

# Better Council Homes

## Housing Repairs, Maintenance and Planned works Policy



I believe our Tenants and Leaseholders are at the very heart of everything we do. We are proud to own and manage Council housing and this remains a major theme in our Good Growth Housing Strategy 2020. This supports the Corporate plan as we will:

Provide good homes in well-connected neighbourhoods

Create and sustain Strong and healthy communities

Build our local economy to create a thriving place

To support these objectives, we are bringing in-house our repairs service and this policy sets out our obligations as a landlord and our service offer. Overall, we expect our maintenance services to be of high quality whilst representing good value for money. This will contribute to resident satisfaction with their homes, ensure our residents are safe in their homes and protect the condition and integrity of our housing stock for the benefit of future generations.

This policy details our commitment to deliver responsive repairs and planned and cyclical maintenance in line with legislation including evolving good practice on Building Safety, the terms and conditions of the tenancy agreement and to meet the demand and expectations of our customers.

Cllr Gina Needs

Cabinet Member for Social Housing

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## What is a Repairs Policy?

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This repairs policy is the overarching guide to how we deliver, and what we deliver, in terms of repairs and maintenance in our Council Housing properties and associated areas, and clearly sets out the services and standards our customers can expect from Enfield Council Property Services.

We will provide a repairs service which:

- Meet high standards
- Ensure you are safe in your home
- Is cost effective and within budget
- Safeguards the future of your home
- Protects the environment and supports the commitment to zero carbon homes by 2050
- Supports our customers especially those that are vulnerable
- Is accessible and which provides up to date information on the status of repairs

In order that our service meets these objectives we will:

- Consult with customers about our service
- Carry out repairs in one visit whenever possible
- Arrange appointments to carry out work at a time to suit you
- Set a high standard of workmanship
- Listen to feedback about repairs issues
- Consider the environmental impact of products we use
- Keep in repair the structure and exterior of your home, the supply of water, gas and electricity and facilities for heating, hot water and sanitation.

This policy should be read in conjunction with your tenancy agreement which is the core document which sets out the obligations and duties of both Enfield council and our tenants

## How do you report a repair?

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You can report a repair or make enquiries regarding a repair or planned works by contacting our Housing Resolution Centre on the number below. This will be available between 9.00am and 5.00pm Monday to Friday.

Outside of these hours you can report emergency repairs only via the same telephone number.

We will also provide 24-hour, 7 day a week flexible repairs reporting online, mobile applications?? and email.

Our contact details are;

- Housing Resolution Centre – 020 8379 1000
- Go to our website at [www.enfield.gov.uk](http://www.enfield.gov.uk) (link)
- Email us at [housingrepairs@enfield.gov.uk](mailto:housingrepairs@enfield.gov.uk)

To assist our operatives please have the following information available;

- As much detail of the problem as possible
- When you would like the repair to be completed based on your availability to provide access (where necessary)
- Any restrictions on times when we could attend (i.e school runs)
- Any other access issues
- Up to date contact details including mobile phone numbers and email addresses
- Information on vulnerabilities or special needs.

## Can you make an appointment for work to be done?

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We will always aim to offer suitable appointments at the first point of call to complete the repair, we will:

- provide a range of appointments to be booked at the time of reporting. appointments will be available for morning, afternoon and to avoid school runs
- provide a limited number of evening and Saturday appointments for emergency or urgent works only
- confirm all appointments by email or text, a reminder will be sent the day before the appointment and on the day when the operative is on their way.
- strive to complete repairs within one visit whenever possible, however where works need to dry out, we need specialist parts or we need to engage a third party contractor we may need to arrange a follow on appointment.
- ensure that we keep you informed of the program work works via email, text, telephone or letter where works that are not able to be completed on the first visit require a follow on appointment.

## What happens if an appointment is missed, or we need to change the appointment?

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Where there is a change to an appointment for any reason, we will;

- contact you to advise you of any changes to an appointment or if an operative is going to late for an arranged appointment and will offer you an alternative time.
- pay £25 compensation, if we miss an appointment and have not contacted you to explain the reason and have failed to offer you an alternative.
- leave you a calling card if you are not in when we arrive or fail to answer the door, you should contact us to arrange another appointment for the repair to be completed. We will ensure we make reasonable attempts to make you aware that we have arrived.
- advise you if we do not need to make an appointment or you do not need to be at home when you report the repair e.g. if the work is external

## Do you have to allow us into your home?

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Under the terms of your tenancy you must allow us reasonable access to your home to carry out works. We will work with you to agree a time which best matches our operative's availability and a time which best suits you.

Where repairs or safety checks are required which could have a significant Health and Safety impact on both you and your neighbours, we may seek legal authorisation to gain entry.

Please remember that on occasions you may not be aware of an issue in your property which is affecting your neighbours, we therefore ask for co-operation in helping solve these issues by providing access when requested.

Please also be aware that we do not always need you to be at home for us to carry out works, such as works in gardens or communal areas. We will advise you of this when you report the repair and where necessary ask your permission to work in this way.

## How will staff behave?

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We understand the importance of respecting your home and belongings and we have adopted a code of conduct as follows:

When requesting a repair our Housing Resolution operatives will:

- Be polite and courteous
- Take the time to fully understand the repairs issue and when these fall within our responsibility, ensure this is communicated to the repairs operative or their managers
- Book an appointment which best works for you
- Check for any special arrangements e.g. pets, children etc, make suitable arrangements and ensure operatives understand the requirements
- Identify any special needs or vulnerabilities
- Respect your privacy and confidential information

The person inspecting or carrying out repairs will:

- always treat you and your home with respect and be polite and courteous to you
- wear corporate Enfield branded clothing and carry corporate identity card for added resident security
- will deliver the service using sign written vehicles creating a visible presence on our estates and increasing security of our residents
- introduce themselves and provide identification, before entering your home
- nominated sub-contractors undertaking works on our behalf will carry an Enfield identity card which they will provide before entering your home
- Explain the nature of the work to be carried out, how it will be carried out and explain the safety issues involved
- Not enter your home if there are unsupervised children of less than 18 years of age (exception is where tenant is 16 or 17)
- Keep your home safe
- Wear overshoe protectors where necessary
- Work tidily and clear away all unused materials at the end of each working day

- Use clean dustsheets on all occasions and clean away all rubbish upon completion of works and vacuum where necessary
- Only use your electricity, gas, telephone or water if you have given us permission
- not smoke in your home, use radio equipment or leave tools and equipment where they are a hazard
- ask if there are any other issues in the property and either complete them at the same or raise another repair for you
- listen to any non-property related issues and report these back to the relevant teams

If a repair requires a follow-on appointment to complete the works, we will:

- book the follow-on appointment before the operative leaves your property
- keep you informed of the progress of the follow-on works and if there are likely to be any delays
- provide a temporary supply of heating and hot and cold water when necessary
- ensure that any scaffolding erected is done so in a safe manner and is regularly checked, and will not restrict access or egress from your home nor restrict access to any services

Once a repair has been completed, we will;

- provide a repairs satisfaction feedback opportunity and monitor your feedback. We will do this by contacting residents no later than 1 working day after the completion of the repair either by text, email or telephone
- provide a clear escalation process should you be unsatisfied with the repair
- ensure complaints are acknowledged within 3 days and are responded to in no more than 10 days (20 days for complex issues)
- undertake post inspections to ensure works are completed to the required quality

### What if you have special needs or are vulnerable?

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If you have special needs or are a vulnerable tenant, we may schedule the repair faster than normal. We encourage you to tell us about any special circumstances when you report a fault so that we can prioritise it correctly.

You should ensure that any disability, such as a hearing impairment or mobility restriction, is communicated to staff so that they can make special arrangements (e.g. knock loudly, allow extra time for the door to be answered, or make contact via a third party such as support worker). We can record this information for any future repairs only if we are specifically asked to, by you.

### What are Enfield Councils repair responsibilities?

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We are generally responsible for maintaining the structure of your home, the services and some fittings. This includes looking after areas such as:

- Walls, floors and ceilings
- Window frames and external doors
- Main entrance doors and communal doors to blocks
- Roofs, drain pipes and gutters
- Toilets, baths, sinks, gas pipes and water pipes

- Boilers, radiators, storage heaters and immersion heaters
- Light switches, light fittings, sockets and wiring
- Communal areas including stairs, landings, drying areas, pavements and rubbish chutes
- Lifts and other mechanical and electrical equipment
- Communal fire alarms, in flat fire detection and emergency lighting

Please see the full list in table 2.

## What are your repair responsibilities?

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Under your tenancy you are responsible for maintaining;

- Fittings that you have installed or accepted at the start of your tenancy. These can include shelves, wardrobes and laminate flooring
- Fitting additional locks
- Bleeding air from radiators
- Resetting tripped switches
- Replacing light bulbs
- Make reasonable attempts to clearing waste pipe blockages up to the main drainage system
- Repairing minor cracks and holes in walls and ceilings
- Television aerials and your own reception equipment Repairs Charter
- Fences and gates that do not form a boundary with a public road or footpath
- All internal decoration
- Take steps to stop further damage once a fault has been identified and reported
- Gardens

Please see the full list in table 2.

Although you are also responsible for the following repairs, we will give help and advice in getting these completed. We may be able to complete these works on your behalf as re-chargeable works.

- Replacing broken or cracked glass
- Gaining access and replacing keys
- Dealing with dampness caused by condensation
- Keeping the property clean and in good order
- Repairing any damage caused by you, your family or visitors

You should also:

- Report criminal damage or vandalism to the police (you will be given an incident number)

You also have personal responsibility to ensure you use your home, its fixtures and fittings, in a responsible manner which does not put you, other tenants, visitors or neighbours at risk.

Where relevant we will provide advice, guidance and support on the safe use of your home and how to ensure a positive experience, you must adhere to this advice at all times.



## What are the timescales for repairs and planned works?

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### Critical repairs

As your landlord, we have responsibilities to carry out work in the event of critical emergency. These will be completed in under four hours of the request.

### Emergency repairs

As your landlord, we have responsibilities to carry out work in the event of an emergency. These will be completed in twenty four hours of the request.

### Urgent repairs

These are repairs that may cause discomfort, inconvenience or nuisance to you or a third party. We will complete these repairs within 5 days of the request

### Routine repairs

These are defects that are not likely to cause any serious discomfort, inconvenience or nuisance to the customer or third party if not given an immediate or urgent response. We will complete these within 30 calendar days of your request. There will not be any obvious consequential cost of not undertaking this work sooner.

### Out of Hours Repairs

For repairs reported outside of normal working hours we will only attend emergency repairs within 4 hours. We will try to fully rectify the issue, but it may be necessary to only make safe pending a full repair in line with the timescales given in table 2.

### Planned Works

These are works which have been identified as being required from a stock condition survey and which do not cause any serious discomfort, inconvenience or nuisance to the customer and which do not present an immediate health and safety risk.

These may include external works such as border fencing, gates, paving, larger roof or brickwork repairs and internal decent homes works such as kitchen, bathroom and heating replacements and will be put into a planned programme of work and completed within 90 days.

## Servicing heating systems and landlord's safety checks

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Each year servicing works will need to be carried out on gas, electric and solid fuel appliances within your home. At the time they are required we will contact you to arrange a convenient appointment date and time.

Under current law we have a duty to inspect and ensure all gas appliances within the property are safe to use annually and electrical system every 10 years and our policy is to move to 5 years.

We will also, where relevant, need to undertake annual checks of fire detection systems and fire doors in you property.

You must allow us reasonable access to the property to carry out safety checks, should you not allow access we may take the appropriate legal action to gain access to your property

## What are planned works?

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LBE has a continued programme of improvement works to make sure all our homes reach, and are maintained, at a good standard. As a minimum all properties will meet the government set Decent Homes standard

LBE has adopted an enhanced standard on which to assess its properties and may replace components in advance of the published decent homes age criteria, please see table 3

Work are identified through information held on LBE' Asset Management System. For components to be replaced they need to satisfy the criterion of being old (as shown in the table) and be in poor condition (requiring replacement or major repair). A component cannot fail based on age alone.

Residents have the right to obtain clarity over decisions on improvements to their properties and make sure that the information held by LBE is correct.

Where an assessment has been made not to carry out works to a property and a resident disagrees with the decision, they can contact our Housing Asset Management team through our complaints process , detailing the reason for their disagreement with the decision and requesting a review.

Some residents may not want improvement work to be completed on their home and can refused some elements of work, however we will not allow residents to refuse work which we consider:

- Essential to help maintain the integrity of the entire building
- Essential for health and safety reasons
- Elements of Statutory compliance.

We will implement action under the terms of the tenancy agreement to undertake such work. Where an element of work is deemed essential, no other improvement work will be performed until this work is completed.

Our operatives and our contractors may refuse to carry out work where a home is considered to be at an unacceptable level of cleanliness, have too many personal possessions, be considered a risk to health or safety or where there are any other breaches of the Tenancy Agreement.

Where properties are identified we will work with residents to help in making any necessary improvement to carry out the works and in helping and supporting resident in obtaining any additional support required after the works have been completed.

### Are there any restrictions on the repair service?

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We recognise that most tenants take pride in their home, pay rent on time and are good neighbours. However, there are a small number of tenants who damage things deliberately or thoughtlessly, make no arrangements to pay rent and are a nuisance to their neighbours.

We do not want good customers to have to pay extra for this minority, so there are a few circumstances where the Repairs Service may be limited to emergency works, health and safety related works and Right to Repair works, they include where:

- You have missed 3 consecutive appointments for repairs in the past 6 months
- Have not paid your rent on time for at least 12 weeks
- Have rent arrears, unless a repayment arrangement has been kept to for at least 12 weeks
- Have any breaches of tenancy such as an antisocial behaviour order or notice of possession
- Owe the landlord any other money, such as for rechargeable repairs or other services
- You have a proven history of violent or abusive behaviour towards our staff or its representatives
- Have a proven unreasonable use of the repairs service
- You have started the right to buy process
- An abandonment notice has been issued

If your home is due to have planned work done in the next year repairs will only be ordered if the fault:

- Is an emergency
- Poses a health and safety risk to you
- Is covered by the "Right to Repair"
- Is unrelated to the planned works
- Is causing serious inconvenience to you

This policy applies to all LBE' tenancies, except for mutual exchanges for which the following restrictions will apply:

- The property is taken as seen and all responsibilities of the outgoing resident will be passed to the incoming resident
- Repairs and maintenance responsibility of items installed by the outgoing resident will be passed to the incoming resident
- Any alterations carried out by the outgoing resident that do not conform to our standards will be treated as Rechargeable Works as outlined in this policy.

For Leaseholders, we will repair and maintain the structure and communal areas required as documented within individual leases and we will undertake any health and safety related works required, however please note that these may be re-chargeable

You have the right to appeal against any decision not to undertake repairs through our Complaints process.

## What is our approach to rechargeable repairs?

We will charge for damage to our properties by the tenant that is not the result of normal wear and tear. All costs will be recovered in full and payable in advance, except where work is required for health and safety reasons, or where failure to act could damage the structure of the property or an adjoining property.

Where appropriate, any rechargeable repair costs will be deducted from any monies due to the tenant.

All recharges will include the actual cost of the work and an administration fee plus VAT where appropriate. We will calculate the cost of work using the schedule of rates on current contracts. For work carried out by the in-house team, we will calculate the cost of labour and materials.

We will charge an administration fee on rechargeable repairs/work. This will cover the cost of assessing the rechargeable work and invoicing the works. This fee may be waived if the cost of the work is paid in advance

When logging repairs the discretion of the Housing Resolution Centre staff can be used to highlight cases where charges may be waived. This will be evaluated on an individual case basis.

Where damage is caused to the property under a warrant or carried out by those who have the authority to do so, for example Police gaining entry to the property, we will undertake any repairs that constitute a health and safety risk. Any work undertaken as a result of this damage will be recharged to the resident. If there are no health and safety risks then the rechargeable works process will apply.

Under the terms of the Tenancy Agreement, the tenant is responsible where damage is caused by a third party who is a resident, member of the resident's household or a visitor. If you or your visitors do so you will be responsible for repairing, renewing or replacing the damaged item. If you do not make good the damaged caused, we may carry out the work and charge you for it.

Where damage is caused by a third party who is not a resident, member of the resident's household or an invited visitor, LBE will look to recharge the third party the full amount for undertaking the work including an administration fee.

Where damage is caused by an unknown third party, the resident must report the damage to the police and obtain a crime reference number. Under these circumstances a recharge will apply. LBE may waive the recharge, but this will be at the discretion of the appropriate manager who will take into consideration all relevant facts.

If it is apparent that the initial request for service was misrepresented, i.e. it was not an emergency repair then the repair or attendance by a tradesman may be rechargeable. This will be evaluated on an individual case basis.

## What are rechargeable works?

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These will include any works referred to above and any improvements/alterations carried out by residents to our properties without the prior consent from LBE or do not conform to the conditions of the consent and require work to restore the home to its original state.

When a tenant requests a move, a visit is made to the tenant. During this visit an inspection will be made and any rechargeable works will be identified before termination.

Prior to a tenant leaving a property an exit inspection will be completed and during this inspection any rechargeable works will be identified. The tenant will be expected to pay these recharges identified or work must be undertaken to a standard acceptable to LBE.

Any rechargeable works identified will be photographed, catalogued and the charges will be sent to the tenants' forwarding address.

If a tenant is receiving a Transfer Incentive Payment, any outstanding charges can be deducted from this amount including the administration fee and VAT.

## What is landlords' consent and what do you need to consider?

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LBE residents have the right to apply to carry out improvement/alteration works to their homes and gardens. All types of improvement/alteration works must be approved prior to work starting. This is in line with the Tenancy Agreement where it states written permission must be sought before undertaking any improvement work.

Landlord's Consent will not be given to residents in the following situations:

- on a Starter Tenancy Agreement
- in rent arrears of over three months or not conforming to a Court Order for arrears
- in temporary accommodation
- has been identified as a perpetrator with an outstanding case of anti-social behaviour (ASB)
- under-occupying a property
- outstanding debt owed to LBE that is not part of an agreed payment plan
- genuine health and safety concerns that may impact on LBE's liabilities as a landlord and/or impact on neighbouring properties.

All requests for Landlords consent will be assessed against three critical items:

- Works which would create a health and safety risk – for example loft conversions without proper stairs.
- Works which require structural alterations to a property – for example installing new openings.
- Works which would impact on the value of the asset, for example poor quality works or materials.

Once LBE is notified in writing of the request for an improvement/alteration we will respond within the agreed target time of 28 working days. The response will be in writing and outline whether the request has been approved.

It will include where appropriate conditions that will have to be adhered to throughout the process. If within 28 days the request cannot be approved as it will require more technical analysis, consultation of

third parties or any other consultation or investigation, then this will be clearly stated in the written correspondence.

If the improvement/alteration are not granted we will write to explain the reasons why this has been refused. LBE can refuse improvements/alterations if we believe this is not in the long-term best interests of the property and/or our residents.

In addition to making a Landlord's Consent application, residents must apply to the Council for Planning Permission and Building Regulations' approval where required. This will not be undertaken by LBE and remains the responsibility of the resident.

Where Planning Permission and/or Building Regulations approval is required or where LBE deems it necessary a provisional consent only will be granted. A full landlord's consent will not be granted until all relevant approval has been granted and evidenced, the works have been completed as per the conditions laid out within the provisional consent and LBE is satisfied that the works completed have been done so to an acceptable standard.

All improvements/alterations granted consent will need to be completed within six months of written approval. If a resident fails to complete the works within a six-month period the consent will lapse and if they must reapply for landlords consent if they wish to undertake works at a later date.

Any improvements/alterations will be subject to an inspection to ensure the work has been carried out to an appropriate standard following any conditions laid out when the initial consent was granted.

If an improvement/alteration has been granted Landlord's Consent but does not comply with the conditions set or is not properly maintained and may cause damage to property or person, LBE will remove this alteration.

We will reinstate what would have been previously present and recharge the resident for all associated costs. This is irrespective of whether the property that could potentially be damaged is in LBE' ownership or not.

Retrospective Landlords consent must be applied for using the same process as would be used if permission was being sought prior to undertaking work. Whilst retrospective consent is being sought all related work must be stopped until a decision is given

If retrospective consent is not granted, then the improvement/alteration must be removed. We will reinstate what would have been previously present and recharge the resident for all associated costs.

### **When will compensation be paid?**

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For all works that are undertaken within or in the vicinity of a resident's home all reasonable precautions will be taken to complete the works without causing damage to resident's belongings or fittings

Where damage is proven to be caused by an LBE employee or someone acting on LBE's behalf and the cause of the damage can be attributed to accidental damage or poor working practices, compensation may be paid

Compensation will be assessed in line with our compensations policy

Any money owed to LBE will be deducted from compensation before payment is issued.

## Do I have a *Right to Repair*?

The *Right to Repair* scheme gives you the right to have a small *emergency or urgent* repair done quickly and to be paid compensation if we fail to do it.

To qualify for this, a repair must be what is known as a 'Qualifying Repair'. This means a repair:

- Is classed as an emergency or urgent repair
- Has an estimated value of less than £250
- We are responsible for the repair

The Right to Repair does not apply if:

- You choose to have the repair completed by appointment outside the target date
- The repair has an estimated value of £250 or more
- You have not provided access for inspection or for the repair to be carried out, having been given a reasonable opportunity to do so

If any of the repairs listed below are not completed within the set time, you are entitled to £10 compensation immediately plus a further £2 per day for every working day the repair remains outstanding, up to a maximum of £50.

Table 1 – Right to Repair

Type of repair	Time for make safe or repair (working days)
Total loss or electric power	1 day
Partial loss of electricity	3 days
Unsafe power or lighting socket or electrical fitting	1 day
Total Loss of water supply	1 day
Partial Loss of water supply	3 days
Total or partial loss of gas supply	1 day
Blocked flue to open fire or boiler	1 day
Heating or hot water not working between 31 October and 3 May	1 day
Blocked/leaking foul drain, soil stack or toilet	1 day
Toilet not flushing (if there is only one toilet in the property)	1 day
Blocked sink, bath or basin	3 days
Tap cannot be turned	3 days
Leak from water pipe, tank or cistern	1 day
Leaking roof	7 days
Insecure external window, door or lock	1 day
Loose or detached banister or hand rail	3 days
Rotten timber flooring or stair tread	3 days

<b>Door entry phone not working</b>	7 days
<b>Mechanical extractor fan not working</b>	7 days



## Table 2: Repair responsibilities and their timescales

Please note;

This list is not exhaustive and acts as a guide only

LBE will not undertake any repairs to works undertaken or fitting installed by residents themselves unless it represents a health and safety risk, at which time works will be recharged to the tenant

Type of Repair	Responsibility	Timescale EM/U/R/P	Vulnerable Tenants	Notes
<b>Doors</b>				
Make safe or secure external doors	Enfield	EM		
Gain access - lock not working	Enfield	EM		
Gain access - lost or damaged keys / fobs	Customer		EM	Rechargeable
Usable but sticking lock	Enfield	Routine	U	
Replace glazing to external doors	Enfield	EM/R		EM- make safe/board only R – replace glass
Repair/replace internal doors to properties (not fire doors)	Customer			
Repair/replace internal fire door to properties	Enfield	U		
Door linings and associated beadings, architraves and furniture	Enfield	R		
Fire Doors – front entrance door to property	Enfield	U		Residents are prohibited from undertaking any works to fire doors including changing fixtures and fittings
Block main entrance/Communal doors	Enfield	U		
Repair door entry systems	Enfield	U		
<b>Windows</b>				

Secure window due to broken handles, hinges, restrictors or locks	Enfield	EM		May be make safe only
Window can't be closed and poses a security risk	Enfield	EM		May be make safe only
Window can't be opened	Enfield	U		
Ease and adjust sticking windows	Enfield	R		
Replace broken glazing	Enfield	EM/R		EM- make safe/board only R – replace glass
Repair / replace window board or sill	Enfield	R		
Repair/replace window handles, locks	Enfield	U		
Repair/replace window restrictors	Enfield	U		
<b>Electricity</b>				
No electricity	Enfield or Utility provider	EM		
Repair or replace unsafe electrical fitting or dangerous / exposed wires	Enfield	EM		EM – may be make safe only
No lights	Enfield	EM		
Replace bulbs, tubes and starters	Customer		EM	Enfield will only replace bulbs in non-standard fittings in kitchens and bathrooms for vulnerable tenants
Lights and/or power to only part of the property	Enfield	U		
Resetting tripped switches	Enfield/ Customer		U	
Repairs to hard wired smoke detectors	Enfield	EM		
Repairs to battery smoke alarms	Enfield	EM		May be chargeable if only requires a battery to be changes
Check electrics after water penetration	Enfield	EM		
Partial loss of electricity	Enfield	U		
Repair / replace extractor fan	Enfield	U		

Repairs to Customer's own white goods i.e. cookers, washing machines etc	Customer			
Repairs to communal lighting	Enfield	U		
Cleaning to filters to extract fans/systems	Enfield/ Customer	R		Enfield will only clean filters where the extract unit is not accessible to tenants
Repairs to communal aerial systems (IRS)	Enfield	U		
<b>Lifting Equipment</b>				
Passenger lifts failures	Enfield	EM/P		EM – to release trapped occupants and to make immediate repairs where possible P – where parts or significant works are required
Stairlifts – where installed by LBE	Enfield	U		
Hoist and lifting equipment – where installed by LBE	Enfield	U		
<b>Gas</b>				
Gas escapes	National Grid/Cadent			Report immediately to <b>National Grid</b> on <b>0800 111 999</b>
Loss or partial loss of gas supply	National Grid/Cadent			Report immediately to <b>National Grid</b> on <b>0800 111 999</b>
Gas cookers, connection pipes and other Customer appliances	Customer			
<b>Heating</b>				
Total heating failure and no alternative heating available	Enfield	EM		
Partial heating failure alternative heating available	Enfield	U	EM	
Total water heating failure and no alternative water	Enfield	EM		
Partial water heating failure and alternative water heating available	Enfield	U		

Leaks to heating systems (where they are <b>not</b> containable by resident)	Enfield	EM		
Leaks to heating systems (where they are containable by resident)	Enfield	U		
Bleeding radiators	Customer		R	
Blocked flue	Enfield	EM		
<b>Plastering and Decoration</b>				
Internal plastering (patches)	Enfield	R		
Internal decorating	Customer			
Internal decorating – consequential damage	Customer			LBE will provide a £25 decorating voucher per room damaged
External decorating	Enfield	P		
Mould growth reasons unknown	Subject to inspection	R		
Mould growth – consequence of issue within block	Enfield	R		
Mould growth due to condensation affecting more than 25% of a room	Enfield	R		LBE will undertake the first washdown and provide advice on how to prevent re-occurrence
Mould growth due to condensation affecting less than 25% of a room	Customer			
Replace / re-grout ceramic tiles	Enfield	R		Unless residents' own tiles
<b>Floors and panels</b>				
Unsafe timber, floor deck or stair treads	Enfield	U		
Repair / replace floorboards and skirtings	Enfield	R		
Repairs to concrete floors	Enfield	R		
Repair/replace floor covering in kitchens and bathroom	Enfield	R		Not tenants own

Repair/replace carpets, laminates and over floor coverings	Customer			
Repair / replace bath panelling or pipe boxing and frame	Enfield	R		
<b>Miscellaneous internal repairs</b>				
Repairs to handrails and bannisters	Enfield	U		
Repairs kitchen doors, drawers or worktops	Enfield	R		
Loft insulation, install, replace or repair	Enfield	P		
Insulate water pipes	Enfield	R		
<b>Fireplaces</b>				
Repair / replace fire grates and other parts	Enfield	P		Fires will be removed, the chimney blocked and alternative heating provided
Repair / replace tiled surrounds	Enfield	P		Fires will be removed, the chimney blocked and alternative heating provided
Repair / replace solid fuel heaters (depending on time of year)	Enfield	P		Fires will be removed, the chimney blocked and alternative heating provided
Chimney Sweeping	Customer			Where LBE have allowed a customer to keep a solid fuel heater the customer must provide twice yearly chimney sweep certificates
<b>Plumbing</b>				
No water	Enfield	EM		
Partial loss of water	Enfield	U		
Leaks - where they are not containable by resident or represent a significant Health and Safety risk	Enfield	EM		
Leaks (where they are containable by resident)	Enfield	U	EM	

Toilet not flushing or blocked (only toilet)	Enfield	EM		
Toilet not flushing or blocked, 2nd toilet available to use	Enfield	U		
Blocked foul drains (sewers)	Enfield	EM		
Blocked rainwater drains	Enfield	U		
Blocked sink / bath / wash hand basin	Enfield/ Customer	U	EM	Customer are expected to make all reasonable attempts to clear blockages before calling LBE.
Repair / replace baths / sinks / toilets / wash hand basin / taps	Enfield	R/P		
Minor plumbing repairs not effecting use	Enfield	R		
Leaks form overflows	Enfield	U		
<b>External repairs</b>				
Unsafe <b>main</b> access path, steps or driveways (HHSRS cat 1)	Enfield	U		
Unsafe <b>secondary</b> paths, steps, driveways or garden areas (HHSRS cat 1)	Enfield	R		
Repairs to manholes	Enfield	U/R		U – where a significant H&S risk R – all other repairs
Repairs to concrete/tarmac areas	Enfield	R		
Communal clothes line or rotary dryers	Enfield	R		
Clear blocked refuse chute	Enfield	U		
Water penetration to habitable areas	Enfield	U/R		U - temporary fix R - full repair
Water penetration to non-habitable areas	Enfield	R		
Repairs to roofs, chimneys, gutters or rainwater	Enfield	R/P		
Fences and gates – only where they form a boundary with a public area	Enfield	U/R		U – where a significant H&S risk R – all other repairs
Dangerous chimney – inspect and make safe where required	Enfield	U		

Storm damage – inspect and make safe where required	Enfield	U		
<b>Garages. Outhouses, sheds and non-habitable spaces</b>				
Repairs to outhouses, sheds and non-habitable spaces – brick built and where they are included in tenancy	Enfield	R		
Locks to garages, sheds and outbuildings	Customer			
Repairs to non-structural walls	Enfield	R		
Repairs to garage doors and windows	Customer			

**Table 3: LBE Better Council Homes standard**

Building Component	Decent Homes Standard			LBE Better Council Homes Standard			Key/non-key	Notes
	Houses and Bungalows	All flats in blocks below 6 storeys	All flats in blocks above 6 storeys	Houses and Bungalows	All flats in blocks below 6 storeys	All flats in blocks above 6 storeys		
<b>Wall Structure</b>	80	80	80	80	80	80	Key	Age and condition
<b>Lintels</b>	60	60	60	60	60	60	Key	Age and condition
<b>Brickwork</b>	30	30	30	30	30	30	Key	Age and condition
<b>Wall finish</b>	60	60	30	60	60	30	Key	Age and condition
<b>Roof structure</b>	50	30	30	50	30	30	Key	Age and condition
<b>Roof finish</b>	50	30	30	50	30	30	Key	Age and condition
<b>Chimney</b>	50	50	N/A	50	50	N/A	Key	Age and condition
<b>Flat Roofs</b>	N/A	N/A	N/A	20	20	20		Age and condition
<b>Windows</b>	40	30	30	40	30	30	Key	Age and condition
<b>External doors</b>	40	30	30	40	30	30	Key	Age and condition
<b>Kitchen</b>	30	30	30	20	20	20		Age only
<b>Bathrooms</b>	40	40	40	20	20	20		Age only
<b>Heating - central heating gas boiler</b>	15	15	15	15	15	15	Key	Age and condition
<b>Heating – central heating distribution system</b>	40	40	40	30	30	30		Age and condition
<b>Heating - other</b>	30	30	30	30	30	30	Key	Age and condition



<b>Hot water Cylinder</b>	N/A	N/A	N/A	15	15	15		Age and condition
<b>Cold water tanks and associated insulation</b>	N/A	N/A	N/A	30	30	30		Age and condition
<b>Electrical System</b>	30	30	30	30	30	30	Key	Age only
<b>Extractor Fans – single dwelling</b>	N/A	N/A	N/A	10	10	10		Age and condition
<b>Extractor Fans – communal system</b>	N/A	N/A	N/A	20	20	20		Age and condition
<b>Passenger Lifts</b>	N/A	N/A	N/A	N/A	20	20		Age Only
<b>Flooring to Communal Areas</b>	N/A	N/A	N/A	N/A	15	15		Age and condition
<b>Loft insulation – gas or oil heated properties</b>	50mm	50mm	50mm	275mm	275mm	275mm		Condition only
<b>Loft insulation – electrically heated properties</b>	200mm	200mm	200mm	275mm	275mm	275mm		Condition only
<b>Cavity Wall insulation – gas or oil heated properties</b>	Present	Present	Present	Present	Present	Present		Condition only
<b>Cavity Wall insulation – electrically heated properties</b>	Present	Present	Present	Present	Present	Present		Condition only
<b>Minimum Sap Rating</b>	35	35	35	50	50	50		N/A
<b>Smoke alarms (hardwired or battery)</b>	N/A	N/A	N/A	10	10	10		Age only
<b>Carbon Monoxide Alarms</b>	N/A	N/A	N/A	10	10	10		Age only

## Approach to Dampness, Mould and Condensation

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**No Enfield Council tenant should live in damp conditions, the procedure below outlines our approach and commitments**

- 1.1 Damp is the presence of moisture through the air, condensed on a surface or within the solid substance of a building, typically with detrimental or unpleasant effects. Excess moisture often leads to mould growth on building surfaces typically in bathroom and kitchen areas.
- 1.2 Moisture in buildings is commonly caused by leaking pipes, waste or overflow rainseeping in through the roof, spilling from a blocked gutter, penetrating around window frames, rising damp, or issues with the structure of the external walls.
- 1.3 Where the source of moisture is not related to structural faults, leaks or rising damp, it is usually due to condensation, which is often found to be the main issue when surveys are carried out.
- 1.4 **Humidity of indoor air:** Condensation appears when the indoor air in a room cannot hold the level of moisture. Warm air can hold more moisture than cold air. For example, running a bath causes steam. As the air in the bathroom fills up with water vapour, it can no longer hold all the moisture that it contains. As a result, tiny drops of water appear and develop first on cold surfaces, such as mirrors and windowsills.
- 1.5 **Low temperature:** Condensation accumulates more when it's cold. When humid air comes into contact with cold surfaces, it transforms into surface mist and then into water, which runs down windows, causing wooden frames to rot and wallpaper and painted walls to blister.
- 1.6 **Poor ventilation:** Humidity of indoor air can be reduced by ventilation. If air exchange is inadequate, then humidity accumulates indoors and leads to increased condensation. In addition, walls remain cool when a lack of free movement of indoor air prevents warm air from reaching them. Mould may form where there is little movement of air, for example in a windowless room or behind wardrobes.
- 1.7 Normal everyday living results in a significant amount of moisture production. Cooking and wet washing are the most common sources of moisture in most homes. The average family produces 14 litres (24 pints) of moisture every day. Managing this moisture is a necessary and important element of day to day home management.
- 1.8 Even when adequate heating and ventilation are installed, dampness and mould growth may still occur. Concerns about heating costs, knowing how best to keep a home both warm and ventilated, and concerns over extractor fan noise can be contributing factors.
- 1.9 Supporting residents to heat and ventilate their homes can make significant improvements to levels of condensation and damp. For many, fuel poverty is a critical factor and this report outlines the measures in place to address this.

### **Improvements to the Process for managing Dampness, Mould and Condensation**

- 1.10 Recognising that there have been issues in the process of dealing with cases of damp, mould and condensation, a revised process has been developed to deliver a robust, streamlined process from 'telephone to screwdriver'
- 1.11 This process focuses on the customer journey and ensuring tenants know what to expect at every stage of the process.
- 1.12 The new process is outlined in Appendix 1 and is designed to provide clarity on timescales and expectations of repair and to improve communication should tenants have ongoing questions.
- 1.13 Tenants will also be supported to access advice from on a range of measures to reduce energy costs and increase energy efficiency, to complement the improvements to the process for managing dampness, mould and condensation. One in eleven Enfield Homes suffer from fuel poverty.
- 1.14 Tenant satisfaction surveys will be issued by the feedback team in ERD to a sample of tenants following completion a repair. This will include tenants who have experienced repair works as part of the process to resolve dampness, mould and condensation. This feedback will be used to identify any on-going issues, to refine the service and to make improvements in training or communication (if necessary).

### **Capital Investment and Complex Cases**

- 1.15 If the issue is caused by defective external factors, the process for remedying the issue is likely to involve short term works initially until the longer-term capital works can be undertaken. The reason for this approach is that capital works generally have a longer lead-in time to allow for development of the scope of works and procurement of contractors. Once the capital work is complete, there may be a requirement to revisit some of the interim measures as they may have deteriorated during this time (e.g. replacement plasterboard). The interim measures should not require further replacement after this point as the capital works should resolve the underlying issue.
- 1.16 Effective, ongoing communication will be vital for cases where capital works are required, to ensure the tenant is kept updated. This is particularly important in cases where there is mixed tenure ownership; as in these instances, owner consent may be required to progress works impacting on delivery timescales.
- 1.17 Where there is found to be multiple tenants in an area reporting dampness, mould or condensation, such as in a high rise building we will carry out a block wide exercise. Engagement would be carried out with tenants in conjunction with our Tenant Liaison team to ensure residents' issues are identified, and appropriate remedial action taken including repairs and capital improvements work where required.

### **Investing in Homes to make them Cheaper and Easier to Heat**

- 1.18 In some instances, the challenges of heating the home can be exacerbated by the condition of buildings, particularly in older properties which can be more difficult and costly to heat. The Council is investing significantly in homes to make them easier and cheaper to heat. In the last six years, over half of Council homes have benefited from energy efficiency measures including new heating systems, insulation and new windows and front doors.
- 1.19 A Retrofit programme is currently in development. This will inform the Council's long-term investment approach for existing homes from 2023 onwards.
- 1.20 The approach will prioritise advanced whole house retrofit measures, helping to design out poor performance and future maintenance risks.
- 1.21 Once completed, homes will be better insulated, ventilated and affordable to heat.
- 1.22 It is expected that a range of approaches will be proposed through the WHR depending on specific building archetypes. This will include installation of new technologies such as ventilation systems, and advanced/smart heating controls etc.
- 1.23 Appropriate use of these types of technologies will be key to their success. If not used correctly, they could nullify the benefits or negatively impact the measures installed.
- 1.24 Bespoke support and guidance for tenants will be essential to the rollout of these new technologies, ensuring that tenants understand how to operate these new technologies and what the benefits are.

### **Support with Energy Efficiency and Heating the Home**

- 1.25 We are mindful that households in fuel poverty face incredibly difficult household decisions between heating their home vs other essential purposes.
- 1.26 Recognising the impact of fuel poverty on household budgets, steps are being taken to prevent tenants being financially burdened by measures to remedy dampness, mould and condensation in the home. Where dehumidifiers are required to help combat condensation, ERD will meet the running costs of these.

## **2. New Damp Process**

- 2.1 Raised at the ERD's repairs stakeholder group and a recurring issue in the press, how we deal with damp is a high-profile concern for residents. Having

in place a simple process that is easy to follow is crucial. Furthermore this would be enhanced by introducing digital improvements at various points in the process. For example, an improved self-service portal would allow tenants to report and track the issue online.

- 2.2 ERD seeks to pilot new smart home technology to help combat dampness. Property environment sensors will initially be installed in a sample of homes to monitor the levels of damp in the property. This technology will trigger an alert when thresholds are breached, to allow early action to be taken.
- 2.3 The implementation of a new Asset Management IT system (APEX) will be an integral element for the longer-term strategy, as it will have the functionality to highlight localised dampness hot spots at a borough wide level. It will also enable defective external factors such as leaking roofs or windows which require capital funding to be repaired at an earlier stage, therefore the effect of dampness, mould and condensation on tenants' lives will be greatly reduced. The Asset Management system will also need to track any interim measures prior to capital investment programmes, to avoid any unnecessary repeat works.
- 2.4 The process for dampness, mould and condensation will be continually monitored to pick up any emerging issues. A detailed review will be undertaken after a six-month period, to allow time for the process to be embedded and an assessment made of its effectiveness.
- 2.5 This will include a review of tenant satisfaction feedback and any complaints received. This will complement an existing in-depth review of a sample of escalated complaints, which includes cases where dampness, mould and condensation issues have been present.

### **3.** Summary documents: below

3.1 Revised Dampness Process.

3.2 Service Standards for tenants experiencing dampness

## ERD Revised Process for Dampness, Mould and Condensation

The revised process is focused on Timescales will be communicated clearly to tenant on a case by case basis.

- Step 1.** Tenant reports dampness, mould or condensation to Enfield Repairs Direct –a pro forma has been developed to ensure key information is captured.
- Step 2.** Appointment raised for survey for all reported cases of dampness, mould and condensation cases. ERD supervisors and surveyors are the designated points of contact.
- Step 3.** Survey carried out by in-house surveyor or specialist sub-contractor (both follow the same process). The target timescale for a survey to be carried out is 21 days from date of request but priority will be triaged.
- Step 4.** ERD supervisors and surveyors will review the survey report and contact the tenant to check if any additional assistance or information is needed before works are progressed. They will then arrange suitable appointments for all necessary work to be carried out, including anti-fungal treatments and painting where required.
- Step 5.** The tenant will be contacted in writing to confirm the outcome of the survey, the next steps and timescales for any required works to be carried out. This communication will also include information on steps the household can take to help ensure the long-term effectiveness of repairs through our leaflet.
- Step 6.** The surveyor or Supervisor will ensure all work takes place as arranged, taking account of individual circumstances and any additional support required for the tenant. An inspection of all works will be carried out following completion.
- Step 7.** A follow-up check will be scheduled for 8 weeks after the repair to ensure they have resolved the issue. If the issue has been resolved, no further action is required./
- Step 8.** If the works have not fully resolved the issue, the team leader will carry out further investigation to ensure the issue is resolved. Step 7 would be repeated to ensure the issue is resolved.

## **Service Standards for Dampness, Mould and Condensation**

Please note the timescales below may not be achievable when the process is first rolled out, due to potential for heightened demand and elongated timescales as a result of safeworking practices.

Our Tenants can expect:

- A dedicated Housing Resolution Centre Advisor who will ask you specific details of the areas affected and how this is affecting you and your household;
- To be given a named point of contact;
- That we will keep records on our systems
- A survey will take place within 21 days of you raising your concerns;
- The root cause will be identified, and a plan put in place to resolve the issue. This may take time if capital investment is required. If capital investment is required, it is expected an interim solution will be put in place;
- To be kept up to date with progress and to be consulted on how and when the works will take place. If you require additional support, for example removal of furniture, this will be provided;
- Advice and guidance will be provided on how to keep your home warm and ventilated. Any remedial work required will also be arranged and carried out;
- The opportunity to leave feedback on the works and experience to be made available;
- A follow up will be scheduled for 8 weeks after work is completed to check the issue has been resolved fully; and If major works or shared ownership repairs works are required, you and other residents affected will be informed and consulted.