

Repairs & Maintenance for Tenanted Properties:

What Tenants Need to Know

Purpose of the Policy

Cheltenham Borough Council (CBC) aims to provide a **high-quality, cost-effective repairs service** that keeps homes safe, comfortable, and well-maintained. Repairs are funded through rent, so value for money is key.

Scope

This policy covers **responsive repairs** for your home:

It **does not** include:

- Empty homes (voids)
 - Planned or cyclical maintenance
 - safe and habitable homes.
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Reporting Repairs

- **Online:** via MyCBH account
 - **Phone:** 0800 408 0000
 - **Emergency Repairs** (e.g. burst pipes, unsafe electrics):
Call **0800 137 111** – CBC will respond within **4 hours** to make the home safe.
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Appointments

- Offered Monday–Friday in time slots:
 - Morning: 08:00–12:00
 - Mid-morning: 10:00–14:00
 - Afternoon: 12:00–16:00
 - Saturday appointments in exceptional cases
 - Tenants must give notice to cancel. After 3 cancellations, CBC may pause or cancel the request.
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Repair Timescales

- **Emergency:** within 24 hours
 - **Urgent:** within 5 working days
 - **Routine:** within 28 days
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Who's Responsible?

CBC is responsible for:

- Structure (roof, walls, windows)
- Heating systems
- Kitchen/bathroom flooring
- Communal areas

Tenants are responsible for:

- Internal decoration
 - Minor blockages
 - Toilet seats, plugs, chains
 - Floor coverings (except kitchen/bathroom)
 - Doorbells, locks, spy holes
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Rechargeable Repairs

If a repair is the tenant's responsibility but CBC carries it out, **costs may be charged**.

If damage is due to crime, report it to the police and provide a **crime reference number** to avoid charges.

Expectations

Tenants should:

- Report issues early
- Allow access for repairs
- Maintain their home and garden
- Keep appointments

- Treat staff respectfully

CBC will:

- Communicate clearly
- Arrive on time and prepared
- Respect your home and privacy
- Minimise disruption
- Explain repairs and check satisfaction