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REPAIRS & MAINTENANCE POLICY

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Repairs and Maintenance Policy

Responsible Officer	Group Assistant Director of Operations & Support Services
This policy is applicable to	Karbon Group
Policy version	5
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Policy Statement

Karbon Homes Group (the Group) is committed to providing a high-quality, reliable repairs and maintenance service that keeps customers safe, supports well-maintained homes, and delivers value for money. Customers can report repairs through a range of channels, including MyKarbon, telephone, email and letter, with emergency repairs available 24 hours a day. Repairs are prioritised according to urgency, with emergency repairs attended within 24 hours, standard repairs within 20 working days, major repairs within 60 working days and programmed repairs within 120 working days. The policy also explains how the Group meets its legal and regulatory responsibilities, including maintaining homes to the Decent Homes Standard, responding to damp and mould concerns, and considering individual customer circumstances and vulnerabilities when prioritising repairs.

The policy sets out what customers can expect from the Group and the role they play in helping maintain their homes. Customers will be kept informed throughout the repairs process, treated with dignity and respect, and supported with reasonable adjustments where needed. The policy also explains arrangements for complaints, compensation, planned maintenance, aids and adaptations, empty homes, leasehold properties and shared ownership homes. The Group uses customer feedback, performance monitoring and regular reviews to improve services and ensure repairs are completed safely, efficiently and to a consistent standard across all homes and communities.

Risk the policy is designed to control

1. Health and Safety

Key performance measures

Reported regularly to Executive and Board

- Satisfaction with time taken to complete most recent repair
- Emergency repairs completed within target
- Non-emergency repairs completed within target
- Percentage of customers fairly or very satisfied with the overall repairs service

Group Corporate and Operational Compliance Scorecard

- Volume of Stage 1 & 2 Complaints per 1,000 LCRA units
- Primarily operational / management reporting
- Ratio of responsive repairs spend to planned maintenance

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- Average calendar days wait for a repair
- Percentage of appointments made and kept
- Average cost of responsive repairs

Definitions

Emergency Repairs - An emergency is defined as something which could cause, or lead to danger to someone's health or safety, or cause, or lead to serious damage and destruction to property, e.g. no heating and hot water, burst pipe or leaks, etc. A customer's own circumstances can also mean that a repair needs to be classed as an emergency. Special circumstances, for example if a customer have just come out of hospital or are very unwell, might mean something that is not normally classed as an emergency can be treated in this way.

Standard Repairs – Standard repairs are those that cannot be defined as an emergency and are of a routine nature, e.g. non-emergency plumbing works where a leak is contained, easing internal doors, refixing kitchen cupboard doors, etc.

Major Repairs –These are repairs that are not of a routine nature. They may be external works, larger content internal works, works that require multiple trade visits, works that can't be fixed on a first visit, works that require specialist materials or equipment e.g. door replacements, other major component replacements or long duration works such as floor replacements, roofing, plastering and brickwork.

Programmed Repairs-These are non-urgent repairs that do not require immediate or routine attention and can be safely deferred without causing harm, safety risks, or significant inconvenience. These may be deferred at the request of the customer or may be works that are best delivered as part of a planned or scheduled work programmes because they require batching of similar tasks or alignment with wider maintenance cycles. They typically involve external elements, environmental works, or nonurgent structural improvements.

Abbreviations

No applicable.

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1.0 Purpose of policy

1.1 This policy outlines our aims in relation to our repairs and maintenance services and also sets out a range of general principles, plus standards of service that customers can expect from us.

2.0 Objectives

2.1 We are committed to providing customers with a high-quality repairs service which gives value for money and is delivered in a supportive and professional manner.

The key objectives of our repairs and maintenance policy are:

- To provide a high-quality responsive repairs service to customers, ensuring that value for money is achieved and that customers access the same quality and consistency of service.
- Ensuring adequate staffing and contractor capacity to carry out repairs within our published timescales.
- To meet our statutory and regulatory obligations, preventing disrepair and ensuring customers are kept safe in their homes.
- To plan and programme repairs to ensure that homes are maintained in good condition and meet the Decent Homes Standard.
- To provide an out of hours emergency repairs service every day of the year for reporting and attending to emergency repairs.

We will achieve these objectives by:

- We will undertake quality control checks on compliance related activity i.e. gas and electric servicing and repairs.
- Coordinating satisfaction surveys relating to our repairs and maintenance services and analysing the results.
- Using customer feedback to continually improve our services.
- Monitoring our performance to ensure that we are meeting our repair targets and report this to internal and external customers.
- Undertaking regular surveys of our stock to ensure the information we hold is accurate so that we can plan for future investment in our homes. We aim to undertake stock conditions surveys of all our stock on a five-year cycle in line with best practice.
- Using contractors who are committed to meeting our standards and monitoring their performance on a regular basis.

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- Refurbishing our homes during the empty homes process in-line with the Group lettable standard prior to a new customer moving in.

- Maximising the use of digital systems to ensure a quality and efficient service for customers and colleagues.

3.0 Policy detail

3.1 Reporting repairs

3.1.1 Customers can report repairs by telephone, by email, by letter or via the customer portal MyKarbon. Out-of-hours emergency repairs can be reported by telephone. Further details of the methods available are on our website and in residents' newsletters.

3.1.2 We aim to complete repairs at a time which is mutually convenient to the customer and the Group. We offer appointments to customers between the hours of 8am to 6pm, Monday to Friday providing a range of appointment days and times. Our out-of-hours service can help you with emergency repairs outside of these times.

3.1.3 Making sure customers live in a well-maintained home is our priority, and we will carry out repairs as quickly as we can. How long it takes can depend on the type of repair and how much demand there is for that type of job at that time, as your job will need to be allocated to an operative with the right skills. We may not be able to completely resolve all emergencies on the first visit but will make things safe and begin the process of getting the repair completed in full.

3.1.4 Repairs are raised on the priorities below. When reporting repairs, we will endeavour to provide customers with the earliest available appointment based on the target dates below. The prioritisation of repair works will be determined in line with statutory response times required by relevant legislation. Any customer vulnerabilities reported will be considered when raising repairs which may accelerate the priority of the repair. Please see appendix 4 which provides examples of the job priority used when raising common repairs.

Service Area	Category	Target Date
Day to Day repairs	Emergency	Within 24 hours
	Standard	20 working days
	Major	60 working days
	Programmed	120 working days
Anti-Fungicidal Washes (Damp and Mould)	D1 - Severe	Within 24 hours
	D2 - High	5 working days
	D3 - Medium	20 working days
	D4 - Low	60 working day
Surveyor Inspections (including damp & mould)	Emergency	Within 24 hours
	Accelerated	10 working days
	Standard	20 working days

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3.1.5 We publish the repairs which are the responsibility of tenants on our website and are listed in Appendix 2. It is also the customer's responsibility to report repairs in a timely manner to prevent unnecessary damage or deterioration of our properties.

3.1.6 If we are unable to gain access to the property to carry out the work following an appointment having been made with the customer, a no access card will be written out and posted through the door of the customer where possible. The card will ask the customer to contact us to rearrange the appointment. The Group will then make at least two further attempts to contact the customer to rearrange an appointment. Customers are responsible for allowing Group employees, or contractors acting on our behalf, access at reasonable times to carry out repairs subject to reasonable notice.

3.1.7 Customers are able to cancel and rearrange appointments by telephone and rearrange appointments via the customer portal MyKarbon. There may be occasions due to sickness or adverse weather conditions where we may need to rearrange a customer's appointment. When this occurs, we will endeavour to contact customers at the earliest opportunity.

3.2 Code of Conduct

3.2.1 We operate a code of conduct for our own trade operatives and external contractors who carry out repairs on our behalf. Occasionally, the behaviour or actions of customers using our services or supporting others to do so can make it difficult for us to carry out our duties. In a small number of cases, the actions of individuals become unacceptable because they cause upset and distress to our colleagues or interfere with their ability to carry out their day-to-day jobs, which in turn may affect the delivery of our services.

3.2.2 When this happens, we must take action to protect the health, safety and wellbeing of our colleagues, who have a right to do their jobs without fear of being abused or harassed.

3.2.3 Our Unacceptable Customer Behaviour policy outlines our approach to managing customers whose actions or behaviours are deemed unacceptable. The policy clarifies how we will support our colleagues in working with customers when unacceptable behaviour is identified, as well as our customers' right to appeal restrictions or action taken following reports of unacceptable behaviour.

3.3 Customer Considerations

3.3.1 We aim to keep our tenants informed regarding repairs and maintenance, follow Consumer Standards and provide safety advice where required.

3.3.2 We will communicate to customers all appropriate repairs and maintenance information through a range of sources including but not limited to SMS, phone calls, newsletters, customer magazines, resident group meetings, area forums, website, social media and tenants' handbook. In line with Awaab's Law, we will provide customers with a written summary of our inspection findings within the required statutory timeframe, including details of any identified hazards and the actions we will take. Where damp, mould or other significant hazards are confirmed,

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we will issue a written update to ensure customers are kept fully informed of the investigation outcome and the planned repair timescales.

3.3.3 We ensure that all customers wanting to influence and scrutinise our strategies, policies and services can do this. The content of this policy has been reviewed by customers who have provided relevant feedback.

3.3.4 We will listen and learn from customer feedback through satisfaction surveys, complaints, compliments and suggestions, to help make improvements to our responsive repairs service.

3.3.5 We ensure all customers are treated with dignity and respect and have access to our services. Our website offers tools like translation, read-aloud features, and visual aids. We comply with the Equality Act 2010 and consider reasonable adjustments for people with disabilities and long-term health conditions.

3.3.6 A reasonable adjustment involves making a change to the way that we usually do things to remove or reduce a disadvantage or barrier. This goes beyond how we communicate with you. If you would like to discuss reasonable adjustments with us, please contact us.

3.4 Complaints & Compensation

3.4.1 We invite customers to raise a complaint where they feel service standards have not been met. Any such complaint will be dealt with in line with our Complaints, Compliments and Suggestions Policy.

3.4.2 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. Where we have failed to meet our repair obligations, we may pay compensation as outlined in our Compensation and Goodwill Policy. Requests for compensation will be considered in line with this policy.

3.5 Right to Repair

3.5.1 The Right to Repairs scheme gives customers the right to get urgent and minor repairs fixed quickly where whatever is damaged will affect your health, safety or security. More information can be found here:

The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994

3.6 Communal parts

3.6.1 The Group aims to ensure that residents can enjoy a safe, secure and well-maintained environment in which to live. We will keep all communal areas and equipment in good repair including:

- Common entrances, halls and passageways
- Stairways and lifts
- Lighting and security systems

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3.6.2 More information on how the Group manage communal areas can be found in the Communal Areas Policy available on our website.

3.7 Defects

3.7.1 Where a property is under a defect liability period, any defective works identified should be reported and dealt with as a defect. This typically relates to planned maintenance and new build developments.

3.7.2 During this period, which is typically 12 or 24 months post completion and handover, the contractor/housebuilder who carried out the work remains responsible for the rectification of emergency and standard defect related repairs.

3.7.3 Any works not considered to be a defect within the defect liability period will be responded to as a responsive repair.

3.8 Planned maintenance

3.8.1 We will undertake planned programmes of work to replace or renew major items in homes such as kitchens and windows to ensure components meet the current Decent Homes Standard. We will, wherever practical, offer a choice of replacement items.

3.8.2 We will undertake consultation with customers in advance of the works, ensuring disruption to their lives is kept to a minimum throughout the works.

3.9 Mutual exchanges

3.9.1 The Group is committed to enabling its customers to gain access to opportunities to exchange their tenancy.

3.9.2 Further guidance can be found on our website and within the Assignment and Mutual Exchange policy.

3.10 Rechargeable works

3.10.1 If a customer or anyone in their home causes damage, deliberately or through neglect, they must report this to the Group as soon as possible. We expect customers to arrange for the damage to be repaired, at their own cost, to our satisfaction and within a reasonable time. Alternately, we will repair the damage, and customers will have to pay for the cost of the work.

3.10.2 Further information can be found in the Rechargeable Repairs Policy, available on our website.

3.11 Aids and Adaptations

3.11.2 We carry out alterations to meet the diverse needs of our customers including those who may require adaptations or reasonable adjustments to live safely and more independently within their homes.

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3.11.3 We recognise that there may be local differences in the funding of minor and major adaptations and Karbon will work in partnership with local authority partners and other organisations to ensure adaptations are carried out a swiftly and efficiently as possible.

3.11.4 Each application will be reviewed on its own merit/circumstances when considering permission requests for our customers.

3.11.5 We do not fund or carry out aids and adaptations work for leasehold customers.

3.11.6 Further information can be found within the Aids and Adaptations Policy, available on our website.

3.12 Home improvements and alterations

3.12.1 The Group will consider all applications for improvements or alterations affecting the building you live in and surrounding areas. You can request any minor or major alterations to your home by writing to us (via letter, email, website or MyKarbon) asking for our consent.

3.12.2 Unless your lease or tenancy agreement strictly prohibits it, we're happy for you to make the following improvements to your home without permission from the Group:

- general re-decoration including painting or boxing-in of pipework
- inserting or removing fitted wardrobes and cabinets – this work must be non-structural
- installing shelves, wall-mounted TVs or curtain poles
- landscape gardening – excluding patios, decking, outside taps, lighting, pipework or the erection of any garden buildings such as sheds, outhouses, garages and summer houses
- replacing carpet or flooring on a like-for-like basis
- replacing interior lights, including down lights and light fittings (switches and dimmers)

3.12.3 When we receive your request, we'll check your lease or tenancy agreement and our policies for any terms which may stop us from approving your request. To prevent any delays with your application, please be as detailed as possible about the work you intend to carry out. Once we have all the relevant information, we'll let you know if your request has been accepted or declined.

3.12.4 We reserve the right to decline certain applications for improvements, including where the improvements would be:

- Out of keeping with the rest of the dwelling or scheme (e.g. fencing in open plan areas)
- Will make the property difficult to let in future.
- Will be unsuitable for possible future occupants.
- Will breach any restrictions or covenants on the property.
- Is one that we expect to be in a position to make within a reasonable time (no more than 12 months – such as planned maintenance programmes).

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- Where replacing like for like and is not a genuine improvement.

3.12.5 Some improvements are also subject to certain conditions, building regulations approval, planning permission or other regulations. It is the customer's responsibility to obtain all permissions before undertaking the work and the Group will also require copies of all compliance related documents such as Electrical Certification.

3.12.6 On completion of the agreed work, the Group may request to inspect the work to ensure it fully complies with what was agreed, has been carried out safely, and in a way that complies with good practice, and to the Group standard of quality.

3.12.7 Future maintenance of all agreed improvements is usually the responsibility of the customer however the Group will continue to comply with all legislative and regulatory requirements regarding repairs and maintenance. Customers may be recharged if the Group has to undertake any work associated with the failure of improvement works.

3.12.8 A customer may be recharged for any unauthorised improvements or alterations identified during or at the end of their tenancy. Please refer to our Rechargeable Repairs Policy.

3.13 Fixed floor and wall coverings

3.13.1 Written permission must be obtained from the Group for customers who request to install fixed floor or wall coverings, e.g. laminate flooring or wall cladding. Where customers have received permission, they are responsible for obtaining the correct levels of noise insulation, contents insurance cover and for removing them for works which we deem to be essential. If during repair works, we have to remove fixed floor or wall coverings, we may recover the costs of removal from residents who have installed them. At the end of the tenancy, customers may be asked to remove fixed floor or wall coverings, at their cost and make good the property to its original condition.

3.14 Right to Buy, Preserved Right to Buy, Right to Acquire and Repairs

3.14.1 The Right to Buy and Preserved Right to Buy scheme provides a statutory right for eligible customers to purchase their home at a discount after they have been a customer for a certain period of time. The Group will ensure that all applications are assessed fairly and homes are sold to qualifying customers within prescribed timescales according to the rules set out in the relevant legislation and/or guidance.

3.14.2 We will tell you if you can buy your home when you apply. If you apply to buy your home, we will complete repairs that are legally required, but we will not improve your home by doing things like replacing your roof, kitchen, bathroom or windows. This is because these would change the value of your home.

3.14.3 We'll continue to complete repairs to ensure the building is safe, wind and watertight. These fall under the following categories:

- Roof leaks/missing tiles or slates

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- Dangerous chimney stack/pots
- Overflow gushing
- Broken windows – cracked windows will need to be inspected by a member of our team first
- Significant water ingress near doors and windows
- Blocked flue to an open fire or boiler
- Blocked or leaking foul drains, soil stacks or toilet pans
- Toilet not flushing (where there is no other working toilet in the dwelling house).
- Blocked bath, basin or sink
- Tap which cannot be turned.
- Total or partial loss of electrical power
- Insecure external windows, doors, or lock (including window safety catches)
- Leaks or flooding from water or heating pipes, tanks or cistern
- Total or partial loss of space or water heating
- Total or partial loss of gas supply
- Unsafe electrical fittings, power or lighting sockets
- Total or partial loss of water supply
- Loose or detached banister or stair treads
- Dangerous floorboards or stair treads
- Door Entry system not working.
- Mechanical extractor fan in internal kitchen or bathroom not working

3.14.4 If a customer withdraws their Right to Buy, Preserved Right to Buy or Right to Acquire application after a planned maintenance project has started it may not be possible to include the home in these works. The home may need to be included in a later project as a 'one off'. If, after planned maintenance works are completed and the tenant then reapplies for Right to Buy, Preserved Right to Buy or Right to Acquire, the works will have changed the value of the property and another valuation may be required.

3.15 Decants

3.15.1 We recognise that every Group property is also a customer's home. The Group is committed to maintaining and improving our homes to a high standard. In order to do this, there may be occasions where relocating customers is required on a permanent or temporary basis.

3.15.2 The Group will ensure that alternative accommodation is offered to customers if any hazards in their home cannot be made safe within the prescribed timescales included under Awaab's Law. We will work with customers throughout the decant process by doing everything reasonable to provide the most suitable accommodation and ensuring disruption to their lives is kept to a minimum.

3.15.3 More information can be found in the Decant Policy, available on our website.

3.16 Empty Homes

3.16.1 The Group recognises that managing empty properties effectively is key to developing sustainable communities, sustaining tenancies and reducing a loss of rental income.

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3.16.2 The Group has a lettable standard which sets out the standard that all of our properties will meet when they are let to new customers. This standard can be found in Appendix 3 and is set to ensure that the property is clean, safe, secure and in a good state of repair.

3.16.3 Any repairs after moving in should be reported as per section 3.1 – Reporting Repairs. Those reported within 2 weeks of moving will be referred to the Empty Homes operational teams to undertake.

3.16.4 In circumstances where the decorative condition of an empty property is considered by the Group to be poor, a decoration pack will be offered to the incoming customer. For those empty properties considered to be difficult to let, the Group may carry out works over and above the lettable standard for example decoration or installation of floor coverings to minimise void rent loss and the time taken to let a property.

3.16.5 More information can be found in Void Management Policy.

3.17 Leasehold Customers

3.17.1 Leasehold customers are typically responsible for their own repairs and maintenance to their homes, except in the case of planned repairs and investment works that are explicitly covered in the terms of each individual lease. In these circumstances, we would consult with our customers and make arrangements to complete any works whilst minimising any disruption to customers.

3.17.2 Statutory responsibility for leaseholder properties will be detailed in the individual leaseholder agreement. There is a legal requirement for the Group to carry out "Section 20" consultation with any leaseholder for qualifying works and qualifying long-term agreements.

3.17.3 The criteria for these works are included within our Section 20 Consultation Policy.

3.18 Damp & Mould

3.18.1 The Group's approach to damp and mould is outlined in the Damp & Mould Policy and Procedure documents. This explains how customers can report damp and mould in their home and how the Group will respond.

3.18.2 We categorise damp and mould within your home based on:

- Extreme/Severe
- Severe/Serious
- Serious/Moderate
- Moderate / Low

3.18.3 This is calculated using a risk matrix based on the severity of the damp and mould and any customer vulnerabilities. We will aim to proactively manage any risk associated with damp and mould through:

- Reactive repairs

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- Providing information and guidance to customers
- Planned preventative investment
- Cyclical surveying of our stock

3.18.4 We have a range of information including a Healthy Homes Handbook available to customers on our website.

3.18.5 Timescales for our response to damp and mould will follow the current government guidance and legislation and will be updated in the event of any changes to this.

3.18.6 For further information and guidance, please refer to our website.

3.19 Shared ownership

3.19.1 Shared owners who have purchased their homes prior to 13th October 2024 are responsible for the maintenance of their home unless stipulated in specific agreements.

3.19.2 Customers who have purchased their homes under the New Model Shared Ownership Lease are eligible to claim for the cost of some repairs to their property up to the value of £500 per annum during the initial repair period. If you are unsure which lease applies to your home or what repairs can be claimed, customers should contact our Leasehold team via email leasehold@karbonhomes.co.uk. More information on shared ownership can be found in the New Model Shared Ownership Policy.

4.0 Customer Vulnerabilities

4.1 This policy is applied in line with Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.

4.2 We will support people in vulnerable circumstances to help us deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people in vulnerable circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.

4.3 Policies and key information are made available on our website.

5.0 Monitoring and Review

5.1 This policy will be reviewed at least every 3 years. The review will be brought forward if needed due to changes in legislation or regulatory requirements.

5.2 The Group Assistant Director – Operations & Support Services is responsible for the monitoring and review of this policy.

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6.0 Equality and Diversity

6.1 This policy is applied in line with our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.

6.2 At the Group we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

6.3 If you would like this or any other policies in different language or format, please contact inclusion@karbonhomes.co.uk.

7.0 Data Protection and Privacy

7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Group which, along with its associated procedures, must be followed throughout the operation of this policy.

Appendix 1: References

- Regulatory framework for social housing in England
- Social Housing Regulation Act 2023
- Landlord & Tenant Act 1985
- Housing Act 2004
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Commonhold & Leasehold Reform Act 2002
- Homes (Fitness for Human Habitation) Act 2018
- Management of Health and Safety at Work Regulations 1999
- Karbon Group Gas and Carbon Monoxide Safety Policy
- Karbon Group Electrical Safety Policy
- Karbon Group Fire Safety Policy
- Karbon Group Asbestos Management Plan
- Health and Safety at Work Act 1974
- Housing Health and Safety Rating System (HHSRS) 2006
- Building Regulations Act 1984 / 2010
- 2006 Decent Homes Standard.
- Equality Act 2010
- Data Protection Act 2018
- Hazards in Social Housing (Prescribed Requirements) Regulations 2025

Appendix 2: Responsibility for repairs to your home

The Group is responsible for the following:

- To keep in repair the structure and exterior of your home including:
- Drains, gutters and external pipes
- The roof
- Outside walls, outside doors, windowsills, window catches, sash cords and window frames including necessary external painting and decorating
- Internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards but not including internal painting and decoration
- Chimneys, chimney stacks and flues but not including sweeping
- Pathways, steps or other means of access
- Plasterwork
- Integral garages and stores
- Boundary walls and fences
- To keep in repair and proper working order any installation provided by us for space heating, water heating, sanitation and for the supply of water, gas and electricity, including:
- Basins, sinks, baths, toilets, flushing systems and water pipes.
- Electric wiring, including sockets and switches, gas pipes and water pipes.
- Water heaters, fireplaces, fitted fires and central heating installations.

Any item damaged by you, that would normally fall to us to repair in accordance with this clause, may be repaired by us subject to a recharge agreement with you for the repair cost.

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Please note that we are only responsible for the water, electric and gas supply inside the property (after the meter or stopcock).

Your responsibility for repairs

You must keep your home clean and maintain a tidy garden.

You are responsible for keeping your property in a reasonable condition by letting us know as soon as you notice a repair is needed and taking action to prevent it from getting worse.

Generally, you are also responsible for:

- Repairing and maintaining any fixture, fitting or appliance you or a previous tenant have put in, unless we have an agreement to maintain it for you.
- Allowing us into your home to carry out repairs, safety checks and any inspections that we need to do.
- Decorating inside your home, including filling minor cracks or holes in walls and ceilings
- Taking action to prevent pipes from freezing or bursting
- Taking action to prevent and control condensation.
- Draught proofing (although you may be eligible to get help with this)
- Curtain rails, washing lines, tidy driers, doorbells, coat hooks, towel rails and toilet roll holders
- Minor adjustments to kitchen units, cupboards and drawers
- Cleaning extractor fans
- Wall and floor tiles (unless supplied by us)
- Securing or replacing toilet seats unless damage is fair wear and tear.
- Bleeding radiators
- Replacing glass in windows and doors, unless you have reported the damage to the police as vandalism.
- Resetting trip switches
- Replacing plugs and chains on baths, basins and sinks
- Keeping gully grids clear of leaves and other rubbish.
- Replacing keys or locks when keys are lost or when you get locked out.
- Adjusting doors when you have fitted new carpet.
- Replacing light bulbs, fluorescent tubes or starters within your home (including external security lights)
- Replacing electrical plugs (not sockets) and plug fuses to your own appliances.
- Clearing blockages in basins, sinks, baths and toilets caused by inappropriate use
- Dealing with any pests such as ants and wasps nests unless in a communal area.(please see the Karbon Homes Pest Control Policy for more information)

We can give you more information and advice about these matters and if you are suffering from ill health, are vulnerable or disabled and have nobody to help you, we may be able to do some of this work for you for a charge.

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Appendix 3: Group Lettable Standard

We aim to make moving into your new home as positive as possible. Detailed below is the standard of accommodation that you should expect when you move in.

Before moving in we will have carried out any repairs necessary to enable you to occupy the property. In negotiation with you there may still be some minor repairs which will be completed once you have moved in. You will be told about this when you view your new home and will be advised when they will be completed.

In every property we will: -

- Carry out a Gas Safety check to test all the gas appliances
- Carry out a check of solid fuel and oil fired heating systems
- Carry out an electrical check to test that all electrical installations are safe.
- Ensure that adequate heating and hot water facilities are supplied.
- Ensure that the property is structurally safe and free from major disrepair.
- Ensure that the property is clean and clear of rubbish.
- Ensure that an asbestos survey has been carried out for any property built before the year 2000
- Ensure any communal door entry system has been checked and is working correctly.
- Ensure that any aids and/or adaptations, such as handrails, are secure.
- Fit a minimum of one smoke alarm per floor

INSIDE THE PROPERTY

Floor and Stairs

- Floors in all areas will be safe and in good condition so that floor coverings can be laid.
- Where we have agreed with you to leave any floor coverings in situ, we will explain that Karbon Homes will not be responsible by replacement or repair
- A single stair rail/banister will be present where appropriate

Doors and Windows

- All external doors will be secure, fit for purpose, weather tight and will open and close easily.
- Two sets of door keys will be available.
- All windows will be secure and will open and close without sticking. Windows above ground to have restrictors
- Window vents will be intact and free from obstruction.
- All internal doors open and close without sticking.
- Front doors to have the appropriate numerals

Bathrooms

- All sinks and baths will have plugs.
- All sanitary equipment will be clean and in good working order
- Waterproof splashbacks will be provided around sinks, baths and showers.

Protected

- WC seats to be renewed
- Bath panels should be clean, free from cracks and secure
- Wall tiles should be in sound condition
- We will renew all pull cords

Kitchens

- We will ensure that there is an electric cooker point or a connection point for a gas cooker.
- There will be waterproof splashbacks or upstand to all worktops.
- All cupboard doors and drawers will open and close correctly.
- Replacement units/doors should match existing as closely as reasonably possible, or be renewed if can't match
- Kitchen units to have shelving

Walls & Wall Coverings

- Wall and ceiling plaster will be sound and free from major defects.
- We will fill in major cracks, however you will be expected to fill in any small holes and cracks less than 5mm prior to decoration.
- Where walls have been papered, we will ensure that the wallpaper is sound. Where we have damaged existing wallpaper we will cut back.
- In some circumstances we may offer you a decoration pack/allowance to assist you in the decoration of your home.
- We will remove any graffiti from walls
- We will re-decorate (with paint) any nicotine-stained walls, ceilings, woodwork and doors.

OUTSIDE THE PROPERTY

- If your garden has a gate, it will open and close easily and will have a latch.
- Boundary walls which are missing or broken will be repaired or replaced.
- Our gardens will be in a manageable condition
- Shrubbery to be cut back from edges and footpaths.
- The garden and any outhouses will be free of rubbish.
- Fences where provided will be in a sound condition.
- All guttering and rainwater pipes will be intact and gulley's will be clear.
- If your property comes with a garden shed, we will ensure that it is in good condition.
- We will supply as a “one off item” a clothes post and or clothesline hook.
- Footpaths, steps, hardstands to be in good condition free from trip hazards.

Protected