



Responsive repairs policy

1.0 Purpose and scope

This policy sets out our approach to the delivery of responsive repairs services to Notting Hill Genesis (NHG) residents.

The policy applies to all homes for which NHG is responsible for carrying out responsive repairs, as determined by their tenancy, licence or lease agreement. Some supported schemes include additional responsibilities, which are managed in line with their local agreements.

Where we are not responsible for repairs, we will communicate with third parties to ensure successful delivery of responsive repairs service.

The purpose of this policy is to:

- Ensure that all homes are kept in a good state of repair and safe and secure for our residents.
- Ensure transparency for residents and maintain full compliance with all legislative, regulatory, and contractual requirements, including Awaab's Law, while continually improving our services to provide safe, well-maintained homes.
- Provide a prompt, consistent and cost-effective responsive repairs service that is efficient, value for money, and meets the needs of residents.
- Provide easily accessible, customer centric services to suit residents' needs.
- To explain our approach to superior landlords and the managing agents, to ensure prompt delivery of responsive repairs services is delivered to resident

The policy should be read in conjunction with these policies:

- [Damp and Mould Policy](#)
- [Service Adjustment Policy](#)
- [Service Charge Policy](#)
- [Heating and Hot Water Policy](#)
- [Improvement Policy](#)
- [Relocation Policy](#)
- [Disrepair Policy](#)
- [Pest Control Policy](#)
- [No Access Policy](#)

2.0 Definitions

For the purpose of this policy, we have defined the most used terminology that may be useful in relation to the responsive repairs service provided at NHG.

Decent Homes Standard: A Government programme aimed at improving social housing homes to bring them all up to a minimum standard.

Emergency hazard: (as defined by Awaab's Law) A hazard that poses an imminent and significant risk of harm to the health or safety of residents or the wider public, requiring prompt action. Emergency hazards must be made safe within 24 hours.

Emergency repair: A repair that should be addressed or made safe within 24 hours. This may be to address something that presents a risk to the health or safety of the residents or building that cannot reasonably wait longer than 24 hours.

Urgent repair: A repair that does not pose an immediate risk to the health and safety of the residents or to the home or building but still requires quick action to stop the issue from escalating, will be addressed within 5 working days.

Standard repair: responsive repairs which do not require an urgent response and which we will complete within 20 working days of it being reported to us, unless it is a repair that requires resident consultation, due to cost of repair passed on via service charge. In these cases, we will directly inform residents of the timeframe once the repair has been consulted on.

Non-standard repair: repairs and or replacements which require us to order specific or bespoke parts to complete, can include works of a specialist complex nature which means we cannot provide standardised timescales for completion.

Triage: (in line with Awaab's Law) The assessment process of a reported repair to determine its urgency and any potential risk, ensuring issues are prioritised.

Awaab's Law: An act of law that requires landlords to promptly identify, inspect and remedy serious housing hazards, within defined timescales, prioritising resident health and evidencing that risks have been fully resolved.

Homes (Fitness for Human Habitation) Act 2018: An Act to amend the Landlord and Tenant Act 1985 to require that residential rented accommodation is provided and maintained in a state of fitness for human habitation, and for connected purposes.

Housing Health and Safety Rating System (HHSRS): Places a legal duty on landlords to assess and regularly review the condition of their homes to ensure that homes are safe and free from hazards.

3.0 Responsibilities across tenures

3.1 General Needs, Key Worker, London Living Rent, Student Lets, Simplicity, Intermediate market Rent and Market Rent (Folio)

We detail the repair responsibilities of NHG in general needs, key worker, student lets market rent in assured tenancies, secure tenancies, assured shorthold tenancies and licences. This should be considered as the minimum standard for landlord responsibilities.

3.2 Home ownership

Leaseholders will have a different set of responsibilities for homes they occupy. These can be found in the terms of their individual lease.

Additionally, Leaseholders can also refer to the HM Land Registry, Title Deeds.

3.3 Temporary housing

For residents living within Temporary Housing, there may be occasions, where the repair responsibility lies with the landlord rather than NHG 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.

3.4 Supported Housing

Our responsive repairs services apply to all supported housing residents, who may experience repairs issues. To ensure safety and wellbeing of residents, we may offer additional services and will assess the need to do so on a case-by-case basis according to the resident's specific needs and circumstances.

4.0 Access to the service

4.1 Meeting the needs of our residents

When assessing repair requests, we will consider individual circumstances on a case-by-case basis to determine whether we can complete repairs that would normally be the resident's responsibility. We may recharge residents for the costs of these discretionary repairs, which are not our responsibility.

Residents can disclose circumstances to us so we can better meet their needs. Service adjustments describe both the health needs and circumstances they or their household, as well as any practical action or consideration tradespeople may need to carry out when attending the home.

NHG will also share relevant information to ensure the safety of the tradespeople when attending homes and communal areas.

Where there is a service adjustment in place for the resident, we will endeavour to accommodate the needs of the residents and alter the service where necessary.

All resident information within this context will be reviewed in line with our [service adjustments policy](#).

4.2 Reporting a repair

Our aim is to provide all residents with easy access to our services through different routes to meet their needs at a time that suits them.

If a resident would like to nominate a person to act on their behalf in their relationship with Notting Hill Genesis, concerning repairs, they can do so by following the process outlined here: [Authority of representation](#).

Repairs can be raised by tenants or their authorised representatives. Via the following methods:

Customer Service Centre	Local Officer	Self- Service
Phone Call	Phone Call	Customer portal - My Account (App)
Live Chat	Home Visit	

During normal office hours (9:00am-5:00pm) on working days, (excluding public and bank holidays) all repairs can be reported via telephone by calling our customer service centre (020 3815 0000)

Residents are also able to report a repair in person to any member of staff. The member of staff will make sure it is reported via appropriate channels.

4.3 Out of hours service

Our out-of-hours service deals with emergency repairs to make homes safe when our offices are closed. This service operates from 5:00pm to 9:00am on weekdays, and all day on weekends and bank holidays.

Residents can report emergency repairs at any time by calling our 24/7 emergency repairs line on 020 3815 0000 (option 2).

Non-emergency repairs can still be reported online outside office hours, but these will be responded to during normal office hours.

4.4 Managing Agent

We remain responsible for ensuring that repairs are carried out in homes and buildings our residents live in, even when the party responsible for the repair is someone other than NHG or the resident.

Where a managing agent is responsible for carrying out repairs, we will follow agreed processes for raising repairs. This may mean that we pass contact details to the resident to log their repair directly with the managing agent. Where a resident reports issues with a repair by a managing agent, we will work with the agent to ensure the issues are resolved.

5.0 Resident recharge

Residents may be recharged for repairs that are their responsibility or where damage has been caused deliberately or through neglect. We will apply recharges fairly and transparently, ensuring residents are informed of the reason for the charge and the cost, and provide support where needed to help residents understand their responsibilities.

5.1 Landlord recharge in temporary housing

In temporary housing, we might need to recharge the property's landlord for a repair that we have carried out instead of them. However, we are only able to recharge the landlord when the repairing responsibility is theirs, according to the lease's conditions.

6.0 Tenants and landlord responsibilities

We refer to individual tenancy and leasehold agreements, as these set out the specific contractual responsibilities for both parties. In some scenarios (e.g., fences, boundary walls and party walls, where NHG do not own the adjoining home), there may be contractual clauses that differ, which stipulate who is responsible for carrying out a repair.

In all cases, terms set out in individual tenancy and leasehold agreements take precedence over the statements in this policy.

Where the repairs responsibility depends on another landlord, but affects the home of our resident, we exhaust all avenues to communicate with the landlord to resolve the matter quickly. Where there is a dispute or where the repair responsibility is unclear, legal advice are sought and actions documented.

Tenants are responsible for ensuring that any furniture or other items (including floor coverings) do not impede the contractor in delivering responsive repair in any way. NHG staff and the contractors will not move furniture.

6.1 Tenants' responsibilities:

Where residents have installed above specification improvements in their homes, such as a new kitchen or bathroom residents are responsible for maintaining and repairing these improvements. Where residents have followed our improvements process and the improvements have been authorised by us, the repairs are managed in line with this policy and the [improvement policy](#).

The following are examples of items tenants are responsible for repairing, maintaining and or replacing:

Outside space

- To keep wooden garden sheds, beds, and trellising in a good state of repair
- To look after plants, bushes and vegetation
- To look after paving weeding paths and decking in private gardens, paving and driveways (unless when covered by a service charge)
- To maintain a good level of repair of any conservatories and lean-tos not built and provided by NHG.

Throughout the home

- Tenants are responsible for repairing any appliances and fittings that they have installed (e.g., white goods; gas cooker, washing machine), carpets, furniture etc.
- Where items such as, white goods are gifted to the tenant, they are the tenant's responsibility. The gifted items are detailed in the individual tenancy agreement.
- Internal decorations (except where we are painting to cover an area affected by a leak, following a repair.)
- To repair any small cracks in plaster or woodwork
- Replacing both internal and external light bulbs e.g., security lighting, fuses (unless they are in the communal area, or there is an above average height ceilings)
- To replace batteries in smoke and carbon monoxide alarms

- To install additional locks or replacing keys and changing locks, if the residents are locked out. In an emergency or where your home is not secure, we may carry out these works and recharge the costs to you
- To lubricate door/window locks and hinges
- To replace or maintain security features such as spyholes and door chains
- To ease and adjust internal doors after own floor coverings laid to bedrooms, hallways and living rooms
- To maintain floor coverings (e.g., carpets, lino, tiles, and laminate) except in the bathroom and kitchen, which is NHG's responsibility
- To repair any items that have been damaged by the tenant or their guests, except where these pose a health and safety risk, such as broken window. We may recharge for these repairs, if the tenant cannot provide a crime reference number, in cases of vandalism or third party damage,
- To provide and maintain curtains and blinds
- We are not responsible for any improvements tenant have made, unless they have gone through the NHG improvements process and have been authorised by us.

Bathroom

We expect tenants to keep the bathroom and WC clean and in a good condition.

The following are examples of items tenants are responsible for repairing, maintaining and or replacing:

- Toilet seats, (including lids and hinges), shower heads, hoses, and sinks/bath plugs
- shower curtains
- sink/toilet blockages in the first instance. Tenant should attempt to unblock these with drain unblockers/ plunger where appropriate
- bathroom locks that were installed by the tenant
- low-level mould around windows, doors, grouting and bathroom ceilings.

6.2 Heating, Gas and Electrical

We will provide homes with a heating system, which is safe and provides adequate heat.

The Tenant is responsible for:

- Providing access to their home for gas and electrical safety checks.
- Bleeding radiators
- Painting radiators

Any repairs to gas installations such as cookers or gas fires should be carried out by a certified Gas Safe engineer. Tenant should always follow up on the Gas Safety engineer advice, to ensure their safety when such installations are at the property. More details are provided in the [Heating and Hot Water Policy](#).

Pest control

Please refer to our [Pest Control Policy](#) for resident and NHG responsibilities.

6.3 NHG responsibilities:

In rented accommodation, we are responsible for repairing and maintaining:

Outside space

- The structure of the home including the roof, outside walls, doors, windows, and windowsills. We will cover glazing issues, such as faulty windows
- A broken window, if the window is broken and poses a health and safety risk, we may recharge for these repairs, if the tenant cannot provide a crime reference number, in cases of vandalism or third party damage
- Chimneys, flues, guttering, down pipes, and drains
- Unsafe garden walls and brick sheds, fences except where they are the neighbouring property's responsibility (Usually NHG is responsible for the left side but not always)
- Trip hazards in paths, paving and driveways that provides access to tenant home
- Paving, paths and decking in communal areas or balconies
- Garage structure, roof, and garage doors
- Conservatories present before the tenant moved in unless they have been gifted

Throughout the home

- Structural damage to inside walls, floors ceilings, skirtings, and air vents
- Door frames, door hinges, letter boxes, window catches, sash cords and window frames
- Fixtures (including those that have been approved as home improvements)
- Handrails, banisters and stair steps
- Persistent issues with drainage and blockages, removal of wastewater, plumbing leaks to bathroom, kitchen or heating and hot water including to taps, pipework
- fire and carbon monoxide alarms. Communal alarm systems and fire panels
- Warden call/telecare equipment (that is installed by NHG)

Kitchen

- Kitchen units, doors and frames
- Sinks and taps
- Trip hazards in kitchen flooring
- Water leaks
- Wall tiling, seals, and splashbacks
- Air vents, extractor fans and I cords Sockets and isolator switches
- Cold-water supply, stop valve and trap for the washing machine and/or other white goods in the kitchen

Bathroom

- Showers, mixer taps (where provided by us), shower screens (not curtains), toilets, baths, wall tiles, splashbacks and basins
- Vinyl flooring and wall tiles
- Extractor and humidity fans
- To maintain and replace internal locks and door handles installed by us

- Water leaks
- Toilet flushing mechanism
- Water pumps
- Lighting fittings

Heating, Gas and Electrical

- Heating systems
- Radiators and storage heaters
- gas installations such as boiler and pipework (not including resident owned appliances)
- Water leaks from heating system
- Faulty plug sockets
- Faulty light switches and fittings
- Hard-wired doorbells
- Hard wired smoke and carbon monoxide detectors
- Electrical hazards

6.4 Communal repairs

Where we are responsible for communal repairs, which is defined under the terms of individual lease and tenancy. We look after entrances, halls, lifts, communal TV aerials, stairways, passageways, rubbish chutes, lighting, door entry systems, communal letter boxes, paving, paths and decking in communal areas or balconies and other parts provided for common use, including communal kitchens and bathrooms. They may also be carried out on fencing and to other external structures which are the responsibility of NHG as the landlord.

In line with our [service charge policy](#), service charges may apply to the maintenance and repair of communal areas.

Some communal repairs within the same scheme or group of properties may be collated and completed together ('batched'), which means they may fall outside the usual target timescales. In addition, some communal repairs are delivered through our cyclical works programme rather than the responsive repairs service.

We work with contractors to gain access to the building, when planning to carry out identified repair in the communal areas.

7.0 Appointments

All appointment times for standard and non-standard repairs will be communicated and confirmed with the resident prior to the appointment taking place. Appointments will be at a time and date convenient to the resident and the arrival times will be no less specific than the following:

- Morning: Between 08:00-13:00
- Afternoon: Between 12:00-17:00

In some instances (e.g., communal repairs) we will work with contractors and communicate with residents to gain access to the building, when planning to carry out identified repairs.

In some circumstances it may be possible for our contractors or operatives to offer a narrower window of arrival, and this will be communicated with residents where possible.

If we are unable to keep to an appointment, the resident will be communicated with as soon as possible, and an alternative date will be agreed. Similarly, if the resident is unable to keep the appointment, they are expected to inform us at the earliest opportunity.

In cases where a repair can be more cost effective if carried out as part of a programme of planned or cyclical works, we will consider this option and inform residents accordingly.

The tenant is responsible for ensuring that any furniture or other items (including floor coverings) do not impede the contractor in any way.

8.0 Emergency repairs

A repair that should be addressed or made safe within 24 hours. This may be to address something that presents a risk to the health or safety of the residents or building that cannot reasonably wait longer than 24 hours. Some examples of emergency repairs are:

- A heavy leak and flooding in the property, where it is not possible to contain the water or when water is leaking between floors or properties
- An electrical fault in the property, which endangers health, safety, or life of a resident, (e.g., a total loss of power or smoking or sparking electrics).
- A serious sewage or upsurging drainage issue
- A serious issue with internal structure of the building that could cause injury (e.g., collapsed ceiling).

A standard repair may be deemed an emergency hazard if it poses a significant risk to the household due to their individual circumstances. For example, a partially sighted tenant may be at significant risk from a home that has no lighting in one room. In cases like these will amend the service level agreement and the emergency timescales will then apply.

9.0 Standard and non-standard repairs

9.1 Timescales for response

We aim to complete standard repairs within 20 working days of the repair being reported to us. For non-standard repairs, where bespoke parts need to be ordered such as front door replacements or replacing door entry systems, we will provide the resident with an expected time frame for completion of the repair.

This table outlines the different repair categories, how quickly we aim to complete them, and any follow-on work required.

Type of Responsive Repair	Timescale for Repair Completion	Supplementary and Preventative Work
Emergency	Make safe within 24hrs	Make safe and schedule follow-on works

Urgent Repair	Take action to reduce the risk within 5 working days	Make safe (follow on works addressed as standard repair)
Standard Repair	Complete repair within 20 working days	Non- standard follow on works)
Non-standard	Will be communicated and confirmed with the resident throughout the works to the appointment taking place.	bespoke parts may be ordered in the completion of this repair

10.0 Repairs due to hazards

The information below explains the types of hazards covered by Awaab's Law.

10.1 Triage

Once we receive an initial report of a repair, we will assess what level of response is required and consider whether it poses an emergency hazard.

Our risk-based assessment of the severity of the repair due to an emergency hazard will consider the following factors:

- Does this issue present an immediate threat to the health or safety of the resident?
- Would failing to address it within 24 hours increase the risk of harm?

10.2 Emergency hazard

If there is an emergency hazard, we will attend the home to complete relevant works to make the home safe within 24 hours.

Type of hazard	Timescale	Investigations	Supplementary and Preventative Work
Repair due to an Emergency Hazard	Make safe within 24 hours	Immediate assessment when reported and provide a written summary within 3 working days, action within 5 working days	Complete safety-critical 24-hours

10.3 Relocation

If we are unable to complete the repair works in these timeframes, residents will be given the option to temporarily relocate. See our [relocation policy](#) for further information.

11.0 Access to the home

We expect residents to provide us with access to carry out a repair at the appointed time. For a standard and non- standard repair reported by the resident, we contact the resident if there has been no access. We keep a record of contact that has been made. If we are not contacted by the resident after our attempt, the repair order is closed.

Where there is repeated no access for a standard or non-standard repair, more than three appointments, we will consider recharging the residents for the impact on time and resource.

If the repair is an emergency and access cannot be gained via the resident, then a forced access is considered in line with our [No Access Policy](#).

11.1 Inspection Visits

There are instances where we need to access the property to inspect the level of repair and decide on the best course of action.

Some repairs including communal repairs, may require an inspection visit before the repair is arranged. These inspections can be carried out by a Surveyor, Contractor, repairs inspector as appropriate. Reasons for these inspections include:

- Where investigations to identify the problem are required
- Where previous repairs have not resolved the problem
- Where there are boundary or ownership issues
- Where there are potential policy implications, e.g., where a generic problem has been identified
- Where precise measurements need to be taken to progress the repair
- Inspections may also be necessary in other cases, for instance, as part of a stock condition survey.

12.0 Considering our residents

12.1 Completing repairs on the first visit

We aim to complete repairs on the first visit and will monitor our performance against this measure. It is much easier for us to do this if we have an accurate understanding of the repair, with the correct description and photos. Sometimes additional works might be required or where specific part is needed to complete the repair.

We ensure the repair is completed with our [target timescales](#) and to the satisfaction of the resident. These procedures give us the flexibility to complete the repair in the first visit where possible without the need to make a new appointment.

12.2 Resident and staff behaviour

We operate a [code of conduct](#) for our own operatives and external contractors who carry out repairs on our behalf. In addition, we take seriously any action by residents who harass or threaten to harass or use or threaten violence towards NHG staff, including employees, agency workers, contractors, and volunteers. We always take action to protect our staff where such circumstances arise in line with our [Unacceptable actions by residents policy](#).

13.0 Service quality

We operate a Quality Assurance Framework to test compliance.

All our repairs' staff will demonstrate strong resident care skills.

13.1 Complaints and compensation

Where a resident feels the service standards have not been met. Any such complaint will be dealt with in line with the [Complaints and Compliments Policy](#) and procedure and any lessons learnt fed back to the business for review.

Where a resident is dissatisfied with the outcome of a complaint, they can ask the Housing Ombudsman to investigate their complaint or seek impartial advice.

The [Right to Repair Scheme](#) gives some tenants the right to claim compensation (statutory or contractual) when minor, urgent repairs have not been completed within the agreed service level agreement timescales.

Where we failed to meet our repair obligations, we will pay compensation as outlined in our [Compensation Policy](#). Requests for compensation will be considered in line with the Policy.

13.2 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 are committed to working in partnership with our residents to achieve improvements in service delivery and performance. We will do this by tracking and analysing the performance data of the repairs service, and by working with residents through a range of involvement initiatives for instance, resident focus groups, consultations, committees, repairs and maintenance forums and estate visits, 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.

We will consult residents and external stakeholders on any revisions to this policy.

13.3 Value for money

We aim to deliver an efficient and effective business, demonstrating value for money to our residents with a high standard of service delivery provided at reasonable cost.

We have a range of mechanisms in place to demonstrate and improve our service delivery, including benchmarking cost and performance data, market testing of the responsive repairs service against other housing associations and external providers, and undertaking internal business reviews.

13.4 Post- inspections

We aim to carry out the following proportions of post-inspections:

- 10% of all repairs costing below £500
- 25% of all repairs costing between £500-£1000
- 100% of all repairs costing more than £1000.

These inspections will be a combination of desktop reviews, where the completion report is examined by colleagues and on-site inspections, which highlight how well the repair was completed and provide us with useful insight about health and safety, the quality of work, performance and understanding about the level of customer satisfaction.

14.0 Insurance

We are responsible for insuring the properties which we own. Any works that NHG is obliged to carry out as the landlord may be covered by the building's insurance.

Residents are responsible for insuring their own contents, and to ensure they understand the cover provided and any general exclusions and conditions that may apply.

15.0 Privacy and data protection

NHG complies with the Data Protection Act 2018 when recording information.

When receiving reports on behalf of the resident, we liaise with a representative nominated by residents when discussing, scheduling and completing repairs to their home. The extent of that communication will be limited to the repair. We will not discuss any other aspect of the customer's tenancy with third parties without formal written consent from the resident.

16.0 Reference

We comply with the Housing Regulator's Home Standard as set out in 'The Regulatory Framework for Social Housing in England from April 2012'.

- Housing Acts 1985, 1988 and 2004
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- Fitness for Human Habitation Act 2018
- Localism Act 2011
- Equalities Act 2010
- Commonhold and Leasehold Reform Act 2002
- Housing Grants, Construction and Regeneration Act 1996
- Party Wall Act 1996
- Leasehold Reform, Housing and Urban Development Act 1993
- Building Safety Act 2022
- Building Regulations Act 1984
- Health and Safety at Work etc. Act 1974, Sections 2, 3 and 4
- Occupiers Liability Acts of 1957 and 1984
- Decent Homes Standard
- Housing Health and Safety Rating System (HHSRS)
- Consumer Standards

Version Control

The version number should increase by 0.1 if the changes are minor, or by 1.0 if there have been significant changes.

Date	Amendment	Version
March 2023	Responsive Repairs Policy review captured the following amendments: <ul style="list-style-type: none"> • Clarified on Tenants and NHG responsibilities 	2.0

	<ul style="list-style-type: none"> • Reviewed NHG responsibilities across different tenures • Clarified on the expectation for staff when assessing all residents' requests • Defined Out of Hours service • Clarified on the Emergency and non- emergency service • We listed and clarified on several examples of emergency repair, which can present a number of issues for NHG residents • We have clarified on the meaning of value for money service • We have focused on the critical legislation that underline our approach, (Decent Homes Standard, HHSRS and Fitness for Human Habitation). 	
26/06/24	<ul style="list-style-type: none"> • Clarified tenant responsibilities with regard to kitchen cupboard door handles. • Added appendix 1 	V2.1
21/10/24	<ul style="list-style-type: none"> • Statement around authority of representation added 	V2.2
16/09/25	<ul style="list-style-type: none"> • Updated definitions of standard and emergency repairs and added non-standard as a repair type • Added references to social housing regulations act 2023 	V2.3
01/10/25	<ul style="list-style-type: none"> • Added reference to new Pest Policy 	V2.4
27/10/25	<ul style="list-style-type: none"> • Timeframes for significant hazards added 	V2.5
01/05/26	<p>Responsive Repairs Policy reviewed captured the following amendments:</p> <ul style="list-style-type: none"> • Including new definitions in line with the Awaab's Law regulation • Added a section on resident recharge • Provided clarity in section around emergency repair • Included table on repair types • Added new section on repairs due to hazards 	V 3.0

17.0 Appendix 1 – Special need shared ownership

NHG have a unique set of responsibilities toward leaseholders under a special need shared ownership (SNSO) lease. There are a small number of these homes and this lease is no longer a product that we offer to new customers.

Landlord responsibilities

In accordance with the supplemental deed attached to the shared ownership lease, we assume responsibility for the maintenance and repair of the following items to ensure the overall upkeep, safety and functionality of the home:

- Roofs
- Drains, gutters, and external pipes
- Internal walls, floors, and ceilings, doors, and window frames (this is limited to repair works only, excluding redecoration).

- Windowsills and window catches
- External doors to ensure proper security and functionality
- Chimney, chimney stacks, and flue to ensure they are safe and operational.
- Cracks or damaged pathways presenting visible trip hazards due to disrepair
- Boundary walls or fencing as demised to the property within the lease agreement
- Plasterwork throughout the home, addressing any damages or repairs needed
- Central heating systems, fireplaces, and water heaters (if applicable)
- Basins, sinks, baths, and toilet flushing systems
- Electric wiring, sockets, switches, gas pipes, and water pipes
- Integrated garages, if they are part of the SNSO properties.
- Compliance: completing an annual gas safety inspection and electrical certification (EICR) every five years.

Leaseholder responsibilities

Anything outside of the list above will remain the responsibility of the leaseholder. This includes, but is not limited to:

- Any fixtures or fittings
- Kitchen units
- Floor coverings
- Decoration

18.0 Appendix 2 – New shared ownership model

The New Shared Ownership model for homes funded through Homes England's Affordable Homes Programme (AHP) 2021 to 2026 contain provisions to protect Shared Owners from the costs of repairs in newbuild properties.

There is an initial repair period of ten years, where NHG remain responsible repairs and cannot use the reserve fund ('sinking fund') to pay for repairs that are their responsibility. We also cannot use the service charge to pay for external and structural repairs.

During this initial repair period, NHG will be responsible for the cost of:

- essential repairs to the outside of the building
- essential structural repairs to walls, floors, ceiling and stairs inside the property

Residents can also claim up to £500 a year from NHG to cover repairing, replacing (if faulty) and maintaining fixtures and fittings that:

- supply water, gas or electricity - for example sinks, baths or pipes
- heat the home, for example a boiler or radiator

If the allowance is not claimed in a year, a maximum of one year's allowance will roll over to the following year.

The Initial Repair Period lasts for ten years from the start of the lease. It also covers residents who exercise their right to Shared Ownership provided they do this within ten years of the property being built.