

Repairs and Maintenance Policy

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Introduction

Grand Union Housing Group (GUHG) will maintain properties to a good state of repair and meet legal obligations, as well as customers' expectations.

If there is any discrepancy between this policy and the tenancy agreement, the terms of the tenancy shall prevail.

Service aims

The repair service aims to:

- resolve the fault at the first visit, wherever possible
- deliver high quality work in a courteous manner
- be cost effective and provide value for money
- be responsive to customer needs and expectations.

Service definition (Housemark based)

GUHG defines a repair or responsive repair as minor / unplanned work that is reported by customers, 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.

** Customers will be charged for damage caused by them, their family, pets or visitors to their home. Some independent living customers may be excluded from this definition.*

Aims and objectives of the policy

GUHG will make sure that all properties are repaired and maintained promoting a safe home environment for all its customers. The service area will also contribute to the financial viability of the organisation through improvements in performance by aiming for first time fixes, wherever possible. This will reduce multiple visits to a property for the same repair and minimise disruption to customers.

GUHG will deliver the service based on customer demand, with the emphasis on the nature of any work requested being considered from the customer's perspective. GUHG will continually look to improve the repairs and maintenance service within available resources, and continually consult with customers to seek their views on the quality of the service and the repairs carried out at their homes.

The appendices at the end of this document highlight the responsibilities for GUHG, customers, leaseholders and commercial customers in respect of repairing obligations and act as a guide to apply the policy consistently to all who require a repair.

There may be property specific arrangements in place with commercial customers or care providers which should be referred to prior to undertaking work. Management agreements/leases should be referred to.

Equality and diversity inclusion

GUHG will ensure that the principles of equality, diversity and inclusion are integral in the business planning and delivery of the repairs and maintenance service. We will achieve this by treating people fairly and taking the nine protected characteristics of the Equality Act 2010 (age, disability, gender, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation) into consideration in all aspects of the repairs service.

Regulatory requirements

The Homes & Communities Agency (HCA) published the Home Standard in April 2012, which outlines the following for all Registered Providers (RP):

Quality of accommodation - to reach at least the Decent Homes Standard and the regulatory Housing Health and Safety Rating system (HHSRS), which came into force in April 2006. HHSRS is a risk-based evaluation tool to help identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. It was introduced under the [Housing Act 2004](#) and applies to residential properties in England and Wales.

Some independent living schemes provide registered care and are regulated by the Care Quality Commission, which may have an impact.

Repairs and maintenance - to be cost effective and based upon “right first time” principles.

The specific expectation in relation to repairs and maintenance is that:

- RPs shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs and value for money. The approach should include responsive and cyclical repairs, planned and capital work, work on empty properties (voids) and adaptations.
- RPs shall co-operate with relevant organisations to provide an adaptations service that meets customers needs.

Disrepair

Section 11 of the Landlord and Tenant Act 1985 places an obligation on RPs to maintain the structure and exterior of the property, including

installations for the supply of water, gas and electricity, heating systems, drainage and sanitary appliances.

There are a number of statutory implied terms which dictate our repair obligations as landlord. The most important of these is Section 11 of the Landlord and Tenant Act 1985, which states that the landlord shall keep in repair:

The structure and exterior of the dwelling.

- The installations for the supply of water, gas, electricity and sanitation.
- The installations for the supply of space heating and water heating.
- The communal areas and installations associated with the dwelling.
- The required repair will vary depending on the age, character, and prospective life of the property and its location. This means the landlord need not maintain a run-down property in an inner city area to the same high standards expected in an expensive central London apartment.
- Landlords or people authorised by them, also have the right to view the condition and state of repair of the property on giving the customer 24 hours' notice [in writing and at a reasonable time of day].

If a customer refuses to allow the landlord access to carry out the repairs then they:

- Reduce their entitlement to claim for damages for disrepair or for personal injury caused by the disrepair.
- Expose themselves to a potential claim for loss suffered by the landlord as a consequence of the landlord being unable to prevent further deterioration or damage to the property.

It can be the case that if a customer has high arrears, they may make a counter disrepair claim and there are solicitor companies who actively encourage this practice.

GUHG has a standard template form for completion relating to disrepair claims.

Property portfolio

GUHG's core area of geographic operation covers approximately 500 square miles. GUHG manages almost 17,000 assets (Source: KPI Jun18) which are a mix of houses, bungalows, maisonettes, flats/apartments, garages, as well as specialist housing (supported housing) for independent living and registered care. GUHG also has a repairing obligation for around 350 leaseholders.

Service delivery

The repair service is available 24 hours a day, every day of the year and is provided by an In-house Repair Team (IRT) and various contractors.

How repairs are reported

- by phone, 24 hours a day through our customer service team
- to a member of staff
- online at www.grandunionhousing.co.uk
- email for non-emergency repairs at enquiry@grandunionhousing.co.uk

When a request is received we will:

- make an appointment with the customer
- tell the customer approximately how long they will have to wait for the repairs to be completed
- complete repairs within 24 hours, if it is an emergency
- complete all other repair requests within an average of 10 working days.

Health and safety

GUHG is committed to providing a safe and healthy working environment at all times under the Health and Safety at Work Act. All employees (individually or collectively) must adhere to GUHG rules, which are designed for the protection of themselves and other people who they may have contact with.

In line with GUHG's Health and Safety policy all managers have responsibility for employees they manage to make sure that all GUHG working practices are in line with appropriate health and safety legislation and good practice making sure that employees, customers, buildings and visitors are safe.

Consultation

GUHG will work with customers in a number of ways to continually improve the repairs service. Customer input is welcomed in any form and particularly from involvement of the Residents' Voice panel.

Performance monitoring

Key Performance Indicators (KPIs) are used to manage the repairs and maintenance business, and are presented to Board. Targets are reviewed annually. The following KPIs are examples of what could be measured and benchmarked:

- repairs completed within target

- average end to end time for repair to be undertaken
- average end to end time for void to be completed
- average response time for emergency repairs
- 90% of eligible repairs completed 'right first time'
- 90% of customers satisfied with the repairs service.

We will develop a balanced scorecard approach to measure overall performance.

Expected behaviours of operatives

All operatives, internal and external, will treat customers with respect. Expected behaviours can be found at Appendix 1.

GUHG responsibilities

As an RP, GUHG is responsible for the structure, some services and common parts of the property. Appendix 2 provides an overview of the items included and Appendix 3 provides more details.

Interpretation for GUHG staff & managing agents

Which items are NOT classed and included as a repair?

- To replace one window would be covered under the repairs and maintenance contract but what if 12 are requested at the same time? This would be unacceptable and should be put into a planned programme of work.
- Any work that is not considered a responsive repair e.g. fitting new curtain poles, fitting a new door entry system, replacing a garage door and frame, the replacement of items that are deemed to be beyond economic repair.
- Work that should be put into a planned programme e.g. multiple window replacement, multiple storage heater replacement, fencing programmes, roofs etc.

What is a rechargeable repair?

Customers, their family members and any visitors to their home are responsible for any damage caused, whether accidentally, deliberately or through neglect.

Some independent living customers may be excluded from this definition.

GUHG aims to make sure that all customers, leaseholders and commercial customers are aware of their obligations not to damage or neglect GUHG property and that they are responsible for damage caused by their children, pets and visitors. This is formally agreed when the tenancy agreement is signed.

Rechargeable repairs are those which the customer has responsibility for, whether they live in general needs, supported or sheltered accommodation. Appendix 4 shows **Customer Responsibilities** and gives a clear indication of what should be charged to a customer, their family or visitors to their home who have caused damage.

Rechargeable repair examples include:

- lost keys
- blocked toilet through misuse. (This may be an exception for some independent living customers)
- flooding from customers own appliances i.e. washing machine or freezers
- broken windows and doors
- damage to fixtures and fittings, for example, cracked sinks, baths, and toilets.

Where damage or neglect has occurred (for which the customer is responsible) then they can arrange for the damage to be repaired themselves, however, if this does not meet current health and safety, building regulation requirements or in the case of gas and electricity the current legislation, GUHG will carry out further works and charge the customer the additional costs. In addition, GUHG will not be liable if a customer has installed a defective system, fixtures or fittings without permission.

GUHG may carry out and charge for repairs considered necessary for health and safety reasons or in situations of emergency, arising from the misuse of the property. This does not include repairs undertaken as a result of fair wear and tear.

These charges will be reviewed in line with operating costs for the service area and updated in the **Rechargeable Repair procedure**. Independent living has its own budget area and charges will be with the agreement of the director of independent living.

Customers

Tenancy agreements provide obligations for the customer. Appendix 4 provides an overview of the obligations that GUHG can reasonably expect from their customers.

Customers are responsible for minor repairs to their property. The minor repairs expectation is also shown at Appendix 4. This may not be applicable to independent living customers and managing agents.

When the customer leaves their property, it should be returned to GUHG in the condition they received it, so that someone else can move straight in.

Any repairs found when the property becomes void will be deemed the customer's responsibility. In addition, any repairs/alterations found that

have been carried out in an unsatisfactory manner will be recharged to the now former customer. Independent living staff oversee the process for their customers and liaise with their manager and director.

Leaseholders

GUHG is responsible for the structure of the building, communal areas, systems and installations in leasehold properties. The leaseholder is responsible for everything within the home, which is for their use and benefit. Rights and responsibilities for individual properties are contained within individual lease agreements.

The leaseholder service charge takes a retrospective view of the amount spent repairing a property for the previous two years which is then recovered as part of the ongoing service charge. Employees will have regard for this when deciding upon the repair required at a property, and should further clarity be required should contact the leasehold manager. However, the following information provides a general summary of responsibilities relating to repairs and maintenance which include:

- the main structure, foundations, roof, guttering, communal drains, external pipe work and windows excluding glass
- any communal services and any related machinery or installations connected with those services; this would include lifts and lighting in communal areas
- communal areas, including external doors, passageways, staircases, halls, landings and any grounds within the estate such as bin or drying areas, which are jointly used by the leaseholders.

Further information about service charges is available in our Service Charges policy.

GUHG offers a responsive service in respect of a pay for use repairs service to our leaseholders and should any work be requested it will receive appropriate attention by reporting the issue through our channels. Details regarding repairing obligations are highlighted in the appendices and further information is available in the leaseholder guidance.

Commercial customers

The individual lease agreement signed by each commercial customer stipulates which repairs are the responsibility of GUHG and which are the customer's responsibility.

Property MoTs

The main focus surrounding delivery of the repair service is cost but we also need to manage demand, on the other side of the equation. On average, a property may be expected to have between three and four repairs within a 12 month period. Property MoTs are focused on delivering an enhanced repair service for our customers, which also aims to reduce

responsive repairs through a planned approach to maintenance, as opposed to a failure-driven service. By introducing a proactive repairs programme, through the MoT approach, we aim to manage that demand and enhance the standards within our properties and significantly increase customer satisfaction with the service. In addition we are aiming to be more informed about our properties by a consistent method of in-house asset related data collection.

The property MoT project aims to create a consistent GUHG process for delivering property MoTs, which is supported by electronic automation. There will be a planned, staged approach to the development of the IT solution.

In summary, property MoTs will deliver:

- a consistent operational process for delivering efficient pro-active maintenance
- an effective mobile IT platform
- a process for the collection of consistent stock condition data, and the relevant interfaces into master systems
- a process for the logging of repairs from site
- energy data collection, which will enable the production of Energy Performance Certificates (EPC).

Repairs categorisation

Responsive

These are repairs that are reported on an ad hoc basis, and are the responsibility of GUHG to rectify.

They fall into 2 categories:

- emergency
- routine.

Emergency

An emergency repair will be undertaken when the fault carries the risk of immediate injury to people or major damage to property. GUHG will visit the property on the same day of the report to make the situation safe. Further work may be required to complete the repair satisfactorily.

Examples of emergency repairs are:

- electrical fittings in contact with water
- live or bare electric wiring
- sewage overflowing into the home
- burst storage tanks, cylinders or pipes
- failure of all lights or all power
- failure of all communal lighting
- a repair that may put an independent living customer or care provider at risk

- gas escape or fumes – customer must call the **NATIONAL GRID** on **0800 111 999**.

Routine

GUHG is working towards a routine repair being completed within 10 working days. Exception to this general statement is where we already have a planned programme of maintenance that includes the customer's home or where the needs of an independent living customer falls outside this approach. For example, an independent living customer may have behavioural issues which mean that some work has to be undertaken more quickly.

Examples of routine repairs are:

- cleaning or repairing gutters or downpipes
- easing or re-fitting doors or window-sashes
- plasterwork repairs
- repairs to floors or floor tiling
- repairs to internal or external doors or frames
- chimney pots, stacks, cowls or caps
- roof tiles or lead flashings
- working kitchen fittings and work tops.

Cyclical

These are repairs that are carried out at agreed intervals and which usually involve some element of inspection, servicing or cleaning.

Examples of repairs falling into this category would be:

- the annual heating maintenance programme
- external decoration
- electrical testing
- legionella and water hygiene testing etc.

Planned

This type of work is programmed well in advance and usually involves the replacement of external or internal capital elements of the property, for example, kitchens, bathrooms, windows, doors etc.

Handyperson repair service

This service supports the existing repairs and maintenance service for older and vulnerable customers who have no immediate family to help them. It improves people's independence, encourages security and improves the comfort of customers by carrying out minor repairs more quickly. This service does not however take the place of the responsive repair service.

Although the scheme may be developed further in the future, at present it is provided to those customers in independent living accommodation (accommodation that comes with support from a independent living advisor or support worker), which would include managed bungalows

surrounding a scheme and those customers who have a community alarm support system.

Eligibility applies to:

- older people who do not have immediate family support
- people with disabilities who do not have immediate family support
- customers who have recently left hospital who do not have immediate family support
- customers of independent living schemes including surrounding flats and bungalows that form part of the scheme who do not have immediate family support
- customers of a designated disabled dwelling regardless of the customers' age who do not have immediate family support
- any customer with a vulnerability flag associated with their tenancy who does not have immediate family support.

Access arrangements

The following need to be taken into consideration when access is required to GUHG properties to complete a repair:

- Customers must allow authorised employees of GUHG or other agents of GUHG into their home at all reasonable hours to inspect its condition, do any repairs needed, or improvements or to service appliances or to carry out work GUHG consider necessary to make sure the property and surrounding properties do not put the customer or anyone else at risk.
- Employees or contractors employed by GUHG must have access to carry out gas servicing as and when required.
- Where possible GUHG will give at least 24 hours' advance notice, and all employees of GUHG or its agents will carry formal identification at all times.
- GUHG may need to gain access to homes to inspect, clean or repair a home or neighbouring dwellings, or any sewers, drains, pipes, wiring or cable serving a home or neighbouring dwellings.
- Authorised employees of GUHG may need to enter a property without notice in an emergency, using reasonable force if necessary, if GUHG feel there is a risk of personal injury or damage to property or surrounding properties.

Rechargeable repairs

Customers, their family members and any visitors to their home are responsible for any damage caused to the property, whether caused accidentally, deliberately or through neglect. Some independent living customers may be excluded from this definition.

GUHG aims to make sure that all customers, leaseholders and commercial customers are aware of their obligations not to damage or neglect GUHG property and that they are responsible for damage caused by their

children, pets and visitors. This is formally agreed when the tenancy agreement is signed.

Rechargeable repairs are those which the customer has responsibility for, whether they live in general needs, supported or sheltered accommodation. Appendix 4 shows **Customer Responsibilities** and gives a clear indication of what should be charged to a customer, their family or visitors to their home who have caused damage.

Adaptations

Legal responsibility for adaptations lies with the Local Authority (LA). However, GUHG works in partnership with the relevant LA, to provide adaptations to disabled and vulnerable customers to make sure their home remains suitable for their needs.

For more details, please refer to our Disability and Adaptations Assistance policy and procedures.

Alterations

GUHG recognise that customers may want to make alterations and improvements to their homes. Reasonable requests will not be refused but written permission must be obtained if customers wish to carry out any of the types of improvements listed below.

GUHG will not necessarily refuse permission for such improvements or changes, but may impose conditions. If required, planning permission, building regulations approval or any other permission must be obtained before starting the work.

The terms of the starter tenancy agreement does mean that a starter customer is not allowed to make alterations and improvements to their properties within the first 12 months of their tenancy.

- decorate any part of the outside of their home
- make any structural changes or additions to the property
- erect a shed, garage or any other external construction
- remove, add or alter any part of a fence or garden wall
- add to, change or replace any fixtures and fittings provided by GUHG
- put up an amateur radio aerial
- application of any Artex, or its equivalent, products to walls or ceilings
- fit ceramic tiles to floors or walls or laminate flooring
- alter the electrical, gas, heating or water installations.

Right to buy and right to acquire applications

Once an application under the Right to Buy or Right to Acquire scheme is received, GUHG only has to carry out emergency repairs. This will make sure that the property remains wind and water tight and is fit for human habitation.

Examples of repairs that might be carried out are as follows:

- serious water penetration
- no power
- no heating
- no bathing facilities
- not being able to use a toilet, when there is only one in the property.

Customer complaints

Please refer to the Complaints policy.

Warranties and guarantees

Where new components are installed in properties the asset management system will be updated by the appropriate team.

Monitoring

This policy will be reviewed in accordance with the policy review programme.

Customer consultation:	April 2017
Equality Impact Assessment Carried Out:	Initial screen
Person responsible for review:	Director of Property Services
Supported by:	N/A
Date reviewed:	August 2018
Ratified by:	Leadership Team 25 September 2018
Date of next review:	September 2021

EXPECTED BEHAVIOURS FOR OPERATIVES

Operatives will:

- Answer calls promptly and be polite, honest and helpful at all times.
- Introduce themselves when calling the customer by phone and show photo identification before entering a customer's home.
- Park their van considerately.
- Be polite and wear approved GUHG/other contractors PPE uniform at all times.
- Explain what work is going to be carried out and discuss with the customer how this might affect them.
- Take care of all customers' belongings whilst working in their property, for example, protecting them from damage and dust.
- Make sure that materials and tools do not cause danger to anyone in the customer's home.
- Make sure that when having to use customer's electricity we ask first but wherever possible use portable battery tools. Where this is not possible the use of electricity must be kept to a minimum. This may also apply to other services such as gas and water.
- Keep mess and rubbish to a minimum, making sure it is all removed at the end of the working day or when the job has been completed.
- Make sure that electricity, water and gas are connected at the end of each day wherever possible.
- Limit the use of their mobile phones.
- Not smoke or play radios whilst working in a customer's home or garden.
- Not use a customer's phone or toilet without asking for permission first.
- Not make or receive personal phone calls during their work, unless it is in relation to the job they are doing.
- Not enter a customer's property with children under 18 without a responsible adult being present.
- Not accept gifts from customers.
- Not keep keys for customers' homes.

GUHG RESPONSIBILITIES

GUHG is responsible for the structure, services and common parts of the property.

Examples include:

- drains, gutters and outside pipes
- roof
- external walls, doors and windows (excluding glass)
- communal aerials, communal lighting, all fire fighting and detection equipment supplied by GUHG
- the installations for supplying water, gas and electricity, and for disposing of sanitation and rubbish
- the installations and appliances for heating the property and for hot water
- fixtures and fittings GUHG has installed
- pathways and steps which provide main access to the front and back door of the property
- garages and outside store places
- lifts and other communal amenities
- painting the outside woodwork and metal work of properties including shared areas
- servicing of stair lifts
- boundary fences/hedges, for example, those that border a public footpath or access route. Party fences that divide individual properties are the responsibility of the customer.

QUICK REFERENCE GUIDE – GENERAL NEEDS, WHO IS RESPONSIBLE?

GUHG is responsible for maintaining:	The customer is responsible for the repair if:
The structure and outside of the home	They, their family or visitors cause the damage
The fixtures and fittings we have provided	
Any communal areas	

Bathroom / Kitchen / Plumbing	Responsibility?	
	GUHG	Customer
Basin or sink replacement	✓	
Bath panel replacement		✓
Blocked bath, basin, sink and shower		✓
Broken toilet seat		✓
Plug or chain replacement		✓
Plumbing/fitting customers own appliances. Must be undertaken to Gas Safe or NICEIC Regulations and certification provided to GUHG		✓
Sealant replacement for kitchen units and sanitary fittings	✓	
Shower curtain replacement		✓
Tap washer replacement (to stop dripping)	✓	
Unblocking of external waste pipes	✓	
Water supply and water pipes	✓	
Gas		
Bleeding radiators and adjusting pressure		✓
Chimneys	✓	
Fireplaces, fitted fires and central heating systems	✓	
Fires fitted by customer		✓
Gas pipes and appliances by GUHG	✓	
Electrical		
Electrical wiring including sockets and switches	✓	
Fluorescent tubes and starter motors		✓
Fuse box - resetting of a trip switch		✓
Fuses and light bulbs		✓

QUICK REFERENCE GUIDE – GENERAL NEEDS, WHO IS RESPONSIBLE?

Internal		
	GUHG	Customer
Communal areas (unless damage has been caused by the customer)	✓	
Cracks (minor in walls or ceilings. Generally smaller than the edge of £1 coin)		✓
Cracks (major in walls or ceilings)	✓	
Curtain pole, rail or track replacement		✓
Damage caused by customer to the property, fixtures or fittings		✓
Door changes to accommodate carpets, including re-fixing of any draught excluders		✓
Door bell replacement or fitting (including batteries)		✓
Doors and frames	✓	
Door hinges and skirting	✓	
Draught proofing		✓
Fixtures and fittings provided by GUHG	✓	
Fitting additional locks, catches, safety devices (spy hole, safety chain, burglar alarm etc.)		✓
Fixtures customer has fitted (flooring, shelves etc.)		✓
Handles and latches on inside doors and cupboards		✓
Keys or fobs		✓
Painting and decorating including papering, woodwork and coving		✓
Pests – general infestation of a neighbourhood	✓	
Pests – individual property		✓
Smoke alarm (battery powered) testing or replacement	✓	
TV aerial or satellite dish customer have had fitted		✓
TV aerial or satellite dish we have fit for communal use	✓	
Walls, floors and ceilings	✓	
External		
Boundary walls and fencing	✓	
Doors	✓	
Door steps	✓	
Drains, gutters and external pipes	✓	
Dustbin replacement		✓
Fencing		✓
Garages and stores (excluding sheds)	✓	
Gardens, including hedging and trees		✓
Overall structure of the property	✓	
Painting	✓	
Paths and walkways where shared or main access to property	✓	
Roof	✓	

QUICK REFERENCE GUIDE – GENERAL NEEDS, WHO IS RESPONSIBLE?

Walls	✓	
Washing lines or rotary dryers		✓
Window sills, catches, sash cords and window frames	✓	

CUSTOMER RESPONSIBILITY – OVERVIEW

Customers are expected to:

- keep the property to a good standard of cleanliness, repair and decoration
- keep gardens in a reasonable condition
- report a repair as soon as they notice that it is needed, to avoid the situation getting worse
- allow access to the property to carry out repairs, annual safety checks, services and any inspections that may be necessary
- take action to prevent and control condensation. For example, opening windows to allow fresh air to circulate
- ensure external air bricks and internal vents are free from any obstructions to ensure suitable ventilation for gas appliances, solid fuel appliances and condensation issues
- take action to prevent pipes from freezing or bursting
- keep any shared areas e.g. communal hallways, stairways, landings, lifts, balconies etc. in a tidy condition and unblocked
- obtain GUHG's permission prior to making any improvements to their home, or any additions or alterations to GUHG's installations, fixtures and fittings. Reasonable requests will not be refused but customers must ensure that appropriately qualified people install their new fixtures and fittings. For example, they might want to replace or install a new gas cooker. A Gas Safe registered engineer must undertake this work and the appropriate paperwork must be supplied to GUHG. Failure to do so will mean that GUHG will charge the customer for checking their new installation
- clear away rubbish.

Customers are expected to undertake minor repairs, such as:

- replacing electrical fuses and light bulbs
- care and provision of electricity, gas and water meters
- internal decorations
- replacing batteries in smoke alarms
- take reasonable steps to prevent water pipes being damaged by frost i.e. draining of water supply when planning to be away from home during the winter months, from October to April
- maintaining a garage, driveway or shed which has been constructed by them or previous customers
- clearing outside gullies e.g. clearing away leaves
- replacing toilet seats, as well as plugs/chains to wash hand basins, sinks and baths
- repair and replacement of internal door furniture, locks latches and coat hooks.

CUSTOMER RESPONSIBILITY – OVERVIEW

- replacement of any items damaged by the customer, member of their household or visitors
- replacement of lost keys & key fobs
- replacement of window glass
- replacing clothes lines and posts (except in communal areas or part of an independent living scheme)
- infestation issues i.e. rats, mice
- internal and external clearing of domestic pet foul from cats, dogs or other pets
- items gifted to the customer at the start of their tenancy
- only burn smokeless solid fuels, if the home has solid fuel heating.