



Heating and hot water policy

1.0 Purpose and scope

This policy sets out our approach to delivering domestic (individual) heating and hot water services in all homes for which we are directly responsible. This policy does not apply to heat networks.

All domestic heating and hot water services are covered by this policy, including gas boilers, storage heaters, immersion heaters and heat pumps.

The purpose of this policy is to:

- Deliver an efficient, effective and value for money heating and hot water repairs service that meets the needs of our residents
- Comply with all relevant legislative and regulatory requirements and meet our contractual obligations
- Ensure that all domestic heating and hot water systems are kept in good repair, and that any repair work done is carried out fast, well and leaves residents safe in their home
- Ensure residents are aware of their responsibilities
- Provide services which are easily accessible at a time and in a way to suit our residents and which deliver high standards of resident care
- Work in partnership with our residents to continuously drive service improvements

2.0 Repair priorities

Repair priorities are defined in the specifications issued to contractors delivering domestic heating and hot water services on behalf of NHG. Those repair priorities and target timescales are:

Emergency repair: Carry out a full repair or mitigate the immediate risk within 24 hours. The total loss of heating and/or hot water in a home during the colder months of 1 October to 31 March will result in an emergency repair being raised. In addition, where there is a total loss of heating and/or hot water which poses an imminent and significant risk of harm to the health or safety of a resident between 1 April and 30 September, an emergency repair will be raised.

Urgent repair: Attendance and completion of the repair within 72 hours. The total loss of heating and/or hot water in a home during the warmer months of 1 April to 30 September where the loss does not pose an imminent and significant risk of harm to the health or safety of a resident will result in an urgent repair being raised.

Standard repair: Attendance and completion of the repair within 10 working days. Where there is a partial loss of heating and/or hot water, an intermittent supply or other non-urgent work required to the heating and/or hot water system a standard repair will be raised.

3.0 Resident and landlord responsibilities

Our tenancy and leasehold agreements set out the contractual responsibilities for our residents. Reference should be made to individual tenancy and leasehold agreements as these set out the specific contractual responsibilities for both parties. In all cases, terms set out in individual tenancy and leasehold agreements take precedence over the statements in this policy. Where there are legislative or regulatory requirements in addition to the responsibilities detailed in the occupancy agreements, NHG will meet those requirements too.

Residents should report any repairs as soon as possible. This allows us to prevent further damage, reduce costs and maximise resident satisfaction.

Residents are responsible for replacing batteries within heating controls, smoke detectors and carbon monoxide detectors and ensuring that any furniture or other items (including floor coverings) do not impede the contractor in any way. For health and safety reasons, neither Notting Hill Genesis staff nor our contractors will move furniture on behalf of a resident.

3.1 Social, intermediate and affordable rented homes

We will normally be responsible for maintenance and repair of heating and hot water systems in tenants' homes. The primary exception is where the heating and hot water is provided as part of a heat network where the plant room and system up to the front door is maintained by a third party.

3.2 Leasehold owned homes

Leaseholders will have a different set of responsibilities for their homes. These can be found in the terms of their individual lease. Most leaseholders are responsible for heating and hot water repair but there are some legacy leases where we retain responsibility for the maintenance and repair of the heating and hot water system. Where this is the case, our domestic heating repair policy will apply. Please see the [responsive repairs policy](#) for further detail on our contractual obligations owed towards leaseholders with a special need shared ownership lease or Shared Owners whose lease includes an initial repair period.

3.3 Temporary housing

For residents living in temporary housing, there are occasions where the repair responsibility lies with the property owner rather than with us or the resident. In these cases, we will work with both the resident and the landlord to ensure the repair is carried out satisfactorily. However, the repairing responsibilities may vary depending on the type of lease we have with the landlord. The lease should always be read to ensure clarity around the ownership of the responsibilities.

4.0 Reporting heating and hot water repairs

Residents should report any domestic heating and hot repairs directly to the contractor assigned to deliver services to their home. The name of the contractor is detailed on MyAccount for resident reference and on WorkWise for NHG officer

reference. Some contractors offer an online service, which allow residents to arrange and reschedule appointments.

4.1 Repair appointments

Appointment times for urgent and standard repairs will be confirmed with the resident prior to the appointment taking place. The appointment will be at a time and date convenient to the resident. Appointments will be offered for the following time slots every day except Sundays and bank holidays.

- 08:00 -12:00
- 10:00 - 14:00
- 12:00 - 16:00
- 14:00 - 18:00
- 16:00 - 20:00

Sundays and bank holidays

- Emergency make safe service.

If the contractor is unable to keep to an appointment, the resident will be advised as soon as possible, and an alternative date agreed. Where a contractor misses an appointment or fails to give 24 hours' notice of cancellation, the contractor will compensate the resident according to our [compensation policy](#).

If the appointment cannot be kept, residents are asked to inform us at the earliest opportunity. Where access isn't achieved for a routine repair during the first scheduled appointment, and the resident can't be reached, the repair request may be cancelled.

If the repair is an emergency and access cannot be gained via the resident, then forced access may be considered in line with our no access policy. This may include accessing a property that is connected to a heat network where the performance in the flat is significantly affecting the wider network or where we suspect heat meters have been bypassed or disabled.

4.2 Temporary heating

If the total lack of heating results in an emergency repair being raised, temporary heaters will be provided. We will issue one heater for each bedroom, as well as one for the main living space.

In specified circumstances, we consider whether a household needs to be relocated due to a lack of heating. See our relocation policy for further information.

4.3 Improving the service

Feedback from residents on the quality of the service received is important to us to help in the continuous improvement of this service. We track and analyse the performance of the repairs service, and work with residents through a range of involvement initiatives to identify areas for improvement and monitor the delivery of action plans. Regular resident satisfaction surveys are carried out following the completion of a repair across certain tenures.

Document control

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Version Control

Date	Amendment	Version
5/11/24	New policy	1.0
26/03/26	Operational review of the policy to ensure alignment with supplier contractual terms. Removal of the word “gas” from the policy.	2.0