responsibility of the tenant.

If a tenant considers that the fire is no longer required, we will, in consultation and agreement with them remove the existing fire, this may include the hearth and/or surround. The area will be boarded up and made safe, and a decoration voucher will be provided to the tenant.

5.14 Minor works

On occasion, the Service may identify the need to carry out more extensive repair works that require more detailed planning or multiple appointments to complete. In such events, we will take a more planned approach to undertaking responsive repairs, ensuring that works are arranged to meet the needs of the tenant and the service.

5.15 Storm doors

A storm door is a type of door which is installed in addition to the main access door, normally at the rear or side of the property. It protects from harsh weather conditions.

Storm doors will be removed by the Service if they are in poor condition when a property is vacant. If the storm door is in good condition, it will be left in place and will become the tenant's responsibility to maintain and repair.

5.16 Gardens

Maintenance of the garden is the responsibility of the tenant. This includes all grassed, paved and concrete areas, shrubs and planting. Ongoing upkeep of the garden and surrounding area is the tenant's responsibility as set out in the Tenancy Agreement.

5.17 Garden paths

The main path to the front and rear of property including one (1) metre around the property perimeter will be the council's responsibility to maintain. All other paved areas within the land area of the property will be the responsibility of the tenant.

5.18 Fencing

Fencing repairs are carried out by the Service. They will be repaired or replaced like for like to the existing fence or in line with our specification.

Shared boundary fences with a private property are the responsibility of the private owner to repair and/or renew.

5.19 Sheds and outhouses

Sheds will not typically require planning permission before construction but, there are certain limits and conditions that need to be considered so a tenant will be advised to speak to their Housing Management Team.

If a new tenant moves to a property where a shed is already constructed, they will be given the option to either retain the shed on the understanding that it becomes their responsibility to maintain or alternatively they can request that it is demolished.

An outhouse is not considered to be a habitable space. Outhouses are to be used for storage only and, as such, repairs will only be provided to the structure of the outhouse and not to ensure that the space is habitable.

5.20 Driveways

A driveway to a property must have a drop kerb access for it to be used as a driveway.

Any driveway that the Service has responsibility for, will be maintained. Driveways and hardstands that have been installed via a fixtures and fittings application are the responsibility of the tenant to repair and maintain.

-5.21 Drainage

The Service is responsible for maintaining the structure and exterior of the property, keeping it in good repair including drains, gutters, and external pipes. All drainage blockages within the boundary of the property to be reported to the council in the first instance. All other drainage issues to be reported to Northumbrian Water.

The Service is not responsible for carrying out drainage or irrigation works to any attached gardens. However, if excess water in the garden is affecting or causing damage to the property, we will carry out work to remedy this.

Should works be required to fences, gullies or drainage etc and access is prevented by shrubs, bushes or trees, the tenant is required to prune or remove the shrubs, bushes, or trees to allow access as required.

5.22 Post Inspections

The Service will undertake a number of post repair inspections to ensure that the quality of repairs completed on our properties are of a high standard and that our preferred contractors are providing us with a value for money service.

6. Condensation, mould, and damp

We will proactively maintain our housing stock to manage the potential risks and promptly diagnose and prevent issues which may arise from moisture related issues in our properties, including communal areas; to ensure that our properties are protected from any moisture related deterioration and damage.

Information is available in our Condensation, Mould, and Damp Policy.

7. Fixtures and fittings

Before making improvements or alterations to their home, tenants must get our permission in writing. If permission is granted, there may be conditions set. More information is available on our [website](#).

8. Empty Homes

When a property becomes empty, we will carry out all necessary repairs before a new tenant moves in.

9. Cyclical works

Cyclical work involves routine maintenance tasks conducted on a regular basis.

9.1 Gas Servicing

Faulty appliances can give off carbon monoxide fumes, which are highly poisonous. Carbon monoxide has no colour, taste, or smell, and can kill. Annual gas safety checks mean we can make sure appliances are in safe working order.

By law the council is responsible for carrying out yearly gas servicing and safety checks in every home with gas. A tenant must give access to their home to allow these checks to be carried out,

A tenant will receive an appointment letter and if no access has been permitted after two appointments, legal proceedings will commence to gain entry to the property. This may include a forced entry, if this happens the tenant will be responsible for all associated costs.

9.2 Smoke and carbon monoxide alarms

In line with current regulations properties must have at least one working smoke alarm on each storey where there is a room used as living accommodation.

There must be a carbon monoxide alarm in any room used as living accommodation which contains a fixed combustion appliance. This is any appliance that uses fuel to generate heat but excludes gas cookers. We also have the responsibility for repairing or replacing any smoke and carbon monoxide alarms that we are informed of or that we identify during an annual gas safety check. As these alarms may be hard wired and/or fixed sealed units, battery replacement is our responsibility too.

9.3 Sprinkler systems

Sprinkler systems are tested once a year in line with BS 9251. Which is the British Standard for Fire Sprinkler Systems in the UK. It specifies the designs, installation, components, water supplies and backflow protection, commissioning, maintenance, and testing of fire sprinkler systems installed for life safety purposes in residential and domestic premises.

9.4 Electrical inspections

A Periodic Electrical Inspection Test, completed in line with legislation is designed to check the condition of the electrics in the property against the current UK standard for the safety of electrical installations, BS 7671 – Requirements for Electrical Installations (IET Wiring Regulations).

If access is not permitted to a property for the test to be carried out, legal proceedings to gain entry will be commenced. This may include a forced entry, if this happens the tenant will be responsible for all associated costs.

9.5 Communal areas

General repairs to communal areas can be reported via the repairs line and will be allocated in line with our repair priorities.

To ensure compliance we complete fixed wire testing on a five-year programme, smoke alarm and emergency lighting testing annually.

Painting of communal areas is carried out every five years.

10. Housing investment and planned works

10.1 Developing programmes

We have a 30-year business plan that accounts for asset lifecycles and renewal periods, in line with our [Housing Asset Management Strategy](#). A programme of works is established to identify the number of schemes we have planned and how many elements of work, i.e. number of replacement kitchen and bathrooms, roof replacements, will take place each year based on age and condition of the elements. At the start of the financial year, the tenants within the schemes will be sent out a letter to say what works will be completed.

10.2 Tenant support

For most schemes, the tenant will be assigned a Customer Liaison Advisor to work with them during any scheduled works. They will fully explain the planned works process to the tenant, collect the tenant's colour and style choices, make sure the tenant is kept up to date with the progress of the works and ensure that the works are delivered smoothly and successfully.

10.3 Tenant choice

Tenants will be given options for their kitchen and bathroom fittings. This includes bench worktops, unit doors, unit handles and kitchen tiles. Where we complete the internal decoration of communal areas, we will provide tenants with a choice of colours for these areas.

10.4 Decant

A decant is when the tenant is required to move from their property on a temporary basis due to repairs or improvements that cannot be completed with the tenant in their home.

On these occasions we will work with the tenant to ensure household needs are met and disruption kept to a minimum.

10.5 Tenant refusals

If the tenant refuses any planned programme work to their home, then they must sign a disclaimer. Works of a health & safety nature or structural related cannot be refused.

If the tenant then changes their mind after refusal, it may not be possible to deliver works within the existing programme. We will endeavour to schedule works as early as possible, but this may not be within the same financial year.

11. Decoration vouchers

For a tenant moving into a new home, or an existing home has had planned programme or responsive repair work carried out that has caused significant damage, we may give a payment to help with the cost of decorating the affected area of the home.

A voucher will be issued to assist with the purchase of decorating materials only. This includes:

- Interior paint.
- Wood care and varnishes.
- Wallpaper and pastes.
- Decorating utensils (non-powered).
- Sandpaper.
- Fillers and sealant.
- Mould deterrents

The payment is currently calculated at £50.00 per room, up to a maximum of £300.00 per property.

12. Contents Insurance

The council does not insure a tenant's home contents against loss or damage. We advise that all tenants seek to insure their personal belongings, carpets, furniture, other household items and, decoration for such damage and/or loss, including loss relating to fire or flood damage.

The council will provide tenants with access to a pay-as-you-go home contents insurance scheme. This is not a mandatory requirement and tenants can opt to insure themselves via a different means. However, should a tenant wish to access the Authority's scheme, they can do so by contacting (0191) 643 2360. More information is available at: RSA Tenants Contents Website

13. Party walls

In accordance with the Party Wall Act 1996 If a resident is a private owner, we need to advise them of roofing and structural jobs and the work that is going to be carried out next to their property. This is done in writing to the private owner before the scheme starts. If there is no response from them, we would be in dispute and would have to attend to enforce a Party Wall Notice.

14. Asbestos

Asbestos was added to many different types of building materials and products over the years; however it can be extremely hazardous, and you cannot tell if a material contains asbestos through a visual inspection.

Asbestos was widely used in the building industry so for properties built or refurbished before 2000, it is possible that they may contain some form of asbestos-containing material. If left undisturbed asbestos is safe.

Any tenant with concerns about possible asbestos in their home is encouraged to contact the service and not attempt to resolve the issue themselves, and we would require tenants to seek advice before making alterations to their home.

How we identify, survey and, manage asbestos is set out in our Asbestos Management Standard.

15. Aids and adaptations

We are committed to supporting tenants who may have a disability or mobility issue to live independently within their home. We will work with them and the relevant agencies to ensure that appropriate adaptations are installed wherever possible, so that they can continue to live in their home and enjoy a good quality of life.

Following the recommendations, the Service will allocate an appointment in line with the following priorities:

- A0: target response time 48 working hours.
- A1: target response time 5 working days.
- A2: target response time 8 working days.
- A3: target response time 45 working days.

16. Leasehold repairs

As a freeholder, the Service has an obligation to carry out works to the communal areas and maintain the structure and exterior of the property. A leaseholder has an obligation to pay for this works.

Leaseholders will be informed and consulted for any upcoming works within required timescales.

17. Pest control

Environmental Services will carry out treatments to tenants for the following infestations:

- Rats and mice.
- Fleas.
- Bed bugs and cockroaches.

The cost of these treatments is included in their rent. Charges will apply for other infestations.

Any repair or remediation work required to ensure the infestation does not return will be carried out.

18. Customer satisfaction and complaints

We strive to deliver excellent customer service to keep North Tyneside a great place to live, work and visit.

Our Customer Promise sets out what residents can expect from us and what they can do if things don't go well.

We view customer feedback, including complaints, as an important way of identifying what is going well, but also what could be better.

We are committed to using customer feedback to improve our services and increase overall customer satisfaction.

19. Definitions

Aids and adaptations: equipment and/or alterations to a property to enable the household to remain in their home and maintain their independence.

Cyclical works: are undertaken in cycles (1 year +), to maintain the general appearance and condition of buildings and property.

Decant: when the tenant is required to move from their property on a temporary or permanent basis due to repairs that cannot be completed with the tenant in the property.

HRA: Housing Revenue Account

Party wall: wall shared by two adjoining properties.

Responsive Repairs: include routine and everyday repairs, as well as emergency or urgent repairs.

The Service: Property Services Team

Appendix One: repair responsibilities

Repair Type	Who is responsible	
	Landlord	Tenant
Bathroom		
Internal pipe work boxing (if the responsibility of NTC)	X	
Bath panels	X	
Toilet seats and lids		X
Bath and sink plugs and chains		X
Taps to sink and bath (if the responsibility of NTC)	X	
Shower (if the responsibility of NTC)	X	
Ceilings		
Plaster ceilings	X	
Minor repairs to plaster work such as cracks and small holes (under 50mm ²)		X
Artex – patching ceiling following any repairs	X	
Decoration		
Internal decoration		X
Curtain battens		X
Doors		

Doorbell		X
Internal doors adjustment when new flooring fitted		X
External structures including doors and gates (fitted by you or previous tenants)		X
Door glazing (damaged or vandalised)		X
Door entry systems	X	
Door vents	X	
External doors – including ironmongery	X	
Storm door (in addition to the main property doors, fitted to side or rear of property)		X
Gaining entry to the property (i.e. locked in, locked out, lost keys)		X
Internal doors – including ironmongery	X	
*Maintenance of catches and locks		X
Drains and gutters		
Drain blockage (within the boundary of the property)	X	
Clearing and upkeep of ground level gulleys and grates		X
Clearing and upkeep of gutters		X
Drains and gulley surrounds /gulley grids	X	
Inspection chambers	X	
Soil vent pipes, including clips	X	
Electrical items		

Consumer unit (fuse box)	X	
Smoke alarms	X	
Carbon monoxide alarms	X	
Cookers, ovens, and hobs owned by the tenant (if not supplied by NTC)		X
Disconnecting and reconnecting your cooker (if not supplied NTC)		X
Electric fires (if the responsibility of NTC)	X	
Electric storage heaters (only if supplied by NTC)	X	
Electric meter and supply (contact your utility supplier)		X
Extractor fans	X	
Immersion heater	X	
Internal light bulbs, fuses, and fluorescent tubes (unless in a bathroom or communal areas)		X
Wiring – sockets, light fittings, and switches	X	
Electric plugs fitted to tenant's appliances (not sockets)		X
External items		
Maintenance of garden area (grass/paved areas/concrete)		X
Clothes posts and/or hooks		X
General upkeep of gardens and surrounding areas (including paving and concrete)		X

Paths – path to front door and 1m around property	X	
Boundary walls (if the responsibility of NTC)	X	
Boundary fences (if the responsibility of NTC)	X	
Maintenance of fencing		X
Council owned garages and outbuildings	X	
Front, side, and rear gates (if the responsibility of NTC)	X	
Hardstanding's and gates (if the responsibility of NTC)	X	
Outbuildings	X	
Sheds, including clearance and moving for repairs to take place		X
Communal areas – basic maintenance	X	
Communal areas – lifts and stairs	X	
Floors		
Laminate floors (lifting and relaying for repairs)		X
Loose floor coverings and carpets (including ceramic floor tiles)		X
Concrete floors	X	
Floorboards and joists	X	
Floor, wall, and fireplace tiles		X
Heating		
Bleeding radiators		X

Gas meter and supply (excluding gas meter box doors)		X
Pipework	X	
Radiators, valves, time clocks and thermostats	X	
Kitchen items		
Cooker point change – following change of cooker		X
Cooker point – either gas or electric	X	
Maintenance of kitchen cupboards and drawers		X
Repairs to cupboard door catches, handles and hinges	X	
Plugs and bulbs		
Energy efficiency		X
Low energy light bulbs		X
Plumbing		
Removing and replacing radiators for decoration		X
Repairing plumbing after decoration		X
Washing machine plumbing and fitting (if not supplied by NTC)		X
Roofs		
Aerials, satellite dishes, telephones and removing cables before and after maintenance work		X
Security		
Extra door or window locks (not to be fitted to PVC doors)		X

Walls		
Regrouting when discoloured		X
Minor repairs to plaster work such as cracks and small holes, (under 50mm ²)		X
Windows		
Fitting, removing, and adjusting blinds		X
Releasing windows stuck after internal painting		X

Appendix Two:

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Qualifying repairs and associated timescales are detailed below:

Description of repair	Response Time (Working days)
Total loss of electrical power	1
An unsafe electrical fitting	1
Total loss of water supply	1
Total or partial loss of gas supply	1
Blocked flue to an open fire or boiler	1
No heating or hot water (Between November 1 st and April 30 th)	1
Leak from a water pipe, tank, or cistern	1
Blocked or leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Insecure external window, door, or lock	1
No heating or hot water (Between May 1 st and October 31 st)	3
Partial loss of electrical supply	3
Partial loss of water supply	3
Blocked sink, basin, or bath	3
A tap that cannot be turned	3
Loose or detached banister or handrail	3
Rotten timber flooring or stair treads	3
Leaking roof	7
Door-entry phone not working	7
Mechanical extractor fan not working	7

Should the Authority fail to complete the repair the tenant is entitled to follow the Right to Repair scheme as detailed below:

Stage One – Complete the Repair

- Tenant provides Authority with the opportunity to complete the described repair within the stated response time.

Stage Two – Appoint second contractor

- If the repair is not completed within the stated response time, the tenant can request someone else carry out the work.
- The Authority will instruct a contractor to complete the works and issue the tenant with a copy of this instruction.
- The appointed contractor will complete the repair within the same response time as the initially described repair.

Stage Three – Compensation

- If the repair remains outstanding after the stated response time has passed then the tenant should contact the Authority to report this.
- They can do so by:
 - Phone: 0345 2000 102
 - Email: Repairs@northtyneside.gov.uk
 - Write to: Property Services, North Tyneside Council, The Killingworth Depot, Block A, Station Road, Killingworth, NE12 6QQ
- Unless there is a good reason why the works have not been completed in the stated response time the tenant will be entitled to receive £10 compensation.
- For every additional day the tenant waits for the described repair to be completed, they will be entitled to a further £2, up to a maximum of £50.

Stage Four – Your Right to Repair

- If the contractor appointed at Stage Two does not complete the repair within the stated response time, the tenant can appoint their own suitably qualified contractor to carry out the repair.
- The total cost of the repair must be less than £250
- It is the tenant's right to pass the relevant invoice to the Authority and the Authority will then pay it.

If a tenant has outstanding arrears relating to current or former tenancies, including but not exclusive to rent, former tenant arrears and rechargeable repairs, the Authority will deduct compensation payments from this total amount. The tenant will be notified of this in writing.

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