



Bristol City Council Housing and Landlord Services

Repairs and Maintenance Policy

Version 1

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1. Policy Statement

This policy is written with the purpose of ensuring that Bristol City Council (BCC) meets all legal and regulatory duties as a landlord in the repairing and maintaining of housing stock while also providing the broader parameters to ensure that tenants live in well-maintained and safe homes.

BCCs approach to repairing and maintaining its residential housing stock is laid out in this policy and should be read in conjunction with the [BCC Tenancy Agreement](#). The policy also aligns with BCC's Service Standards, which outline the specific expectations tenants can have for relevant services, including response repair timeframes.

In developing this policy residents' involvement and consultation needs have been considered as per regulatory requirements and in partnership with the Tenant Involvement team.

We will act sensitively towards the diverse needs of individuals and communities, and we will take positive action to reduce discrimination and harassment.

An Equalities Impact Assessment has been carried out and agreed by the Equalities Team.

1.1 Legal Context

This policy is informed by key legislation such as the Housing Act 1985, which mandates the provision of decent homes, and the Landlord and Tenant Act 1985, which sets out obligations for repairs and maintenance. The Homes (Fitness for Human Habitation) Act 2018 requires that all rented properties meet certain standards of safety and habitability.

Additionally, the Defective Premises Act 1972 places a duty of care on landlords and those involved in the construction or refurbishment of dwellings to ensure that properties are fit for habitation and do not pose risks to occupants.

The Building Safety Act 2022 further strengthens the legal framework by introducing a new regulatory regime for higher-risk residential buildings, placing greater accountability on landlords and building owners to proactively manage building safety risks. It establishes the Building Safety Regulator and sets out clear duties for maintaining safe homes, particularly in multi-occupancy and high-rise buildings.

1.2 Consumer Standards

The Social Housing (Regulation) Act 2023 details the Safety and Quality Standard, which mandates that social landlords provide safe and good-quality homes for their tenants. This standard requires landlords to be more proactive in understanding the

condition of their properties and the needs of their tenants, ensuring that homes are not only safe but also meet high-quality standards.

The Transparency and Accountability standard requires social landlords to be open and fair with tenants, ensuring that they can access services, raise complaints, influence decision-making, and hold landlords accountable.

1.3 Reporting Requirements

There is a requirement for Key Performance Indicators (KPIs) to be met as part of a wider performance framework. The Repairs and Maintenance Service directly reports on:

- Overall tenant satisfaction with repairs.
- Tenant satisfaction with the time taken to complete the most recent repair.
- Overall tenant satisfaction with how well the home is maintained.
- Proportion of homes that do not meet the Decent Homes standard.
- Compliance tracking which includes key safety checks like gas servicing and electrical inspections
- Overall satisfaction with the Response Repairs service.

Some KPIs that are relevant to this policy, e.g. Electrical Safety Testing, are covered by other, specific policies. A full list of related policies can be found in [Appendix A](#).

1.4 Tenant Rights

Tenants have a fundamental right to request necessary repairs and make reasonable home improvements, ensuring their living spaces are safe and comfortable. In alignment with the Right to Repair and the Social Housing (Regulation) Act 2023, BCC is committed to upholding these rights in addition to supporting tenants in making approved enhancements to their homes.

BCC will adhere to the Housing Health and Safety Rating System (HHSRS) to ensure that all properties meet essential health and safety standards.

In accordance with Awaab's Law, BCC has a duty to take timely and effective action in response to reports of damp and mould, recognising the serious health risks these issues pose. Further information, including expected timescales and responsibilities, is outlined in BCC's Damp and Mould Policy.

Tenants who are not satisfied with how a repair, maintenance issue, or replacement programme has been managed should follow the Internal Complaints Policy. If the matter remains unresolved, they may escalate their complaint to the Housing Ombudsman. Bristol City Council follows the Housing Ombudsman's Complaint Handling Code to ensure complaints are dealt with fairly and consistently.

2. Aims and Objectives

2.1 Aims

- Deliver timely, high-quality repairs and maintenance that ensure all homes are safe, habitable, and compliant with all relevant legislation.
- Promote tenant satisfaction through clear communication, responsive service, and continuous improvement, including that based on feedback.
- Support proactive asset management in line with the Asset Management Strategy, ensuring long-term value and sustainability.
- Maintain accountability and transparency in service delivery, including clear standards, responsibilities, and performance monitoring.
- Ensure accessibility and inclusion, enabling all tenants to report repairs easily and receive appropriate support, especially those with additional needs.

3. Roles and Responsibilities and Authority

The Head of Repairs and Maintenance is responsible for the implementation of this policy.

All staff involved with the Repairs and Maintenance Services are responsible for carrying out this policy effectively.

Roles and Responsibilities are detailed in [Appendix B](#).

A significant portion of BCC's repairs and maintenance activities are outsourced to external contractors. These contractors are granted delegated authority to perform the necessary work within a pre-determined budget. This approach ensures that repairs and maintenance are carried out efficiently and within the agreed financial constraints.

4. Scope

This policy covers:

- Responsive repairs (standard and emergency) to tenanted properties and communal areas managed or owned by BCC (excluding freehold communal areas).
- Planned cyclical maintenance and replacement programmes.
- Tenant requests for home improvements and alterations.

Further detail is provided in related policies listed in [Appendix A](#).

5. Responsive Repairs Policy Chapter

In line with industry definition, BCC defines a repair or responsive repair as unplanned work (including emergencies) that is reported by tenants, or which arise from damage / wear and tear to communal areas and common parts. It does not include repairs undertaken as part of a planned maintenance programme, or those undertaken to empty properties at void.

5.1 Right to Repair

This policy is informed by the Right to Repair Scheme under Section 96 of the Housing Act 1985, ensuring tenants understand their rights and landlord obligations. It covers:

- **Landlord Responsibilities:** Specifies repairs legally required of landlords, particularly those affecting health and safety.
- **Communication:** Outlines how landlords should inform tenants about repair timelines and completion expectations.
- **Repair Categories:** Defines standard, emergency, and urgent repairs.
- **Compensation:** Details compensation available when qualifying repairs are not completed within the specified timeframe. In line with the Right to Repair, tenants can request compensation for delays that impact their health or safety.
- **Alternative Contractors:** Ensures another contractor is engaged if repairs are not completed on time.
- **Complaints and Escalation:** Provides procedures for complaints and escalation to the Housing Ombudsman if necessary.

Bristol City Council is legally obligated to meet the stipulations of the Right to Repair Scheme; this policy supports the Council's compliance with the legislation.

5.2 Types of Repairs

Responsive repairs are usually requested by the tenant. BCC will categorise the repair under one of the following categories:

Repair Type	Definition
Standard Repair	<p>Non-urgent repairs that help keep the property in good condition. These repairs will be completed within 35 days.</p> <p>A standard repair may be reclassified as a major repair if further assessment identifies additional work or materials, which may extend the timescale.</p>
Emergency Repair	<p>Emergency repairs are carried out immediately to address serious risks to health, safety, or security. Initial work will make the property safe, with follow-up repairs completed within standard timeframes. These repairs are prioritised to prevent harm or further damage and will be attended to within 24 hours.</p>

	Repairs that BCC will treat as an emergency are listed in Appendix E .
Urgent Repair	Urgent repairs are issues that, while not emergencies, pose a risk to health, safety, or the structure of the property if not addressed promptly. These repairs require attention within a short timeframe to prevent further deterioration or inconvenience. Urgent repairs will be completed within 7 days.
Out of Hours Repair	BCC runs a 24/7/365 service for tenants to report emergency repairs. Out of hours emergency repairs are attended to within 24 hours. A list of repairs that BCC will attend to out of hours can be found in Appendix F .

Bristol City Council has a separate document called the Repairs and Maintenance Service Standards, which explains how quickly different types of repairs should be carried out and what tenants can expect from the service.

For full details on repair response times and what the council is responsible for, please refer to the Repairs and Maintenance Service Standards [document](#).

5.3 Reporting a Repair

Tenants are required to report to BCC any repairs that are needed and to allow access for operatives to inspect and carry out repairs. This is a legal obligation, being a condition of the tenancy. Failure to abide by the tenancy conditions, puts the tenancy at risk. BCC will work with residents to overcome barriers to access and avoid legal or tenancy action but may need to apply to the Courts for an access injunction to fulfil their legal obligations to complete repairs (see Gain Access Procedure for more information).

Repairs can be reported online, by phone or in person.

5.4 Responsibilities

Responsibilities for repairs are shared between tenants and BCC, as outlined in the Tenancy Agreement. Tenants are responsible for certain minor repairs, while BCC maintains key fixtures and features to ensure compliance with health and safety standards. A full breakdown of responsibilities can be found in [Appendix G](#).

5.5 Vulnerability

A person might be considered vulnerable due to old age, Disability, a mental health condition, another special reason, or a combination of these factors. BCC may choose

to carry out a repair for a vulnerable person where the repair would normally be the tenant's responsibility and or increase the priority level given to a repair.

In these instances, consideration will be given to the individual circumstances and the repair itself. In these cases, it would be expected that by not making a repair or not escalating the time of repair it would have an adverse effect on the tenant due to vulnerability.

This approach also applies in cases of domestic abuse, where tenants may be at immediate risk and require urgent support. Bristol City Council adopts a zero-tolerance approach to domestic abuse and recognises its duty to support affected tenants. In this case, a repair will be treated as emergency and made safe within 3 hours. This may include lock changes, boarding up, or internal repairs. Follow-up works, such as glazing, will be completed under standard timescales. (See Domestic Abuse Policy)

5.6 Health and Safety

The Housing Health and Safety Rating System (HHSRS), established under the Housing Act 2004, is used to assess the risk posed by hazards in the home. BCC will prioritise and respond to any Category One hazards as emergency repairs, depending on the level of risk. In assessing risk, BCC will also consider the vulnerability and personal circumstances of the tenant or household members, as these can increase the potential harm posed by certain hazards.

In line with Awaab's Law, BCC is committed to investigating and addressing damp and mould hazards that pose a significant risk to health within fixed timeframes. This legislation reinforces the importance of acting swiftly where hazards like those identified under the HHSRS, may disproportionately affect vulnerable tenants. BCC will ensure that its repair services are aligned with these legal requirements, and that tenant vulnerability is a key factor in assessing and prioritising repairs.

5.7 Recharges

Damage that is caused by the tenant, their household, visitors or pets – whether accidental, because of negligence or deliberate is the tenant's responsibility to repair. However, BCC may complete the repair and charge the tenant for costs. This is called a re-charge. Unpaid charges may lead to legal action and risk to the tenancy. If a chargeable repair poses a health or safety risk, BCC will make the area safe and arrange follow-up work, with costs recharged to the tenant. Repairs that BCC will charge tenants for are listed in [Appendix D](#).

5.8 Code of Conduct

BCC staff uphold a professional code of conduct and will treat tenants with respect and courtesy.

BCC staff and contractors will leave the property clean and tidy and ensure that the works carried out have been explained to the tenant(s) before leaving.

Where work is contracted out, the appointed Contractors will be given tenant profile information and as part of the contract will be required to demonstrate they will operate in accordance with the Data Protection Act 2018 requirements as well as the Equality Act 2010 and the s.149 Public Sector Equality Duty, including providing equal opportunities for workers, and an accessible and inclusive service for residents.

Tenants are expected to maintain a respectful attitude towards staff carrying out repairs. This includes providing access to the property at agreed-upon times, ensuring the area is clean and safe for work, and refraining from any abusive or disruptive behaviour.

5.9 Damp and Mould Repairs

Bristol City Council is committed to responding to damp and mould in line with its statutory duties under Awaab's Law. Damp and mould are recognised as serious health hazards under the Housing Health and Safety Rating System (HHSRS) and must be addressed promptly and effectively.

BCC's approach is governed by the Damp and Mould Policy, which outlines how reports are assessed, prioritised, and resolved. This includes:

- **Initial Determination:** All reports are assessed to determine whether the issue poses a significant or emergency hazard, based on severity, household vulnerability, and property risk factors.
- **Investigation Timescales:**
 - Emergency hazards are investigated within 24 hours.
 - Significant hazards are investigated within 10 working days.
- **Repair Timescales:**
 - Emergency safety works are completed within 24 hours.
 - Safety works for significant hazards are completed within 5 working days.
 - Further remedial works are initiated within 5 days, or scheduled within 12 weeks if not immediately practicable.
- **Resident Vulnerability:** Priority is given to households with health conditions, children, older people, or other vulnerability factors as defined in the Damp and Mould Policy.
- **Communication:** Tenants receive a written summary of the investigation within 3 working days, unless all works are completed within that time.

Where a property cannot be made safe, BCC will offer suitable alternative accommodation in line with tenancy and housing needs.

All staff and contractors are expected to report damp and mould when identified and follow the procedures outlined in the Damp and Mould Policy.

6. Planned Maintenance Policy Chapter

BCC carries out cyclical programmes of servicing, testing and maintaining equipment and property components in accordance with the relevant legal and regulatory requirements. This includes, gas, mechanical and electrical, water, asbestos, lifts, and fire safety which are included in separate policy set out in [Appendix A](#).

This policy describes BCC's approach to cyclical maintenance and planned replacement programmes. These minimise expenditure on responsive repairs and will maintain and extend the life of the housing stock.

6.1 Asset Management

Details about the assets are recorded in the housing management system including an understanding of the components to a building that should be maintained by BCC and timescales for replacement where appropriate.

Stock condition surveys are commissioned on a five-year basis to identify non-compliance with the Decent Homes Standard and or potential hazards relating to the HHSRS system.

BCC must balance their responsibilities to follow replacement programmes with the requirement to be flexible and respond to needs if they arise. In some cases, it will be necessary to reprioritise the replacement programme on a risk basis, ensuring value for money and reducing disruption for residents. Therefore, where maintenance or repair won't extend the lifespan of the component to meet its expected date for replacement then this should be reported to BCC for a decision for re-prioritisation.

BCC has dedicated resource to be able to respond to specialist projects where the scope is outside of that which can be managed by the regular responsive or planned programmes.

6.1.1 Planning for Maintenance

Planning for maintenance will be carried out annually to include:

- Requirements within the Housing Investment Plan.
- Outcomes of Stock Condition Surveys.
- Outcomes of existing programmes such as electrical testing, fire safety etc.
- Feedback from existing responsive repairs programmes and backlogs that may indicate deterioration of stock.

Annual plans will address priorities within the constraints of the Housing Revenue Account (HRA) Business Plan.

6.2 Cyclical Maintenance and Replacement Programmes

BCC operates cyclical inspection, maintenance and repair programme for properties. This may include, but is not limited to:

- External Painting Works
- Communal Painting and Repairs
- Eaves, Roofs, and Chimneys
- Windows
- External Doors and Frames and Screens
- Rainwater goods, gutters and external pipes
- Approaches to dwelling / paths
- Walls
- Sheds
- Porches / Bay roofs
- Manhole covers and gullies
- Garages

If at inspection a component part requires major works to repair or replace, this will be carried out by the contracted company according to agreed specifications or referred to the appropriate team within BCC.

The maintenance teams also operate a replacement programme for major components such as kitchens, roofs, and windows. (this is not an exhaustive list)

If at inspection for cyclical maintenance BCC find additions or adaptations to the property which are unsafe, we will make recommendations for removal.

Any identified damaged asbestos should be removed, and any external asbestos products should be replaced in accordance with our Asbestos Policies and Procedures.

6.3 Residents' rights

BCC will inform residents in writing of maintenance and planned works that will impact them. BCC will pursue access to carry out essential works in accordance with our legal and regulatory requirements and the terms of the tenancy agreements.

Essential works are considered those relating to:

- health and safety maintenance, such as rewiring or carrying out fire safety works.
- refurbishing the outside of a block of flats or cladding a pair of houses where we're unable to exclude a single home.

- work that's needed to prevent further damage to a property such as roof repairs.

BCC is required by law to carry out gas and electrical testing, this is explained in the respective policies listed at [Appendix A](#). Where access is not granted for works required by law or considered essential, BCC will follow the Gain Access Policy and Procedure.

Residents should raise concerns with BCC or the contracted provider if they experience any problems, before, during or after the works are completed. If residents aren't satisfied with the outcome, they can use the 'make a complaint' form on the BCC website in accordance with our complaints policy.

7. Home Improvements and Alterations Chapter

7.1 Right to Improvement

In line with the Housing Act 1985, with permission tenants have a right to make improvements and/or alterations to their home. At the end of the tenancy, tenants also have a right to compensation for qualifying improvements that have been carried out.

The type of tenancy impacts the type of improvements that will be permitted. For example:

Introductory Tenants (new tenants within 12 months of occupation) are limited to minor improvements such as redecorating inside.

Secure Tenants have the right to carry out improvements to their property.

Tenants in newly built properties will not be allowed to make improvements for the first 12 months after the completion date regardless of tenancy type. Structural changes to properties less than ten years old will not be permitted.

7.2 Types of Improvements

The following are examples of improvements or alterations to the home that will be considered:

- Installing a new bathroom or kitchen
- Building an extension
- Putting up a garden shed or greenhouse
- Cavity wall insulation
- Redecorating the outside of a house
- Fitting an aerial or satellite dish
- Installing an electric vehicle charging point
- Making changes to a fireplace
- Adding, altering or removing any gas, electrical or water services.

This list is not exhaustive, and all requests will be considered against organisational policies regarding safety and may be refused under this justification. Tenants are required to ensure that approvals, permissions or licenses are obtained before starting works.

For major alterations or improvements where planning permission, adherence to building regulations and/or building control involvement is required, permission may be given on the condition that these factors are met, and evidence is provided to Housing and Landlord Services.

Bristol City Council may give retrospective consent in accordance with Section 98(3) of the Housing Act 1985.

When a tenant requests and is granted permission to make an alteration, this approval is specific to that tenant and the request. Such permission cannot be transferred to another tenant, for example, in the event of a mutual exchange.

7.3 Non-Permissible Improvements

BCC will not allow certain improvements if they decrease the value or pose a risk to safety of the property:

- Removal of walls in flats.
- Removing bannisters on stairs.
- Replacing fire doors with ordinary doors.
- Ponds without fences.
- Satellite dishes on flats.
- Removing kitchens, heating or bathrooms without replacement.
- Any improvement or alteration that doesn't comply with building regulations.
- Open fires, wood or ethanol burning stoves.
- Solar panels.
- Loft Conversions.

Adaptations can only be made within the boundaries of the existing tenancy and therefore the following will also not be permitted:

- Crossing grass verges between drives and roads.
- Patio doors onto communal gardens.
- Any work where a neighbour has 'given permission' to use their land.

Where there are any current breaches of tenancy, including rent arrears, BCC may refuse an alteration request.

Furthermore, permission may be refused if the proposed alterations compromise the safety of the dwelling or surrounding premises, result in additional expenditure for

Housing and Landlord Services that would not otherwise occur, or negatively affect the property's market value or potential rental income.

7.4 Health and Safety

General alterations must be carried out in a reasonable time frame and completed to an appropriate standard of workmanship as stated in the conditions given upon granting permission.

Electrical adaptations must be installed by a competent electrician and must have a certificate of compliance as per the Electrical Regulations (BS7671).

Works relating to the installation, removal or relocating of a gas appliance must be carried out by a Gas Safe registered engineer in accordance with Gas Safety (Installation and Use) Regulations 1998.

All work on asbestos containing materials must be carried out by a suitably competent person, in accordance with the Control of Asbestos Regulations (CAR) 2006.

Permission is required where works will disturb textured coating on walls and ceilings.

All plumbing works must be carried out by a suitably qualified and competent plumber.

BCC may request evidence of the above e.g. details of the contractor, in assessing applications for home improvements.

7.5 Unauthorised Alterations

If a tenant undertakes any work to alter or improve the property, without obtaining permission from BCC or does not provide documentation relating to any works if requested (e.g., safety certification upon completion), BCC will request access to the property to investigate.

Works that have been carried out without permission or where conditions have not been met will be considered as a Breach of Tenancy and tenant(s) will be asked to restore the alteration to its previous state. Failure to comply with this policy could lead to BCC ordering the removal. Alterations that are removed or made safe by BCC will incur a recharge to the tenant.

7.6 Completed Improvements

Once a tenant has completed an approved alteration or improvement, they are responsible for maintaining any equipment they have installed—such as cookers, electric vehicle (EV) chargers, or showers. Bristol City Council remains responsible for the maintenance of any fixed wiring, including additional wiring installed to support the improvement, provided it meets safety standards and was installed with appropriate consent.

7.7 Compensation for Improvements

Should the tenant(s) leave the property where they have carried out an alteration or improvement, BCC would take ownership for certain alterations if undertaken on or after 1st April 1994. For an alteration or improvement listed within The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994 schedule 3, the tenant can request to be compensated for under the Right to Compensation.

Any claim should be made in writing within the period starting 28 days before, and ending 14 days after, a tenancy comes to an end with the relevant information provided to demonstrate the costs of any eligible improvement. Claims will be evaluated by the Repairs and Maintenance Service and any amount payable will be calculated based on the formula outlined within the schedule above.

7.8 Rent Review following an Alteration

Where an alteration is carried out that changes the number of bedrooms within the property a review of the rent will need to be conducted. This process is detailed in the Standard Operating Procedure for Applying Rents outside of a Review.

Appendices

Appendix A – Legal and Policy Context

External

- Equalities Act 2010
- Human Rights Act 1998
- Welfare Reform Act 2012
- Housing Act 1996(IT's)
- Housing Act 1985, 2004
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act
- Data Protection Act 2018
- Equality Act 2010
- Commonhold and Leasehold Reform Act 2002
- Management of Health and Safety at Work Regulations 1999
- Gas Safety (Installation and use) Regulations 1998
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Landlord and Tenant Act 1985
- Building Regulations Act 1984
- Defective Premises Act 1972

- Health and Safety at Work Act 1974
- Regulatory Reform (Fire Safety) Order 2005, including requirements for Fire Doors and Means of Escape (MOE)
- Housing Health and Safety Rating 2006
- Control of Asbestos Regulations 2012
- Awaab’s Law (Social Housing Regulation Act 2023)
- Social Housing (Regulation) Act 2023
- [Awaab’s Law Draft Guidance](#)

Internal

- HomeChoice Bristol Allocations Policy
- Tenancy Sustainment Policy
- Voids and Relets Policy
- Electrical Safety Policy
- Gas Safety and Service Policy
- Fire Safety Policy
- Asbestos Policy
- Damp and Mould Policy
- Water Safety Policy
- Pest Control Policy
- Domestic Abuse Policy
- Lifts – Maintenance, Repairs and Servicing
- Damp and Mould Policy
- Hot Works Policy
- Compensation Policy
- Gain Access Policy
- BCC Complaints Policy
- Decant Policy
- Accessible Homes Policy
- Tenancy Changes Policy (includes Decants, Mutual Exchange)

Appendix B – Roles and Responsibilities

Job Role	Responsibilities
Director for Housing Property	<ul style="list-style-type: none"> • Designated as the ‘Responsible Person’ for ensuring that the council’s premises comply with the duties imposed by the Regulatory Reform (Fire Safety) Order 2005, and the ‘Accountable Person’ responsible for duties as set out in the Building Safety Act 2022. • The Transformation Director is also the Health and Safety Lead and is responsible for ensuring

	<p>compliance with the Consumer Standards as set out in the Social Housing (Regulation) Act, 2023.</p> <ul style="list-style-type: none"> • The Transformation Director is responsible for ensuring that all staff within the directorate are aware of health and safety issues and the steps needed to tackle issues.
Asset Management Team	<ul style="list-style-type: none"> • Input re: HIP budget. • Maintain Asset data and report to the regulator as necessary. • Work with operational teams to identify priorities for repair and planned maintenance.
<p>Operational Manager Role</p> <p>(Planned Maintenance job title - Major Projects Manager / Cyclical and Planned Maintenance Manager)</p>	<ul style="list-style-type: none"> • Oversee the day-to-day delivery of responsive repairs, ensuring compliance with service standards and legal obligations. • Ensure triage decisions made by front-line staff are consistent, risk-based, and aligned with Awaab’s Law and the Damp and Mould Policy. • Lead on performance monitoring, including KPIs related to tenant satisfaction, repair completion times, and Decent Homes compliance. • Work with Asset Management to agree priority properties for each work programme. • Manage overall contract (with input from Construction Programme Manager / Construction Project Manager): • Consider referral into the planned programmes and re-prioritise accordingly. • Manage the work programme. • Commission Contractor to carry out the works – open tender for each project. • Manage contract, allocated budget, process monthly payment applications, agree values and invoices. • Receive reports / hold contract management meetings monthly. • Agree additional repair works under contract or contract variations. • Monitor compliance with Awaab’s Law and emergency repair response times through regular reporting. • For Planned Maintenance Work – collaborate with Asset Management and other Operational Managers to assess referrals for component

	<p>replacement where repair is not economically viable.</p>
<p>Surveyor (Project/Quantity) and Project Managers both surveyor and construction.</p>	<ul style="list-style-type: none"> • Manage projects day to day/ on site. • Agree works that are required. • Refer to Operational Manager should works exceed schedule of delegations. • Communicate about access, identified repairs and refusals. • Collate information about works that have been approved and costs. • Agree quality benchmark for installations. Inspect installations for quality audit. • Sign off on installation. • Confirm hazard categorisation (e.g. HHSRS Category 1) and determine appropriate response actions. • Authorise emergency works or alternative accommodation where required. • Ensure triage decisions are consistent with the Damp and Mould Policy and Awaab's Law requirements.
<p>Repairs Coordinators / Customer Liaison Officer/ Senior Technical Support Officer</p>	<ul style="list-style-type: none"> • Send communications to tenants, notifying of expected works. • Triage incoming repair requests using a risk-based framework, including assessment of vulnerability and potential health hazards. • Escalate emergency and damp/mould-related reports to surveyors or managers within required timeframes (e.g. 24 hours under Awaab's Law). • Ensure accurate categorisation of repairs (standard, urgent, emergency) in the housing management system. • Schedule works. • Liaise with tenants to gather additional information where needed to support triage decisions. • Support access to properties. • Pay invoices, close orders, add certification, warranties to the housing management system (Keystone) ensuring components have re-lived dates attached to them. • Support contact with a contact with the contractor on a day-to-day basis topic such as access.

	<ul style="list-style-type: none"> • Ensure that works orders are closed in a timely manner to ensure that reporting is accurate.
Contractor	<p>In accordance with the contract specification:</p> <ul style="list-style-type: none"> • Engage tenants following their own approved policies and procedures. • Provide warranties and other certification in accordance with regulation and contract specification. • Complete external works inspections. • Identify and complete repairs. • Highlight components for replacement rather than repair. • Provide progress reports. • Complete works as directed.
Contractor (New Builds)	<ul style="list-style-type: none"> • Address and repair any property defects identified within the first 12 months following completion and letting. • Maintain regular communication with BCC to report progress, confirm completion of works, and escalate unresolved issues.
Customer Services	<ul style="list-style-type: none"> • Ensure accurate categorisation of repairs (standard, urgent, emergency) in the housing management system. • Triage incoming repair requests using a risk-based framework, including assessment of vulnerability and potential health hazards.

Appendix C – Glossary of terms

Planned Replacement Programme (must also be responsive)	Delivered by the Major Projects team - Replacement of components that have reached the end of their economic life including windows, doors, roofs etc. Major projects resource has also been assigned works to remove cladding from high rise blocks.
Components	A discrete building element that can be replaced in isolation without disturbing other components or the fabric or structure of the building.
Planned Maintenance	Undertaking repair or treatment on a cycle to maintain the condition and performance of a component.

Stock Condition Surveys	Visual assessment to determine when a component should be scheduled for replacement, together with a check for any breaches of the Housing Health & Safety Rating System (HHSRS).
HHSRS	Housing Health and Safety Rating System
Decent Homes Standard	Regulatory minimum quality Standard for a defined list of key components within a home. Subject to periodic review.

Appendix D – Repairs that BCC will charge tenants for:

- Fixing damage caused by forced entry
- Unblocking drains, toilets, baths, basins and sinks where the blockage is caused by misuse: for example, flushing large items down the toilet
- Attending to gas and electricity supply failures if the problem is with the credit meter
- Fixing broken windows or doors
- Fixing broken electrical fittings if the tenant or a member of the household or visitor caused physical damage to a switch, socket or light fittings
- Fixing leaking radiators if the tenant or a member of the household or visitor caused the damage
- Fixing damage caused by DIY, for example nails through cables or pipes
- Replacing missing internal doors, badly damaged doors or fire doors
- Fixing broken internal or external door frames
- Fixing broken kitchen units and worktops if the damage was caused by the tenant or a member of the household or visitor
- Fixing broken toilets, baths or sinks if the damage was caused by the tenant or a member of the household or visitor
- Fixing damage caused by pets, for example scratched doors, chewed wires
- Treatment of pests; where the tenant has not followed professional advice to treat an infestation leading to excessive visits

Appendix E – Emergency Repairs

Emergency Repairs
Total or partial loss of electric power.
Unsafe power or lighting socket or electrical fitting.
Total loss of water supply
Total or partial loss of gas supply.
Blocked flue to open fire or boiler.
No heating/hot water between 31 October and 1 May.
Blocked/leaking foul drain, soil stack or toilet.

Leak from a water pipe, tank, or cistern.

Insecure external window, door, or lock

Reasons for Escalation

The following scenarios will lead to a repair being escalated and resolved within 24 hours from receipt of the report:

- The fault could lead to immediate injury or death of the occupants, staff, visitors or the general public.
- The fault is likely to cause extensive damage to buildings and their contents.
- The fault is likely to lead to a contravention of Health and Safety or Fire Regulations and could result in death or injury.
- The tenant, or a member of their household, is present and affected by the fault and is elderly, disabled or vulnerable in such a way that they are likely to immediately suffer death or serious debilitation as a result of the emergency.
- Full or partial loss of heating between 31st October and 1st May, where the tenant or a member of their household is elderly (over 65) or otherwise vulnerable to cold (e.g., due to a medical condition or health-related sensitivity), and is present and affected by the fault.

Appendix F – Out of Hours Repairs

Out of Hours Repairs

Total or partial loss of electric power.
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Unsafe power or lighting socket or electrical fitting.
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Total loss of water supply

Total or partial loss of gas supply.

Blocked flue to open fire or boiler.

No heating/hot water between 31 October and 1 May.
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Blocked/leaking foul drain, soil stack or toilet.

Leak from a water pipe, tank, or cistern.

Insecure external window, door, or lock

Appendix G – Repairs Responsibilities

Looking After Your Home: Who's Responsible

● Bristol City Council's Responsibility

We fix things like the roof, walls, heating, water, and safety equipment in your home.

● Your Responsibility

You look after everyday things—like keeping your home clean, replacing light bulbs, and fixing small items. If something gets damaged because of how it's used, you may need to pay to fix it.

While certain repairs fall under the landlord's responsibility, tenants will be recharged for repairs needed due to damage, misuse or neglect.

Category	Item	Responsibility	Notes
Structure & Exterior	Roof, drains, gutters, external pipes	● Landlord	Includes weatherproofing and structural integrity
	External doors and windows	● Landlord	Tenant responsible for lost keys or damage
	Steps and access ramps	● Landlord	Landlord ensures safe access
	Floor structure and ceilings	● Landlord	Structural maintenance only
	Painting of exterior woodwork/metalwork	● Landlord	Excludes gates, fences, and outbuildings
	Party Wall Act compliance	● Landlord	Applies to shared walls
Internal Fixtures	Internal doors, handles, locks	● Landlord	Tenant responsible for minor repairs and lost keys
	Kitchen units and worktops	● Landlord	
	Bathroom fittings (toilets, basins, cisterns)	● Landlord	Tenant responsible for cleaning and reporting faults
	Toilet seats, plugs, chains	● Tenant	
	Shelving, doorbells, minor fittings	● Tenant	Tenant-installed items are tenant's responsibility
Heating & Hot Water	Boilers, radiators, fires (if provided by BCC)	● Landlord	Annual servicing included
	Leaking radiators	● Landlord	
	Water heaters, immersion heaters	● Landlord	
Electrical Systems	Wiring, sockets, fuse boxes	● Landlord	Landlord maintains safety and compliance
	Light fittings	● Landlord	Tenant replaces bulbs unless specialist fitting
	Electrical fittings (switches, sockets)	● Landlord	
	Lightning protection, generators (communal)	● Landlord	Applies to communal areas
	Supply failures due to credit meter issues	● Tenant	

Safety & Compliance	Smoke alarms, CO detectors	● Landlord	Does not include battery replacement
	Fire alarms, sprinkler systems, dry risers (communal)	● Landlord	Applies to high-rise or multi-occupancy buildings
	Door entry systems, warden call equipment	● Landlord	Applies to supported housing or blocks
	Pest control	● Tenant	Unless infestation is structural or widespread
Water & Drainage	Plumbing, pipework, waste pipes	● Landlord	
	Blocked drains, baths, sinks	● Landlord	
	Washbasins, sinks, baths	● Landlord	Does not include plugs and chains
Communal Areas	Rubbish chutes, bins, lifts	● Landlord	
	Communal water supplies	● Landlord	
Other Installations	TV aerials (communal or provided by BCC)	● Landlord	Tenant responsible for personal aerials or damage
	Items provided via rehousing (white goods, floor coverings, sheds)	● Tenant	Tenant responsible for maintenance and access clearance
	DIY fittings, tenant-installed showers	● Tenant	
	Glazing (broken windows)	● Landlord	
	Pets – damage caused by	● Tenant	
	Clearing areas for repair access	● Tenant	

Appendix H – Repairs and Maintenance Service Standards

Housing and Landlord Services

Our 'in house' and contracts teams are responsible for delivering a high-quality repairs and maintenance including out of hours emergencies.

Our service will cover:

We will:

- Complete repairs to make sure your home meets health and safety standards
- Conduct inspections and repairs in a timely manner
- Support proactive asset management in line with the Asset Management Strategy
- Invest in our people to ensure they have the right knowledge, skills and tools to help you with your repair.
- Maintain the communal areas within our high rise and low rise blocks

When carrying out a repair to your home, we will:

- Respond to emergency repairs within 24 hours and ensure your home is safe.
- Complete urgent repairs within 7 working days – such as leaking pipes or roofs.
- Respond to non-urgent repairs within 35 days
- Make an appointment with you to complete non urgent and improvement repairs as quickly as we can.
- Introduce ourselves, wear a uniform and appropriate PPE and show identification before entering your home.

We're responsible for making sure your property meets health and safety standards. This includes making repairs to:

- the interior and exterior of your home
- roof, drains, gutters
- burst water pipes
- external doors and windows
- steps and access ramps
- floors and ceilings
- water heaters, boilers, radiators and fires: as long as they were fitted by the council
- items used for the supply of water, gas, electricity and sanitation, including: washbasins, sinks, baths, toilets, toilet cisterns, waste pipes and showers: as long as they were fitted by the council
- painting the exterior woodwork and metalwork of your home, but not including gates, fences and outbuildings.

We're also responsible for maintaining communal areas, including:

- rubbish chutes and bins
- lighting

- laundries
- communal TV aerials
- lifts

How We Can Work Together to Achieve These Standards

We ask residents to:

- Report any repairs within your home in a prompt manner
- Inform us if you have any specific access or support needs
- Allow us access to your home so we can complete works as planned
- Keep us informed if you need to change your appointment for any reason
- We ask that all interactions with our staff and contractors remain respectful

Keeping you informed and involved

We will:

- Make it easy for you to report a repair, book an appointment or cancel a repair 24 hours a day online, or by telephone.
- Provide you with a choice of a morning or afternoon appointments.
- Send a text message to confirm your appointment details after you have made it.
- Send a text message as a reminder the night before your repair appointment.
- Notify you when we are on our way to your home.
- Keep you informed if you need to change your appointment and offer you the next available slot
- Make sure our services are accessible to everyone, including those who need reasonable adjustments and extra support.
- Give you advice and guidance on how to maintain your home

How we monitor these service standards

- We'll track how you connect with us—through surveys, social media, and other ways.
- We'll ask you how satisfied you are with how we listen and act on your views.
- We'll monitor what's working and what's not, so we can keep improving.
- Reviewing complaints, comments and compliments to identify trends and areas for development.

We will update our service standards when:

- We review our objectives, targets or service delivery plans.
- We update our policies, procedures, or review our services.
- Your feedback is telling us we need to review our service