

Cheltenham Borough Council

Housing Repairs and Maintenance Policy for Tenanted Properties

Version control

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Responsible officer

- Operations Manager, Responsive Repairs

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Revision history

Revision date	Version	Description
October 2025	1	New Policy
November 2025	1.1	Updated following tenant and leaseholder feedback

Consultees

Internal

- Housing Service Managers
- Director of Governance, Housing and Communities
- Cabinet Housing Committee

External

- Tenants through the Tenant Panel
- Leaseholders through the Leaseholders Panel

Distribution

Website

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1. Introduction and purpose of the policy

- 1.1 Cheltenham Borough Council (CBC) repairs service plays a crucial role in ensuring overall customer satisfaction among its tenants. High-quality repairs services significantly enhance tenants' quality of life and the enjoyment of their homes.
- 1.2 All CBC tenants will, at some point during their tenancy, access the repairs and maintenance service. It is therefore essential that repair works are completed promptly and efficiently. Repairs and maintenance represent one of the largest areas of revenue expenditure for CBC.
- 1.3 As such, cost-effectiveness is vital. Many tenants are aware that repair costs are funded directly from their rent payments and, understandably, expect a high-quality service that offers good value for money.
- 1.4 In addition to promoting tenant satisfaction, maintaining the housing stock is in the best interest of CBC and keeping them in good condition is a strategic priority.
- 1.5 This policy sets out CBCs commitment to deliver a high-quality responsive repairs service and how we will
 - deliver high-quality homes and services for tenants
 - maintain the value of our housing stock
 - ensure services meet tenants needs and expectations
 - fulfils our legal obligations as a landlord

2. Scope

- 2.1 The principles and terms within this policy apply to the responsive repairs service at CBC. It applies to all homes, communal areas and garages where the council has a responsibility for repairs.
- 2.2 This policy does not cover works on empty homes (void properties), cyclical maintenance or planned maintenance.

3. Legislative Requirements

- 3.1 The key pieces of legislation that are relevant to this policy are:
 - Regulator for Social Housing Consumer Standards: Safety & Quality Standard & Transparency, Influence and Accountability Standard
 - The Decent Homes Standard
 - Housing Health and Safety Rating System (HHSRS)
 - Landlord and Tenant Act 1985
 - Health and Safety at Work etc. Act 1974
 - Decent Homes Standard 2010
 - Party Wall Act 1996
 - Secure Tenants of Local Authorities (Right to Repair Regulations) 1994

- Construction (Design and Management) Regulations 2015
- Building Safety Act 2022
- The Homes (Fitness for Human Habitation) Act 2018
- Control of Asbestos Regulations 2012
- Equality Act 2010
- Work at Height Regulations 2005
- Regulatory Reform (Fire Safety) Order 2005
- Housing Act 2004
- Management of Health and Safety at Work regulations 1999 (as amended)
- The Gas and Safety (Installations and Use) Regulations (GSIUR) 1998 as amended
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Electricity at Work Regulations 1985
- Building Regulations 2010
- Pre-Action Protocol for Housing Disrepair
- Control of Substances Hazardous to Health (COSHH)
- Provision and Use of Work Equipment (PUWER)
- The control of Noise at Work Regulations 2005

4. Principles

The following principles set out how the council will deliver a high-quality repairs service which meets regulatory requirements and maximising operational efficiency.

4.1 Reporting a repair

Repairs can be reported through the MyCBH account or by calling 0800 408 0000.

An out of hours emergency repair service operates outside of normal working hours. To report an emergency call 0800 137 111. This service is for emergency repairs only, which include:

- Serious leaks or burst pipes
- Unsafe electrical wiring
- Unsecured doors or windows

We will respond to an emergency within 4 hours to make the situation safe. It may not be possible to complete the repair in full during the emergency visit, in which case a full repair will be scheduled for a later date.

If for any reason we are unable to make your home safe we may apply our Decant (required move) policy.

4.2 Repair appointments

Repairs appointments are offered in fixed timeslots from Monday to Friday. Saturday appointments may be provided in exceptional circumstances

Appointments are available in the following time bands:

Morning (am) 08:00 – 12:00

Mid-morning 10:00 – 14:00

Afternoon (pm) 12:00 – 16:00

Residents may request a more specific time when booking. Where possible this will be accommodated.

If residents need to cancel or rearrange an appointment, they must contact the **repairs line**. 0800 408 0000. Should a repair be cancelled more than three times the council reserves the right to put the repair on hold and/or cancel the repair request.

4.3 Timescales for repairs

We will prioritise the most serious repairs based on statutory responsibility, risk and urgency and we aim to respond within the following timescales:

Emergency Repairs 24 hours

Urgent Repairs 5 working days

Routine Repairs 28 days

4.4 Repair responsibilities – tenants repairs

Tenants have responsibilities set out in their tenancy agreement.

Below is a summary of typical responsibilities. A full list is available in the Repairs and Maintenance Handbook.

Repair / Issue	Council (CBC)	Tenant
Gas, electricity, and water supply – up to and within the property (unless utility provider's responsibility)	✓	
Structure of the property – roof, external walls, front/back doors, windows, gutters, downpipes, drains	✓	
Communal fences (depending on property boundaries)	✓	
Outbuildings, sheds, coal bunkers (originally installed by the Council)	✓	
Existing central heating, water heaters, and fires (provided by the Council)	✓	
Internal walls, floors, and ceilings	✓	
Floor coverings in kitchens and bathrooms only (standard sheet vinyl)	✓	
Floor coverings in other rooms (e.g., carpet, laminate)		✓

Repair / Issue	Council (CBC)	Tenant
Sanitary fittings – plugs, chains, and toilet seats		✓
Window frames, catches, and sash cords	✓	
Chimney stacks and flues	✓	
Communal areas – lifts, stairs, pathways, play areas	✓	
Kitchen units, air vents, extractor fans (provided by the Council)	✓	
Fitting/replacing door latches, bells, spy holes, and extra locks		✓
Clearing minor blockages (e.g. caused by fat, wipes, or sanitary items)		✓
Internal decoration (e.g. painting, wallpaper)		✓

Note: *Floor coverings* include any materials such as carpet, laminate, tile, or vinyl.

CBC is only responsible for kitchen and bathroom flooring (wet rooms) and will provide standard vinyl sheets only.

4.5 Rechargeable repairs

Where the council identifies that a repair is the tenants responsibility, we may complete the repair and recover the costs of the work from the tenant as per our rechargeable repairs policy.

If damage is caused by criminal action to a home, tenants must report this to the police and obtain a crime reference number, so this can be provided to the council, and we will arrange for the repair to be carried out without charge.

4.6 Responsibilities and expectations

Residents are asked to:

- provide access to carry out works
- report repairs early so they do not cause a larger problem in the longer term.
- test their smoke and carbon monoxide alarm once a month
- tell us if they are experiencing condensation, damp and mould.
- undertake minor repairs where they are able and avoid anything which may result in blockages to pipes and drains, such as disposing of fat, oil, wipes and nappies.
- keep the inside of their home in good condition and keep the garden tidy. This includes maintaining grass, plants and tree branches within the property boundary so as not to cause nuisance to other residents.
- keep appointments or cancel with advance notice.
- treat CBC staff and contractors with respect.

- not to smoke while workers are present.
- ensure children and pets are safely away during work.
- have an adult present for the duration of the work.

The council will:

- Treat customers with respect and consideration.
- Communicate appointments clearly
- Introduce themselves, show ID, and explain:
 - Who do they work for.
 - Purpose, duration, and areas they'll need access to.
- Ask tenants about the problem and get permission before moving furniture or belongings.
- Arrive on time, prepared with tools and materials.
- Keep the work area clean and tidy.
- Park considerately and responsibly.
- Never enter a home unless an adult is present.
- Be aware of any additional needs (e.g. mobility or hearing issues).

- Limit disruption; reconnect utilities the same day if turned off.
- Avoid leaving fire or communal doors open.
- Try to complete the repair in one visit.
- Get permission before:
 - Using customer facilities (toilet, water, power, etc.).
 - Leaving equipment overnight.
- If a job isn't finished:
 - Discuss and leave information setting out why
 - Arrange a follow up appointment
- Explain repairs clearly and check customer satisfaction.
- Show how new equipment works and leave instructions.
- Report any additional issues noticed.

4.8 Performance monitoring

Key Performance Indicators (KPIs) and Tenant Satisfactory Measure (TSMs) are a fundamental component of CBC's performance management framework.

At CBC, KPIs are designed to:

- Serve as clear and transparent measures of performance for tenants, elected members, staff, regulators, and other stakeholders.
- Reflect the councils housing priorities as outlined in the Corporate Plan.
- Set challenging yet realistic targets that encourage continuous improvement.
- Be reviewed annually to ensure they remain relevant and suitably ambitious in a changing environment.
- Incorporate benchmarking by comparing performance with peer organizations to identify areas for improvement.

The current TSMs for the repairs service are:

- Proportion of non-emergency responsive repairs completed within the landlords target timescale
- Proportion of emergency responsive repairs completed within the landlord's target timescale



We also monitor performance against our repairs timescales.