

London Borough of Barking and Dagenham Repairs and Maintenance Policy

Department	Property and Assets
Responsible Person	Director of Property and Assets
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1. Introduction

- 1.1 This document outlines Barking and Dagenham Council's Housing Repairs and Maintenance Policy, providing a comprehensive guide to its services, outlining what tenants can expect and how they will be delivered.
- 1.2 The repairs and maintenance service is managed by the vested subsidiary company Barking and Dagenham Trading Partnership (BDTP), who is the managing company of Barking and Dagenham Management Services (BDMS) who are responsible for delivering day-to-day repairs to tenants across the council owned housing stock, including houses, flats and communal areas and council owned roads and amenities within council estates.

2. Scope

- 2.1 This policy applies to all Council tenants in council homes with both secure and introductory tenancies. This policy sits alongside tenant's tenancy conditions, which includes further details of their individual rights and responsibilities.
- 2.2 This policy does not cover tenants in temporary accommodation as their services are addressed in separate policies and procedures. Individuals who are neither council tenants nor leaseholders are not covered by this policy.
- 2.3 Leaseholders can only raise repairs for items related to communal areas, such as lifts, door entry systems, stairwell lighting etc.

3. Aims of the Policy

- 3.1 The council is committed to providing tenants with safe, secure, and affordable homes both now and in the future. The council will invest in essential repairs and long-term improvements to ensure that homes meet safety and consumer standards, are energy efficient, and support the health and wellbeing of the tenants.
- 3.2 This includes expanding retrofit projects to improve insulation, heating systems, and overall energy performance. These efforts are vital for maintaining high-quality housing, tackling fuel poverty, and helping to deliver on climate emergency commitments.
- 3.3 The council is committed to delivering a high-quality, responsive, efficient, and reliable repairs service that offers good value for money and ensures tenant satisfaction.

3.4 This policy outlines the council's approach to:

- Provide tenants with a straightforward and efficient process for reporting repairs and maintenance issues that meets their needs and expectations.
- Enhance tenant satisfaction through transparent communication, realistic timelines, and high-quality repairs.
- Preserve and improve the condition of homes through proactive and planned maintenance.
- Ensure homes are safe, secure, and compliant with relevant legislation, regulations, and best practices, including building safety, health, and environmental standards.
- Regularly review the repairs service to promote continuous improvement.
- Encourage collaboration through the Tenant Scrutiny Panel and co-design of services and procedures and engaging tenants in decision-making, consultations, and feedback to ensure the service meets their priorities.
- Clearly define repair and maintenance responsibilities for both landlord and tenants to ensure accountability and efficient service delivery.

4. Legislation and Associated Policies

4.1 The council is committed to delivering a repairs and maintenance service in compliance with statutory obligations, regulatory requirements and established best practice, as detailed below:

- Social Housing (Regulation) Act 2023
- Building Safety Act 2022
- Decent Homes standards
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Homes (Fit for Human Habitation) Act 2018
- Housing Act 1985 & 2004
- Landlord and Tenant Act 1985
- Right to Repair Regulations 1994 (for secure tenants of Local Housing Authorities)
- The Regulator of Social Housing Safety Quality Standards

The delivery of services outlined in this policy may also be shaped and informed by the following related policies and guides:

- Tenancy Conditions
- Corporate Complaint Policy
- Anti-Social Behaviour Policy
- Aids and Adaptations Policy
- Damp and Mould Policy
- Barking and Dagenham Housing Strategy
- Data Protection Policy
- Repair and Access Procedure
- Housing Services Tenancy Update Visit Policy
- Tenant Recharge Policy

5. Definitions

Landlord (or social landlord)	For the purpose of this policy the landlord is Barking and Dagenham Council.
Maintenance	The process of keeping something in a state of good repair or upkeep. The maintenance of a property can involve regular checks, repairs to fix issues and maintenance to keep it safe and working well.
Re-charge	In this Policy, a recharge refers to the reasonable expenses the Council incurs for reinstatement works that a tenant has either failed to complete, damage caused or works performed to an unacceptable standard. It also includes costs for removing rubbish or other items left behind by a tenant on Council property, which the Council aims to recover from the current or former tenant.
Repair	The process of restoring something that is damaged, broken, or not functioning properly to a good or working condition.
Right First Time	This means completing repairs properly on the first visit whenever it is possible. This helps ensure work is done quickly, safely, and efficiently, saving time and resources, whilst giving tenants a better experience.
Tenants	For the purpose of this policy tenants are Barking and Dagenham council tenants.

Vulnerable tenants

Include tenants who have characteristics that mean they are less able to cope with a situation which may impact on their health, safety, or wellbeing, and have an increased need for support. This can include the following:

- The tenant is above pension age, no person below pension age lives in the property, and they are in receipt of a means-tested benefit and may or may not have a funded carer.
- The tenant has a mobility difficulty or serious visual impairment, there is no able-bodied adult living in the property, and they are in receipt of a means-tested benefit and may or may not have a funded carer.
- The tenant has a learning difficulty which substantially restricts their ability to arrange the repairs, there is no existing support network, and they are in receipt of a means-tested benefit, and they may or may not have a funded carer.
- The tenant has a history of mental illness which substantially restricts their ability to arrange the repairs, there is no existing support network, and they are in receipt of a means-tested benefit, and they may or may not have a funded carer.

6. What Tenants can expect from the Council

- 6.1 The Repairs and Maintenance Policy outlines Barking and Dagenham Council's approach to delivering a fair and accessible repairs and maintenance service for tenants living in council homes. It sets the framework for how the council manage repairs and defines the responsibilities of both the Council and its tenants.
- 6.2 Guided by the *Human Rights Act 1998*, the *Equality Act 2010*, and shaped by the principles of the *Equality, Diversity, and Inclusion Strategy 2025-29*, which reflects the Council's core values of fairness, respect, diversity, and inclusion, this policy ensures all tenant's rights are upheld. It promotes fairness by applying consistent standards designed to meet the needs of all tenants, making reasonable adjustments where required, and is particularly mindful of the needs of disadvantaged or vulnerable groups.

- 6.3 Aligned with the *Housing Strategy 2026–31*, this policy supports the Council's wider goal of providing safe, high-quality, and sustainable homes. It ensures a housing service that enables all tenants to live comfortably, safely and with dignity, prioritising health, wellbeing, and inclusivity by keeping homes free from hazards such as damp and mould, and accessible for all ages and abilities. It also supports Barking and Dagenham's wider housing ambitions by promoting high-quality, sustainable developments that meet the needs of families and benefit the borough.
- 6.4 While this policy establishes standard procedures for repairs and maintenance, tenants can request that the Council exercises discretion and this will be considered by the Council, where appropriate, on a case-by-case basis.

7. What the Council expects from all Tenants

- 7.1 Most tenants take care of their homes, pay rent on time, and respect their neighbours. However, for tenants who damage property, fail to pay rent, or breach tenancy rules, the Repairs Service may be restricted to emergency, health, and safety, or Right to Repair works only. Restrictions may apply if tenants miss repair appointments, have unpaid rent or arrears without a repayment plan, breach tenancy rules (for example engage in antisocial behaviour), misuse the repair service, or behave abusively toward staff. These limits also apply if the tenant has begun the right-to-buy process, or an abandonment notice has been issued.
- 7.2 Tenants are responsible for using their homes, including all fixtures and fittings, in a safe and respectful manner that does not put themselves or others at risk. The council ask that tenants report any repairs as soon as reasonably possible. As part of their tenancy agreement, tenants are required to allow council staff or contractors access to their home so that necessary repairs, inspections, or improvement works can be carried out. The council will always aim to arrange appointments at times that are convenient to the tenant and if they are unable to keep an appointment, they must contact the council on **020 8215 3000** to let the council know. In an emergency, if access is refused, the council may seek legal authorisation to gain entry.
- 7.3 To ensure safety, annual checks are required on gas, electrical, and **solid fuel appliances**, as well as fire detection systems and fire doors where applicable. The council will contact the tenant to arrange these checks, and it is essential that access is provided. Failure to do so may result in the Council applying for an injunction to enter. In some cases, issues in one property can affect neighbouring properties, so the tenant's cooperation is especially important. For certain types of work, such as in gardens or communal areas, the council may not require the tenant to be present, but the council will inform them in advance and seek

permission where needed. Tenants are also expected to report any incidents of criminal damage or vandalism to the police.

8. Reporting a Repair

- 8.1 Tenants can report or enquire about a repair, or planned maintenance works via the council website or by telephone using the number 020 8215 3000. If neither of these are an option, the tenant can visit one of the Community Hubs in Barking and Dagenham which include the Barking Learning Centre, Dagenham Library, Heath Community Hub, Valence Community Hub or the Chadwell Heath and Whalebone Community Hub.

9. Out of Hours Emergency Repairs

- 9.1 The council run an out-of-hours emergency repair service for tenants and leaseholders. This is an emergency make safe service only, for issues such as:

- burst pipes
- uncontrollable leaks
- total loss of electrics
- total loss of water supply
- insecure property

- 9.2 For out of hours emergency repairs, telephone 0208 215 3000 between the hours of 5pm and 9am, and at weekends or bank holidays. The council aim to respond within 4 hours. There may be a charge if the call out to the property is not an emergency.

- 9.3 If the tenant smells gas or thinks they have a gas leak; they must call the National Gas Emergency Service on 0800 111 999 immediately.

10. Repairs the council carry out

- 10.1 Barking and Dagenham Council is responsible for carrying out certain repairs, while tenants are responsible for others. For further guidance on which repairs fall under the Council's responsibility and which are the tenants,' refer to Section 26 of this Policy. However, this list is not exhaustive and individual circumstances such as vulnerability may affect responsibility.

11. Repair Timescales

- 11.1 Appointments for repairs are typically scheduled when the repair is reported, based on priority using the following categories:

Type of Repair	Description	Completion Time
Emergency Repairs	Address emergencies, ensuring completion within twenty-four hours of notification. This priority is used when there is a significant risk of harm to people or major damage to the property, flooding, or the property is insecure, where the council will aim to attend within 4 hours. This is also used where there is a major inconvenience caused to occupants e.g., where there is no electricity or water (note that the Council cannot rectify faults that are the responsibility of utility suppliers)	Within 24 hours
Routine Repairs	All repairs not to be deemed emergencies. Delaying these repairs does not result in significant consequential costs. Some repairs the council aim to complete within 7 days e.g. leaking roof	Within 30 days
Out of Hours Repairs	Attend to emergencies reported outside normal working hours within four hours to undertake the repair where possible or make safe if not. Temporary measures may be necessary until a full repair can be completed.	Within 4 hours (temporary)
Repairs identified from Planned Works	Identified from stock condition surveys, not urgent, and do not cause serious discomfort, inconvenience, nuisance, or immediate health and safety risks. Scheduled into a planned programme and completed within 90 days. e.g. fencing	Within 90 days

The timescales above do not include those that fall under a Section 20 notice (S20), where consultation is needed for works funded by a service charge.

These repair timescales should be read alongside the following damp and mould response timescales ensuring compliance with Awaab's Law.

Type	Examples	Action	Time frame
Category 1 hazard (deemed to pose the most severe risk to the health and safety of tenants)	Damp and mould growth Mould spores Severe dampness Dust mites	Arrange an inspection and an urgent mould clean if required	24 hours

Category 2 hazard (less severe but can still have a negative effect on the health and safety of tenants)	Less severe damp and mould present	Arrange an inspection and follow up action	10 days for an inspection, 5 days to commence repairs process
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(For more information around damp and mould refer to the Council's Damp and Mould Policy)

Tenants can request a change of date for repairs, and this will be accommodated where possible provided it does not increase the risk of damage. If an immediate appointment cannot be set (e.g., an inspection is needed first), a timescale will be assigned to the repair.

12. Right First Time

- 12.1 Right First Time is the council's commitment to completing repairs or maintenance correctly on the first visit, without the need for repeat visits or extra work due to errors. The aim is to provide a high-quality service efficiently, saving time, reducing costs, and giving tenants a better experience. It is a key part of good housing maintenance, ensuring repairs are completed safely and properly, site visits are efficient with minimal disruption, resources are used effectively, and tenants receive a reliable, high-quality service.
- 12.2 There are times when Right First Time cannot be achieved, for example:
- When multiple trades are required for a single job
 - When unforeseen issues cause jobs to take longer than expected
- 12.3 To improve Right First-Time performance, the Council focuses on:
- Planning and preparation - making sure staff have all the information and tools needed to complete the job
 - Learning from past work - reviewing previous jobs to prevent repeat issues
 - Assigning skilled staff - sending the most experienced and suitable worker for each job
 - Strong communication - keeping clear guidance between office staff and field workers
 - Continuous improvement - regularly reviewing processes to maintain high standards
- 12.4 Right First Time is dependent on tenants providing detailed, accurate information on the nature of the repair when it is reported, and providing access for operatives as required.

13. Right to Repair Scheme

- 13.1 The Government's Right to Repair scheme identifies 20 common repairs that must be completed within a specified number of working days. To qualify, the repair must cost less than £250, must not result from misuse and must be classed as an emergency or urgent repair. **This scheme applies only to secure tenants.**
- 13.2 If an inspection is needed, the Council is allowed additional time. Should the inspection determine that more extensive works are required, costing over £250, the repair will no longer qualify under the Right to Repair scheme and tenants will be notified of the new target completion date. Similarly, if the tenant chooses to schedule the repair beyond the target date or fails to provide access for inspection or repair, the repair will no longer fall under the scheme.
- 13.3 If a qualifying repair cannot be completed within an agreed timescale, the tenant has the right to request the Council instructs a second contractor to complete the work. If the second contractor also fails to complete the work within the agreed time, the Council will pay compensation to the tenant. Refer to the Council's separate Compensation Policy for details.
- 13.4 The table below summarises the qualifying repairs under the Right to Repair scheme and their response times:

Type of Repair	Timescale for repair (or for repair to be made safe) in working days
Total loss of electricity	1 day
Partial loss of electricity	3 days
Power socket or electrical fitting that is not safe	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 st October and 3 rd 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
Leaking 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 handrail	3 days
Rotten timber flooring or stair tread	3 days
Door entry phone not working	7 days
Mechanical extractor fan not working	7 days

14. Right to Buy Applications and Repairs

- 14.1 If a tenant has applied to buy their home through the Right to Buy scheme, the Council will continue to carry out repairs that it is responsible for under their tenancy agreement, including emergency repairs and works needed to keep their home safe and secure. However, while the application is being processed, the Council may not carry out non-essential improvements, upgrades, or planned replacement works that are not needed to maintain safety or meet its legal responsibilities. In these cases, the work may be delayed until the Right to Buy process has been completed. The Council will explain any decision not to carry out requested works while an application is live.

15. Damp and Mould

- 15.1 The council understands that damp and mould are significant concerns for many tenants and leaseholders and recognise the significant health risks they can cause. Although damp, condensation, and mould can be complex issues to manage, the council is committed to addressing each case promptly and effectively, taking a proactive and thorough approach to resolving these problems whilst following necessary requirements. Refer to the Damp and Mould Policy for details.

16. Potholes

- 16.1 Where Pothole repairs occur on Council owned land, tenants can report potholes online, to start the repair process. The size of the pothole may determine whether it is handled as a routine repair or escalated. Typically, repairs are carried out within 30 days, although larger potholes may take longer.

17. Maintenance and Servicing

- 17.1 As part of the council's commitment to keeping council homes safe, well-maintained, and compliant with statutory requirements, the council will implement a programme of cyclical maintenance. This planned approach ensures essential systems and safety equipment are regularly serviced and maintained to a high standard, reducing the risk of breakdowns and promoting tenants' health and safety. The cyclical maintenance programme can include the following:

- Annual servicing of gas boilers
- Annual servicing of solid fuel room heaters
- Electrical testing of properties in accordance with statutory frequencies
- Legionella testing where communal cold-water storage is present
- Maintenance of communal lifts and stair lifts
- Servicing and maintenance of fire alarm installations and fire detection systems (excluding battery-operated smoke detectors)
- Servicing and maintenance of fire-fighting equipment
- Regular checks and maintenance of smoke and carbon monoxide (CO) detectors

This programme plays a vital role in keeping homes safe and meeting all legal and regulatory standards. The council also monitors performance, follows regulatory guidance, and provides opportunities for tenant feedback to continually improve the service.

18. Tenants with Vulnerabilities

- 18.1 Where the council knows a tenant is vulnerable, and plan to carry out major works to the home or block in which the tenant lives, the council will review the impact of these works on a case-by-case basis and where necessary will undertake a further assessment, with the tenant, prior to works commencing, to

agree if any further adjustments would be required to how the council intend to deliver these works.

- 18.2 For some vulnerable tenants the council may make suitable adjustments such as prioritising repairs or arranging coordination through a third party such as a support worker.
- 18.3 Tenants must ensure that any disability, such as a hearing impairment or mobility restriction, are communicated to staff. This can be done during any interactions with council officers when contacting the Contact Centre or Repair Contact Centre, and when meeting with officers during either a Settling in Visit or Tenancy Update Visit. The council can record this information for any future repairs, with the tenant's agreement.
- 18.4 Refer to the Housing Services Vulnerability Policy for further details.

19. Aids and Adaptations

- 19.1 Adaptations are changes made to a tenant's home, recommended by an occupational therapist, to help them live as safely and independently as possible. These modifications can take place both inside and outside the home.
- 19.2 Barking and Dagenham Council tenants finding it difficult to carry out daily tasks or accessing their home, can contact the council to request a needs assessment. For an adult telephone 020 8227 2915 or for a child or young person telephone 020 8227 5483.
- 19.3 Leaseholders can also use the service, and the council will consider reasonable adaptation recommendations to communal areas.

20. Planned Works

- 20.1 The council have an ongoing program to keep homes up to standard and in many cases even improve upon these. Programmes of work are based upon asset and stock condition information held regarding their properties and their component fixtures and fittings. The council frequently review and update this information by carrying out stock condition surveys or by analysing the data held.
- 20.2 Essential repairs that affect safety, legal requirements, or the structure of the home must be done first. If a property is unsafe or unhygienic, some work might be delayed, but the council will support tenants in dealing with these issues and provide help once the repairs are completed.

21. Rechargeable Repairs

- 21.1 A rechargeable repair refers to the reasonable expenses the Council incurs for reinstatement works/repairs that a tenant has either failed to complete, damage caused or works performed to an unacceptable standard. It also includes costs for removing rubbish or other items left behind by a tenant on Council property, which the Council aims to recover from the current or former tenant.
- 21.2 While tenants have responsibilities for certain repairs, the council will offer support and guidance to ensure these are completed. If necessary, the council can also undertake these repairs on behalf of the tenants, as rechargeable repairs. These can include:
- Replacing broken or cracked glass
 - Gaining access and replacing keys
 - Repairing any damage caused by the tenant, their family, or visitors
- 21.3 Where tenants have carried out repairs or alterations which were either not approved by the council beforehand or do not meet the council's repair standards and would therefore require the property to be restored to its original state, the cost of carrying out this work may be recharged to the tenant.
- 21.4 A charge may apply if the council is unable to access a tenant's property to carry out a repair.
- 21.5 When a tenant gives notice to end their tenancy or is transferring to a new property, an inspection will be conducted to identify any rechargeable works before the tenancy ends. The tenant will be expected to either pay for these works or complete the necessary repairs to meet the council's standards.
- 21.6 Refer to the Housing Services Tenant Recharge Policy for further details.

22. Complaints

- 22.1 The Council takes all complaints seriously and will work with the tenant to resolve any issues.
- 22.2 If the tenant is still unsatisfied with the service provided, they can raise a formal complaint through the council's corporate complaints process. More information about reporting problems, feedback and complaints is available online or via the contact centre or any of the Council's Community Hubs.

23. Tenant Feedback

- 23.1 The repairs service is continuously reviewed to ensure that maintenance and repairs are carried out efficiently, consistently, and in line with established standards. This involves regularly reviewing repair requests, tracking response times, and evaluating the quality of work completed.
- 23.2 Effective monitoring will include feedback from tenants or users about their satisfaction with the repair process, as well as adherence to budgets and timelines. Regular audits and inspections can help identify areas for improvement, ensure compliance with legal requirements, and enhance service delivery.
- 23.3 Repairs will be tracked in real time through a monitoring system that provides updates on the number of open cases, their status, and how long each has been unresolved. This data will be compiled and reviewed through KPIs (Key Performance Indicators) that are reviewed monthly to ensure ongoing oversight and performance evaluation.
- 23.4 Tenant Satisfaction Measures (TSMs) related to repairs are also monitored by gathering feedback from tenants after repair work is completed. This is done through an annual survey, which currently includes face-to-face meetings (but could include phone calls, or online forms) that ask tenants about their experience with the repair process. Key indicators such as whether the repair was completed to satisfaction and the time taken are assessed. The data collected from these surveys is analysed to identify patterns or areas for improvement. Regular reviews of these TSMs help ensure that repair services meet tenant expectations and service standards. For transparency, the TSMs are published on the Council website where Barking and Dagenham can be compared to nearest statistical neighbours and other local boroughs.

24. Equality & Diversity

- 24.1 The council are fully committed to upholding the rights of individuals with protected characteristics as outlined in the Equality Act 2010. The council strives to ensure that all their services, policies, and practices are inclusive, non-discriminatory, and accessible to everyone, regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. The council make reasonable adjustments where needed and offer tailored support to ensure that tenants with protected characteristics can fully participate in all aspects of community life. The council's commitment is reflected in ongoing efforts to promote equality and diversity, providing fair treatment and opportunities for all.

25. Record Keeping

- 25.1 Records of inspections and photographs taken in relation to repairs and maintenance services will be stored securely by the Council in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 for a minimum period of six years.

26. Review

- 26.1 The policy will be reviewed every two years unless there are any changes or recommendations from the Regulator of Social Housing or Housing Ombudsman in which case it will be reviewed in line with these recommendations.

27. Repair Types and Responsibilities

- 27.1 Please note this list is not exhaustive and acts as a guide only.
- 27.2 The council will not undertake any repairs to works undertaken or fitted by tenants themselves unless this represents a health and safety risk at which time works will be recharged to the tenant.
- 27.3 Repairs may be subject to delays where specialist materials or parts need to be ordered, and the council will keep tenants informed of any changes to expected timescales.

Priority time

Emergency repairs – within 24 hours

Routine repairs – within 30 days

Out of hours repairs – within 4 hours (for emergencies and can include a temporary repair/make safe)

Planned Works – within 90 days

Type of repair	Responsibility	Priority time	Priority time Vulnerable tenants	Information for tenants
Doors				
Make safe or secure external doors	Barking and Dagenham Council	Emergency (24 hours)		
Gain access – lock not working	Barking and Dagenham Council	Emergency (24 Hours)		
Gain access – lost or damaged keys / fobs	Tenant		Emergency for vulnerable tenants (24 hours)	Rechargeable
Useable but sticking lock	Barking and Dagenham Council	Routine (30 days)	Urgent (5 days)	
Replace glazing to external doors	Barking and Dagenham Council	Emergency (24 hours) / Routine (30 days)		Emergency- make safe or board up. Routine – replace glass
Repair / replace internal doors to properties (not fire doors)	Tenant			
Repair / replace internal fire doors to properties	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Door linings and associated beadings, architraves, and furniture	Barking and Dagenham Council	Routine (30 days)		
Fire doors – front entrance to property	Barking and Dagenham Council	Routine (30 days)		Tenants are prohibited from undertaking any works to fire doors including fixtures and fittings. The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Block main entrance / communal doors	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access

Repair door entry system	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Windows				
Secure window due to broken handles, hinges, restrictors, or locks	Barking and Dagenham Council	Emergency (24 hours)		Emergency - may include to make safe only
Window cannot close and poses a security risk	Barking and Dagenham Council	Emergency (24 hours)		Emergency - may include to make safe only
Window cannot be opened	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Ease and adjust sticking windows	Barking and Dagenham Council	Routine (30 days)		
Replace broken glazing	Barking and Dagenham Council	Emergency (24 Hours) / Routine (30 days)		Emergency - make safe or board up. Routine – replace glass
Repair / replace window board or sill	Barking and Dagenham Council	Routine (30 days)		
Repair / replace broken window handles, locks	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Repair / replace window restrictors	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Electricity				
No electricity	Barking and Dagenham Council / Utility provider	Emergency (24 hours)		
Repair or replace unsafe electrical fitting or dangerous / exposed wires	Barking and Dagenham Council	Emergency (24 hours)		Emergency may include to make safe
No lights	Barking and Dagenham Council	Emergency (24 hours)		

Replace bulbs, tubes, and starters	Tenant		Emergency (24 Hours)	Replacements in non-standard fittings in kitchens and bathrooms for vulnerable customers only
Lights and or power to only part of the property	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Resetting tripped switches	Barking and Dagenham Council / Tenant		Urgent (5 days)	
Repairs to hard wired smoke detectors	Barking and Dagenham Council	Emergency (24 Hours)		
Repairs to battery smoke alarms	Barking and Dagenham Council	Emergency (24 Hours)		May be charged as a rechargeable repair if only the battery is required to be changed

Check electrics after water penetration	Barking and Dagenham Council	Emergency (24 Hours)		
Partial loss of electricity	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Repair / replace extractor fan	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Repairs to the tenant's own white goods, i.e., cookers, washing machines, etc.	Tenant			
Repairs to communal lighting	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Cleaning filters / extractor fans / systems	Barking and Dagenham Council / Tenant	Routine (30 days)		Equipment will be cleaned only if it is not accessible to tenants

Repairs to communal aerial systems (IRS)	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Lifting equipment				
Passenger lift failures	Barking and Dagenham Council	Emergency (24 Hours) / Planned works (90 days)		Emergency – to release trapped occupants and to make immediate repairs where possible Planned – where parts or significant works are required
Stairlifts – where installed by Barking and Dagenham Council	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Hoist and lifting equipment – where installed by Barking and Dagenham Council	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Gas				

Gas escapes	National Grid / Cadent			Report immediately to the National Gas Emergency Service on 0800 111 999
Loss or partial loss of gas supply	National Grid / Cadent			Report immediately to the National Gas Emergency Service on 0800 111 999
Gas cookers, connection pipes, and other tenant applications	Tenant			
Heating and Water				
Total heating failure and no alternative heating available	Barking and Dagenham Council	Emergency (24 Hours)		
Partial heating failure and alternative heating available	Barking and Dagenham Council	Routine (30 days)	Emergency (24 Hours)	The council will aim to inspect within five days and complete as soon as possible, subject to materials and access

Total water heating failure and no alternative water	Barking and Dagenham Council	Emergency (24 Hours)		
Partial water heating failure and no alternative water heating available	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Leaks to heating systems where they are not containable by tenant	Barking and Dagenham Council	Emergency (24 Hours)		
Leaks to heating systems where they are containable by tenant	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Bleeding radiators	Tenant		Routine (30 days)	
Blocked flue	Barking and Dagenham Council	Emergency (24 Hours)		
Plastering and decoration				
Internal plastering (patches)	Barking and Dagenham Council	Routine (30 days)		
Internal decorating	Tenant			
Internal decorating – consequential damage	Tenant			
External decorating	Barking and Dagenham Council	Planned works (90 days)		
Mould growth reasons unknown	Subject to inspection	Routine (30 days)		
Mould growth – consequence of issue within block	Barking and Dagenham Council	Routine (30 days)		
Mould growth due to condensation	Barking and Dagenham Council	Routine (30 days)		The council will undertake the first washdown and provide advice on how to prevent re-growth
Replace / Re-grout ceramic tiles	Barking and Dagenham Council	Routine (30 days)		Unless this is for tenant's own tiles
Floors and Panels				

Unsafe timber, floor deck, or stair treads	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Repair / replace floorboards and skirtings	Barking and Dagenham Council	Routine (30 days)		
Repairs to concrete floors	Barking and Dagenham Council	Routine (30 days)		
Repair / replace floor coverings in kitchens and bathrooms	Barking and Dagenham Council	Routine (30 days)		Unless this is for tenant's own floor coverings
Repair / replace carpets, laminates, and floor coverings	Tenant			
Repair, replace bath panelling or pipe boxing and frame	Barking and Dagenham Council	Routine (30 days)		
Internal repairs				
Repairs to handrails and bannisters	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Repairs to kitchen drawers or worktops	Barking and Dagenham Council	Routine (30 days)		
Loft instillation, install, replace or repair	Barking and Dagenham Council	Planned works (90 days)		
Insulate water pipes	Barking and Dagenham Council	Routine (30 days)		
Fireplaces				
Repair / replace fire grates and other parts	Barking and Dagenham Council	Planned works (90 days)		Fires will be removed, the chimney blocked, and alternative heating provided
Repair / replace tiled surrounds	Barking and Dagenham Council	Planned works (90 days)		Fires will be removed, the chimney blocked, and alternative heating provided
Repair / replace solid fuel heaters (depending on time of year)	Barking and Dagenham Council	Planned works (90 days)		Fires will be removed, the chimney blocked, and alternative heating provided

Chimney sweeping	Tenant			Where Barking and Dagenham Council have allowed a customer to keep a solid fuel heater the customer must provide twice yearly chimney sweep certificates
Plumbing				
No water	Barking and Dagenham Council	Emergency (24 Hours)		
Partial loss of water	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Leaks – where they are not containable by the tenant or represent a significant Health and Safety risk	Barking and Dagenham Council	Emergency (24 Hours)		
Leaks – where they are containable by the tenant	Barking and Dagenham Council	Routine (30 days)	Emergency (24 Hours)	The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Toilet not flushing or blocked (only toilet)	Barking and Dagenham Council / Tenant	Emergency (24 Hours)		Tenants are expected to make all reasonable attempts to clear blockages before calling Barking & Dagenham Council. This repair will be charged to the tenant as a rechargeable repair if it was caused by misuse.
Toilet not flushing or blocked (another toilet available to use)	Barking and Dagenham Council / Tenant	Routine (30 days)		Tenants are expected to make all reasonable attempts to clear blockages before calling Barking & Dagenham Council. This repair will be charged to the tenant as a rechargeable repair if it was caused by misuse.
Blocked foul drains (sewers)	Barking and Dagenham Council	Emergency (24 Hours)		

Blocked rainwater drains	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Blocked sink / basin/ wash hand basin	Barking and Dagenham Council / Tenant	Routine (30 days)	Emergency (24 Hours)	Tenants are expected to make all reasonable attempts to clear blockages before calling Barking & Dagenham Council. This repair will be charged to the tenant as a rechargeable repair if it was caused by misuse.
Repair / replace baths / sinks / toilets / wash hand basin / taps	Barking and Dagenham Council	Routine (30 days) / Planned works (90 days)		
Minor plumbing repairs not affecting use	Barking and Dagenham Council	Routine (30 days)		
Leaks from overflows	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
External repairs				
Unsafe main access path, steps, or driveways (HHSRS cat 1)	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Unsafe secondary paths, steps, or driveways (HHSRS cat 1)	Barking and Dagenham Council	Routine (30 days)		
Repairs to manholes	Barking and Dagenham Council	Routine (30 days)		For a significant Health and Safety risk the Council aim to inspect within five days and complete as soon as possible, subject to materials and access. Routine – all other repairs
Repairs to concrete / tarmac areas	Barking and Dagenham Council	Routine (30 days)		

Communal clothesline or rotary driers	Barking and Dagenham Council	Routine (30 days)		
Clear blocked refuse chute	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Water penetration to habitable areas	Barking and Dagenham Council	Routine (30 days)		For a significant Health and Safety risk the council will aim to inspect within five days and complete as soon as possible, subject to materials and access. Routine – all other repairs
Water penetration to non-habitable areas	Barking and Dagenham Council	Routine (30 days)		
Repairs to roofs, chimneys, gutters, or rainwater equipment	Barking and Dagenham Council	Routine (30 days) / Planned works (90 days)		
Fences and gates – only where they form a boundary with a public area	Barking and Dagenham Council	Routine (30 days)		For a significant Health and Safety risk the council will aim to inspect within five days and complete as soon as possible, subject to materials and access. Routine – all other repairs
Dangerous chimney – inspect and make safe where required	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Storm damage – inspect and make safe where required	Barking and Dagenham Council	Routine (30 days)		The council will aim to inspect within five days and complete as soon as possible, subject to materials and access
Garages, outhouses, sheds, and non-habitable spaces				
Repairs to outhouses, sheds and non-habitable spaces, brick built and where they are included in tenancy	Barking and Dagenham Council	Routine (30 days)		
Locks to garages, sheds, and outbuildings	Tenant			

Repairs to non-structural walls	Barking and Dagenham Council	Routine (30 days)		
Repairs to garage doors and windows	Tenant			