



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 properties for which NHG is responsible for carrying out responsive repairs, as determined by their tenancy, licence or lease agreement.

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

The policy should be read in conjunction with our [Damp and Mould Policy](#), [Heating Gas and Hot Water Policy](#) and our [Relocation Policy](#).

The purpose of this policy is to:

- Deliver an efficient, effective and value for money responsive repairs service that meets the needs of residents
- Comply with all relevant legislative and regulatory requirements and meet our contractual obligations
- Provide easily accessible, customer centric services to suit residents' needs and to enable residents to access appropriate support in crisis and emergency
- Ensure that all properties are kept in a good state of repair, and that any repair work done in a property provides residents with a safe and secure environment to live in
- Ensure transparency for residents and meet our responsibilities and contractual obligations
- Provide a prompt, consistent and cost-effective responsive repairs service to residents
- Work in partnership with residents to continuously drive service improvements
- Improve the value for money of the service, including the delivery of better planned and programmed work to manage high demand for responsive repairs
- Work with a superior landlord and to communicate on any responsive repairs' issues, and where we work closely with the managing agents, to ensure prompt delivery of responsive repairs services to residents is in place.

2.0 Definitions

For the purpose of this policy, we have defined the most commonly 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 Repair: poses ‘an imminent and significant risk of harm’ to the health or safety of the resident or the wider public and can be considered life threatening. We complete these repairs within 24 hours.

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. In these cases, we will directly inform residents of the timeframe once the repair has been consulted on.

Non-standard repair: repairs which require us to order specific or bespoke parts in order to complete, which mean we cannot provide standardised timescales for completion.

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 properties to ensure that properties are safe and free from hazards.

Local Officer: The Officer position referred to in this document represents both Housing Officer and Property Management Officer roles.

Responsive repair or repairs: A responsive repair is a repair reported by or on behalf of a resident. A responsive repair to an item that is already present but needs repairing or replacing, depending on what is necessary.

3.0 Responsibilities across different tenures

3.1 Social, intermediate, market rent, key worker accommodation and affordable rented homes

We detail the respective repair responsibilities of NHG for tenants living in social, intermediate, market rent, key worker accommodation and affordable rented homes with assured tenancies, secure tenancies, assured short hold tenancies or licenses in [section 5](#). This should be considered as the NHG minimum standard for landlord responsibilities.

3.2 Home ownership

Leaseholders will have a different set of responsibilities for properties 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 property owner rather than NHG or the resident. In these cases, we will work with both the resident and the property owner to ensure the repair is carried out satisfactorily.

3.4 Supported Housing

Our responsive repairs services apply to all supported housing tenants, who may experience repairs issues. Where it is necessary to ensure safety and wellbeing of tenants, we may offer additional services such as replacing a toilet seat, shower head or plugs for sinks and bath. We 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

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

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

4.1 Meeting the needs of residents

NHG staff are expected to follow the Responsive Repairs Policy when assessing all requests for repairs from residents. We will consider the resident's individual circumstances when assessing on a case by case basis if we can carry out repairs which the resident is usually responsible for.

We may recharge tenants for the costs of these discretionary repairs, which are not identified as NHG responsibility.

NHG will also provide relevant additional information regarding the resident to repair operatives prior to them attending. This is to ensure both the safety of the operatives and to make them aware of any other circumstances the resident may have.

All resident information within this context will be reviewed annually or earlier if required based on the residents needs, by local officers, in line with our [service adjustments policy](#).

4.2 Reporting Repairs

Anyone can raise a repair. As part of our inclusive service provision offer, residents are able to report repairs via:

- Email
- Phone
- During home visit/annual visit (face-to-face)
- Customer portal- MyAccount where applicable.

During normal office hours all repairs can be reported via telephone by calling the Local Officer. If the repair is an emergency, residents will always be able to contact us through our 24/7 emergency repair line. Other repairs can be reported digitally outside of office hours, but will be responded to in outlined timeframes.

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

4.3 Out of hours service

We help residents to report repairs, including an out of hours service, where residents can report emergency repairs through our Customer Service Centre and we will attend to make the hazard safe.

4.4 Managing Agent

For properties for which the responsibility to carry out the repair does not lie with either the resident nor NHG, the local officer will always pass on the details of the identified repair provider to residents and the landlord and liaise to ensure its satisfactory completion.

In some instances, the resident may need to report repairs directly with the landlord.

5.0 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 property), 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.

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. The NHG staff and the contractors will not move furniture.

5.1 Tenants' responsibilities:

The following is an example of items that a tenant is responsible for repairing:

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 to repair any appliances and fittings that they have installed (e.g., white goods; gas cooker, washing machine), carpets, furniture etc.
- Maintain internal decorations (except where we are painting to cover an area affected by a leak etc.)
- 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 you 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 risk to health and safety (including glazing). We may charge for these repairs
- 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.

Kitchen

- To maintain kitchen furniture and electrical appliances (including cooker hoods) in all instances, even when they have been provided by us
- To keep kitchen clean and in the good condition
- Sink waste pipe blockages
- Replacing sink plugs and chains
- Fixing and replacing handles for cupboards and drawers
- Connecting and repairing tenant's own appliances.

Bathroom

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

Tenant is responsible to:

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

Heating, Gas and Electrical

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

Tenant is responsible for:

- Allowing access for gas service at the property if there is a gas supply to tenant's home
- 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, Gas and Hot Water Policy.

Pest control

- Tenant is responsible for keeping the inside of their home clean and tidy and not to encourage pest infestation, and to conduct internal pest control of their home, to ensure their home is safe, healthy, and free from things that could cause serious harm, (except with rats, mice, cockroaches, squirrels, pigeons, wasps, fleas, bedbugs and pharaoh ants, which can carry and transmit serious diseases and are our responsibility to attend to).

5.2 NHG responsibilities:

The following is a list of items that Notting Hill Genesis is responsible for repairing:

Outside space

- It is our responsibility to attend to the structure of the tenant home including the roof, outside walls, doors, windows, and windowsills. We will cover glazing issues if there is a crime reference number
- We will repair 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
- Fitting or repairing fire and carbon monoxide alarms. Communal alarm systems and fire panels
- Warden call/telecare equipment (that is installed by NHG).

Kitchen

- We repair kitchen units, doors and frames
- Kitchen sinks and taps
- Trip hazards in kitchen flooring
- Water leaks

- Wall tiling, seals, and splashbacks
- Air vents, extractor fans and pull cords
- Electrical sockets and isolator switches
- The cold-water supply, stop valve and trap for the washing machine and/or other white goods in the kitchen.

Bathroom

- Showers (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
- Lighting fittings.

Heating, Gas and Electrical

- We will repair your heating system if it breaks down
- We will also attend to the radiators and storage heaters
- Repairs to the gas installations such as boiler and pipework (not including appliances)
- Electrical repairs (not including electrical 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.

5.3 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. They may also be carried out on fencing and to other external structures which are the responsibility of NHG as the landlord.

Some communal repairs in the same scheme/group of properties might be collated to be completed together, i.e., 'batched'. In such cases they would not be completed within the usual target.

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

We carry out some repairs to communal areas as part of its cyclical works programme, rather than as a responsive repair service

6.0 Emergency repairs

6.1 Emergency repairs

A repair will be considered an emergency if there is imminent threat to the health and safety of residents, the public or the property. 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 failure of heating or hot water in the property (during October to March only) (see the Heating, Gas and Hot Water Policy)
- 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 a 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.

6.2 Emergency response times

For emergencies, we will attend the home to complete relevant works to make the home safe within 24 hours.

If we are unable to complete repair works to make the home safe within this timescale, we will offer the household alternative accommodation until the works are completed. Accommodation will be suitable for the household's needs in terms of size and location. See our [relocation policy](#) for further information. If the tenant refuses our offer of accommodation and then changes their mind, we are not required to provide further offers of suitable accommodation.

7.0 Standard and non-standard repairs

7.1 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.

7.2 Appointments

All appointment times for standard and non-standard repairs will be communicated and confirmed with the resident prior to the appointment taking place. Appointment 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.

Residents will be informed about progress with their repairs through an agreed channel convenient to them including telephone, text messaging, email, or letter.

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 Access to the property

We expect residents to provide us with access to carry out a repair at the appointed time.

For a standard and non-standard repair, in the first instance if there is no access and no contact from the resident, and after all methods of contact have been exhausted, the job order may be closed. If the repair is an emergency and access cannot be gained via the resident, then a forced access should be considered in line with our [No Access Policy](#).

8.1 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 jobs, 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 or Local Officer 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 in order to progress the repair
- Inspections may also be necessary in other cases, for instance, as part of a stock condition survey.

9.0 Considering our residents

9.1 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, during the course of a repair, additional works might be required or where specific part is needed to complete the repair.

We have procedures in place to 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.

9.2 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 Behaviour Policy.

10.0 Service quality

We operate a Quality Assurance Framework to test compliance.

All staff delivering our repairs service whether employed or not by NHG is identified as NHG and are expected to work in accordance with this policy. All our repairs' staff will demonstrate strong resident care skills.

10.1 Complaints and compensation

We invite residents to raise a complaint where they feel 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.

Our contractors are expected to follow up on the relevant NHG Policies and procedures.

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.

10.2 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 will be carried out following the completion of a repair across certain tenures.

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

10.3 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.

In line with our procurement policy, repairs contracts must provide good value for money for both us and the residents.

Our approach to responsive repairs represents value for money and delivers high level of customer satisfaction. Our annual survey allows us to gather feedback on repairs service and we use the information to continually monitor and improve our performance.

10.4 Post- inspections

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

- 10% of all repairs costing below £500
- 50% of all repairs costing between £500-£1000
- 100% of all repairs costing in excess of £1000.

These inspections will be a combination of desktop reviews and on-site inspections, which highlight how well we did and provide us with useful insight about the quality of work, performance and understanding about the level of customer satisfaction.

11.0 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.

12.0 Guiding legislation

12.1 Decent Homes Standard

We make sure that our homes comply with the Decent Homes Standard (as a minimum).

We ensure our homes have modern facilities, are in a reasonable state of repair and warm and weatherproof.

All NHG programmes of planned and cyclical maintenance, including our stock condition survey as well as the retrofit programme seek to replace and/or improve components and/or services to ensure properties continue to meet the Decent Homes Standard when we undertake responsive repairs on them.

The standard does not apply to leasehold and shared ownership properties.

12.2 Housing Health and Safety Rating System (HHSRS)

The Housing Health and Safety Rating System is an important part of the regulatory framework governing our responsive repairs service.

Where a hazard or any risk associated with the HHSRS assessment system is highlighted by staff, contractors or third-party agencies, we will address any works needed as part of the responsive repairs service.

12.3 Homes (Fitness for Human Habitation) Act 2018 and Letting Standards

We are required to ensure that our properties, including where we are responsible for any common parts of the building, are fit for human habitation at the beginning of the tenancy and throughout.

We refer to the NHG lettings standard that clarifies on our approach to ensure a positive impact on resident satisfaction and the quality of our homes. NHG letting standards can be found on our [website](#).

The Act applies to all periodic tenancies.

12.4 Social Housing Regulation Act 2023

In relation to repairs, this act ensures that we make emergency repairs safe within 24 hours and that we offer alternative accommodation where we are not able to do so.

13.0 Privacy and data protection

All NHG staff comply with our obligations under the General Data Protection Regulations and Data Protection Act 2018 when recording information and refer to and follow up on the NHG Data Protection and Information Governance Policy.

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.

14.0 Monitoring and training

Our Repair Leads promote a good repairs practice across the business and develop a positive responsive repairs culture within NHG. We aim to ensure that all staff are responsible for delivery of a good level of repairs and for following up on the NHG

and resident's repairs responsibilities and recognising current policy position on repairs.

We ensure that all operational housing staff include repairs in their appraisal process and identify areas of improvements. We identify training needs for all staff at NHG and design and source appropriate training for all staff responsible for delivery of the responsive repairs at NHG. Mandatory learning must be completed by new employees, who are responsible to deliver responsive repairs service to residents.

15.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering equality, diversity and inclusion. If you'd like a copy of the assessment, please email your request to policy@nhg.org.uk.

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)

Document control

Author	Policy and Procedure Delivery Officer
Approval date	
Effective date	
Approved by	
Policy owner	Director of repairs
Accountable Director	Director of repairs

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 • 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). 	2.0
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

8.0 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