

DRAFT Ashford Borough Council

Repairs Policy

Policy: Repairs Policy

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This Draft Responsive Repairs Policy was shared with tenants of Ashford Borough Council as part of a consultation into the introduction of this policy in September 2026.

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Policy Statement

1. Purpose statement

1.1 This policy sets out Ashford Borough Council's approach to the delivery of housing repairs to homes we own and manage. The overall aim of this policy is to enable the delivery of an effective responsive repairs service, to ensure the council's housing stock is well maintained, safe and meets the needs of residents.

1.2 Ashford Borough Council's key repairs and maintenance objectives are to:

- Provide a high quality, cost-effective and reliable repairs service, delivering 'right first time' where possible.
- Ensure a safe and secure environment for residents to live in, in compliance with all Health and Safety Legal requirements.
- Achieving a high standard of customer care and satisfaction.
- Comply with all relevant legislative and regulatory requirements
- Undertake repairs within defined timescales and where possible times that suit our residents.
- Ensure the service is accessible to all residents and where appropriate designed to meet their specific needs.
- Keep residents informed about repairs, maintenance and planned improvements to their home with clear and timely communication.
- Ensure residents and staff are aware of their responsibilities for repairs.
- Work in partnership with our tenants and contractors to continuously drive service improvements.

1.3 Ashford Borough Council will ensure that properties are repaired and maintained in accordance with relevant regulation and legislation, including but not limited to the following:

- Decent Homes Standard
- Awaab's Law (2024)
- Homes (Fitness for Human Habitation) Act 2018
- Building Safety Act 2022
- Regulatory standards for social landlords
- Housing Acts 1985, 1988, 1996, 1998 and 2004
- Secure Tenants of Local Authorities (Right to Repair) Regulations 1994
- The Leasehold Reform, Housing and Development Act 1993
- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Landlord and Tenant Act 1985 – Section 11
- Defective Premises Act 1972 - Section 4
- Environmental Protection Act 1990 – Part III
- Gas Safety (Installation and Use) Regulations 1998
- Regulation 4, Control of Asbestos Regulations, 2006
- Building Regulations
- Chronically Sick and Disabled Persons Act 1970
- Commonhold and Leasehold Reform Act 2002
- Equalities Act 2010
- Health & Safety at Work Act 1974
- Wiring Regulations B.S. 7671 18th Edition

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2. Who the policy applies to

- 2.1** This policy applies to residents living in properties owned and managed by Ashford Borough Council including social housing, temporary accommodation and leasehold properties. It also applies to staff and contractors involved in the provision of the management and maintenance of its homes.
- 2.2** The policy should be read in conjunction with tenancy agreements, license agreements, leases and the tenants handbook.

3. This policy replaces

- 3.1** This policy replaces all legacy repairs and maintenance policies and previous documents and procedures associated with repairs, issued by Ashford Borough Council.

4. Consultation and approval process

5. Links to Council Strategies

- 5.1** The following policies are relevant to this policy and are available to be viewed.
- Complaints Policy
 - Damp and Mould Policy
- 5.2** We will comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England, in particular, the Safety and Quality Standard and Clause 42 of the Social Housing Regulation Act which relates to Awaab's Law.

6. The Policy

6.1 Individual Dwelling Repairs

Ashford Borough Council will be responsible for the following in relation to our homes:

- Structurally sound, safe and weatherproofing which includes the external fabric of the building.
- Periodic compliance inspections and checks are completed including electrical installations, and Gas Safety inspections ensure installations are safe and in good working order.
- Windows, drains, guttering, roof, and external pipes.
- The plumbing of hot and cold water.
- Adequate heating and ventilation.
- External walls, outside doors, windowsills, soffits, fascias, window catches and window frames (not including internal painting, decoration or internal or external cleaning).
- Chain link fencing as well as any communal boundary walls and fences or those bordering on public land.
- Installations for heating water.
- Kitchen fixtures and fittings.
- Plasterwork.

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- Pathways and steps.
- Basins, sinks, baths, electric showers, toilets, flushing systems and waste pipes.
- Common entrances, lifts, rubbish chutes and any other communal parts.

The council's repairs and maintenance responsibilities are set out in further detail in Appendix A.

6.2 Communal Residential Buildings

Ashford Borough Council will be responsible for the following in relation to our homes:

- Structurally sound, safe and weatherproofing which includes the external fabric of the building.
- Periodic compliance inspections and checks are completed including electrical installations, and gas safety to ensure installations are safe and in good working order.
- Fire safety inspections
- Asbestos management in communal areas
- Legionella testing and controls where shared water systems are installed
- Lift inspection and maintenance where these are installed
- Windows, drains, guttering, roofs, and external pipes.
- The plumbing of hot and cold water.
- Ensuring adequate heating and ventilation.
- External walls, outside doors, windowsills, soffits, fascias, window catches and window frames, including external decoration as appropriate.
- Cleaning of communal areas, stairwells, hallways and landings
- Chain link fencing as well as any communal boundary walls and fences or those bordering on public land.
- Installations for heating water.
- Kitchen fixtures and fittings.
- Plasterwork.
- External Pathways and steps.
- Basins, sinks, baths, electric showers, toilets, flushing systems and waste pipes.
- Common entrances, lifts, rubbish chutes and any other communal parts.

The council's repairs and maintenance responsibilities are set out in further detail in Appendix A.

6.3 Leasehold Properties

The council is not responsible for any internal repairs or maintenance associated with leasehold properties.

The council is responsible for repairing and maintaining the structure of the building envelope and any shared areas in properties such as communal parking areas or gardens. Leaseholders will be recharged for these works in line with lease agreements.

6.4 Shared Ownership Properties

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We need to reference shared ownership properties as we have some and we will be getting more. Some of these will be on a type 2 lease whereby they are entitled to certain repairs for the first 10 years.

6.3 Residents' responsibilities

Residents' repairs and maintenance responsibilities are set out in their tenancy, lease or licence agreement.

Rented homes and temporary accommodation

The council expects residents to:

- Meet the cost of repairs or replacement items listed in Appendix A as the tenant's responsibility
- Keep the inside of the home clean, tidy and decorated and carry out minor repairs to woodwork and plaster
- Maintain gardens, including trees, grass and shrubs and keep them clear of rubbish
- Keep communal areas clean and tidy and free from all personal items
- Report repairs quickly to prevent on-going damage
- Keep the property in such a way so as not to attract pests or vermin
- Install and maintain own household appliances such as cookers and washing machines using an appropriately qualified engineer
- Seek permission to install or replace a gas appliance, which must be carried out by a Gas Safe registered engineer
- Seek permission to make improvements and to maintain those improvements if required
- Insure the contents of their home against theft, flooding, fire or accidental damage
- Provide access to the property so that repairs, maintenance and inspections such as routine gas and electrical checks and stock condition surveys can be carried out
- Ensure pets are kept under control and away from the area of work, to ensure their safety and that of our workforce and residents
- Treat the council's property with respect and care, avoiding deliberate damage or neglect
- Ventilate and heat the property, wiping down and removing excess condensation

6.4 Leaseholders' responsibilities

Leaseholders are responsible for all maintenance, repairs and servicing within the property as defined in their lease, excluding communal areas for which they will be recharged in line with lease agreements.

7. Repair Priorities & Service

7.1 Reporting a Repair

Responsive repairs are unplanned repairs that are carried out 'on demand' in response to requests from residents.

It is the tenant's responsibility to report repairs promptly, to avoid causing further damage to the property or risk of injury to tenants or others. Failure to report repairs may be considered neglect of the property and is a breach of the tenancy agreement.

Reporting Repairs during office hours.

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Residents can report repairs to Ashford Borough Council by telephone, online on the council's website <https://www.ashford.gov.uk/housing/council-tenant/repairs-and-maintenance/report-a-repair> or by letter, in person or via a member of our housing or repair team.

Reporting Emergency repairs outside of normal office hours.

Tenants can report emergency work to the council's out-of-hours helpline by telephone. These are repairs where there is a potential to cause significant risk to the tenant or property that cannot wait until the next working day.

7.2 Emergency hazards

These are repairs required to fix any defect which puts the health or security of a resident or third party at immediate risk, or which affects the structure of the building, as set out in the requirements of Awaab's Law.

Emergency hazards, are those that could cause 'an imminent risk of harm' to the health or safety of the tenant in the social home. An 'imminent risk of harm' is defined as any issue that could cause "immediate harm" to the health or safety of tenants if not addressed quickly.

When assessing hazards the landlord is required to consider tenants vulnerabilities and any medical conditions.

Examples may include

- Electrical hazards
- Significant water leaks
- Broken external doors, or windows that present a risk to home security,
- Severe damp and mould

We aim to act on emergency repairs as soon as practicable and, in any event, within 24 hours.

Where we are unable to make a property safe within 24 hours, may offer residents alternative accommodation, dependant on the circumstances in line with the Decant Policy.

Outside of normal working hours, our emergency call-out service will attend if necessary to make the property safe. A further appointment will then be made to conduct a permanent repair.

Residents may be charged for an emergency call out if it is determined that it was not a genuine emergency or the responsibility of the council.

Residents should report gas leaks or smell of gas fumes directly to the National Gas Emergency Service.

7.3 Urgent Repairs

Urgent repairs are deemed to be more time critical than routine repairs but are not classed as an emergency as there is no immediate or significant risk to the tenant or the property. We aim complete

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urgent repairs as soon as practicable and, in any event, within 3 to 7 working days dependent on the type of repair and severity.

7.4 General Repairs

These are routine repairs that do not affect health and safety but do affect comfort and convenience. Examples include ease and adjustment to doors, repairs to windows, doors, kitchen units, bathroom units, flooring, stairs and handrails or minor leaks. We aim to complete routine repairs as soon as practicable and, in any event, within 28 working days depending on the type of repair and severity.

7.5 Routine Large-Scale Repairs

Routine larger scale repairs are more complex, larger scale non-urgent repairs that may require specialist materials, works or can be delivered more efficiently if they are batched together with other similar repairs and completed within 90 calendar days. These may include external door and windows (not available on planned programs) extensive repairs, gutter replacements

7.6 Heating Repair Timeframes

Hazards warranting emergency repairs are those that present a significant and imminent risk of harm, for example gas leaks or broken boilers. We will aim to action emergency repairs as soon as practicable and, in any event, within 24 hours.

Routine heating repairs may include renewing or replacing a radiator. We will aim to action these repairs as soon as practicable and, in any event within 20 working days.

7.7 Resident Vulnerabilities

In all cases and reports of repairs we will consider any needs or vulnerabilities of the resident which may necessitate a quicker response than the standard target times above. Higher priority may also be given to certain repairs according to the time of year or to repairs arising from harassment, domestic abuse, or offensive graffiti.

7.8 Labour and material shortages

If delays occur due to shortages of labour or materials, we will inform tenants of delays and keep records of efforts to source workers/materials. We will take measures to ensure the property remains safe, providing alternative accommodation, if necessary and in line with our Decant Policy, until the property is safe. We will keep records of labour and material shortages.

7.9 Appointments

Routine appointments are agreed with residents usually for a morning or afternoon slots, tailored slots to avoid school runs or all-day appointments for more involved work. Residents are sent reminder text messages 24 hours prior to their appointment time. If an appointment for a routine repair is missed, then the job will be closed on our system and a card put through the door requiring the resident to arrange another appointment. If the repair is an urgent, we will make further attempts to contact the

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resident to agree a suitable appointment. If we are still unable to gain access to the property, we may, if necessary to protect residents' health and safety or to prevent deterioration of the property, apply to the courts for an injunction to gain entry. If we need to take legal action, the resident may be liable for court costs and the cost of missed appointments. In the case of emergency hazards, we may force entry to the property, however this will only be considered in special circumstances and where there is an immediate risk to residents or the property and or neighbouring properties.

7.10 Repair inspections

Some repairs may need an inspection before work is arranged. This may be carried out by a repair's inspector, contractor, or an appropriate Ashford Borough Council officer. Inspections may be required for the following reasons:

- To identify the cause of a problem.
- When we need to agree works on site with our contractor.
- Where previous repairs have not resolved the problem.
- Where there are boundary or ownership issues.
- Where precise measurements are required to progress the repair.
- Where there are multiple or complex problems.
- To audit the performance of our contractors.
- To assess the condition of the property (pre-and-post inspections)

7.11 Resident and staff behaviour

Ashford Borough Council has agreed behavioural standards and a code of conduct for our own operatives and external contractors who conduct repairs on our behalf. In addition, we take seriously any action by anyone who harasses, threatens to harass, or threatens violence towards Ashford Borough Council staff, agents, or contractors. We always take action to protect our staff where such circumstances arise.

7.12 Insurance

Tenants are responsible for taking out home contents insurance to insure their own furniture, contents and possessions. Tenants are responsible for any loss or damage to their home due to theft, fire, vandalism, flooding, or accidental damage.

7.13 Chargeable Repairs (Rented homes and temporary accommodation)

Ashford Borough Council will charge residents for repairs caused either by damage which is not the result of fair wear and tear, or by unauthorised alterations to the property. Examples include if:

- A member of the household or visitor has caused the damage.
- Damage has occurred over time because the property or appliance has not been properly maintained.
- The repair is related to something the resident has installed without Ashford Borough Council's knowledge or written permission.
- The repair is related to the way something has been installed either by the resident or someone they have hired.

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It is important that Ashford Borough Council recovers these costs to ensure the available repair and maintenance budget is spent fairly and that other responsible residents are not effectively subsidising the costs of those who have caused damage or neglected their responsibilities.

Where a reported repair is deemed to be the responsibility of the residents, they will be informed that they are responsible for that repair under the terms of their tenancy or license agreement. Any repairs or maintenance work carried out by residents must be to the council's standard and if not, the council reserves the right to rectify the works and recharge residents for the costs incurred.

Payment will be required in full before any chargeable repairs work is carried out by the council, except where:

- An emergency response is required.
- Repairs are needed to make the property secure.
- The health and safety of the household is a concern (for example a blocked WC)
- The disrepair could cause or is causing damage to other parts of the property or to other properties.
- Ashford Borough Council considers that the disrepair could lead to deterioration in the appearance of the area.

Where the exceptions outlined above apply, an invoice will be raised and payment required within 28 days. Only in exceptional circumstances, Ashford Borough Council may agree to an affordable repayment plan.

We may waive charges for repairs caused by criminal damage or theft, but we will require written confirmation with a crime reference number provided by the police (an incident number is not sufficient). Charges will still apply if the criminal damage was caused by the residents, a member of their household or a visitor to their home.

Where damage is caused by the police whilst executing an arrest or search warrant, the resident will be held responsible for the cost of the repairs. This applies irrespective of whether the resident is charged with a crime. We will carry out any essential repairs needed to make the property safe and secure and recharge the resident for these. However, any non-essential repairs must be paid for before they are carried out.

Residents may be able to claim compensation for repairs from the police if they act unlawfully or in error, for example by searching for the wrong address.

We will not recharge for damage caused by the police forcing access to a property for welfare reasons.

7.14 Right to Repair Scheme

The right to repair scheme gives a tenant the right to request another contractor and to claim compensation if certain small and urgent ("Qualifying") repairs valued at less than £250 are not carried out within prescribed time limits. A list of qualifying repairs is included in Appendix B

Qualifying repairs under the Right to Repair Scheme 1994 will be carried out within the statutory timescales. Should these timescales not be met, the council will be liable to pay compensation to the tenant at the prescribed rate as set out in the legislation.

The Right to Repair Scheme involving compensation only applies if work is not carried out within the timescales specified and the following qualification criteria are met:

- The repair must be an emergency or urgent repair that affects the tenant's health, safety or security

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- Ashford Borough Council must be responsible for the repair
- The repair must cost less than £250.

If the repair is not carried out within the initial timescale the tenant can request that another contractor carries out the works. If the works are then not completed within the second specified period, the tenant may request compensation.

The council will only meet claims for compensation where tenants have followed the appropriate repairs reporting and notification procedure.

There is no compensation payable for Right to Repair if:

- The repair was as a result of damage caused by the tenant
- The tenant had not informed the council that the repair was needed
- The tenant did not allow access to complete the repair or missed the appointment
- Access could not be gained for health and safety reasons.

8. Quality, Monitoring and Review

8.1 Monitoring

We will report key performance indicator (KPI) measures for repairs and maintenance. These will be collected monthly and quarterly and reported internally and externally and as required by the Regulator of Social Housing.

8.2 Review

The council is accountable for ensuring that the legal and regulatory requirements for repairing and maintaining council owned homes are met.

The policy will be reviewed every 3 years or earlier if there are significant changes to relevant legislation or strategy.

8.3 Complaints

If a tenant is not satisfied with the way we have carried out repairs in their home, they can refer to and follow the Housing Service Complaints Policy.

The Housing Ombudsman Service can be contacted if further advice and support is needed on making a complaint to us. Their contact details are as follows:

Website at: www.housing-ombudsman.org.uk

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Write to them at Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

8.4 Data Protection Responsibilities

The Data Protection Act 2018 and the UK GDPR regulate the processing of information relating to individuals, which includes the obtaining, holding, using or disclosing of such information.

We need to collect and use certain types of information about our service users in order to carry out our everyday business and to fulfil our objectives and statutory functions.

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We operate a [Privacy Policy](#) and this explains how we, as a data controller collect use and protect residents' personal data.

We are signed up to the [Kent and Medway Information Sharing Agreement](#) and will abide by the conditions set out in this document that applies to all ABC directorates.

We will treat all information received with the strictest of confidence wherever possible. Information may however be shared with other agencies for lawful purposes such as the purpose of preventing domestic abuse, anti-social behaviour, crime or if there is a safeguarding concern.

8.5 Equalities Impact Assessment

We are committed to welcoming and valuing diversity, promoting equality of opportunity and tackling unlawful discrimination in accordance with the Equality Act 2010. We, in delivering this policy, will have regard to the Public Sector Equality Duty and ensure that no individual is discriminated against based on their sex, sexual orientation, marital status, pregnancy and maternity, gender reassignment, race, religion, belief, disability or age.

The Public Sector Equality Duty is a duty on us and that responsibility cannot be delegated to a contractor/service provider and is a continuing duty.

An Equality Impact Assessment has been undertaken to assess the impact this policy will have on affected persons with protected characteristics.

Appendix A: Repair Responsibilities

The following sets out our and tenants' responsibilities for our tenanted homes and temporary accommodation

Item	Type of Repair	ABC	Resident	Notes and exceptions
Hazards covered under the HHSRRS and Awaab's law	Any of the hazard directly associated to a failed repair as listed	Y		Recharges may be made to residents where failure to maintain the property in accordance with this policy
Damp and Mould		Y		Covered under the Damp and Mould Policy
Bathroom	Baths, shower trays and wash basins including taps.	Y		Except cleaning including limescale removal.
Bathroom	Chains and plugs on any sink, bath or basin		Y	
Bathroom	Bath panels (if fitted by ABC Council)	Y		
Bathroom	Seals around the bath and sink units.	Y		Excludes Cleaning including limescale removal.
Bathroom	Tiling or aqua boarding (where supplied and fitted by ABC Council)	Y		Excludes Cleaning including limescale removal.
Bathroom	Showers - electric or mixer (where supplied and fitted by ABC Council)	Y		Except shower curtains track/rail unless it fitted by ABC. Or repairs are found to be required by residents fitting nonstandard parts. (eg. Wrong shower heads)
Bathroom	Shower head & hose	Y		Except damage through lack of cleaning & limescale Removal or nonstandard parts
Bathroom	Toilets and associated plumbing	Y		Rechargeable if blockage caused by resident e.g. nappies, wipes etc.
Bathroom	Toilet seats		Y	Unless non-standard toilet seat provided by Council
Communal Areas	Communal areas, such as lifts, entrance halls, stairs, passageways and TV aerials.	Y		
Communal Areas	External areas, lighting, Pathways, car parking	Y		
TV & Media	TV aerials, Wi-Fi, sockets and cabling.		Y	Unless communal

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TV & Media	Telephone points & cabling		Y	Including the installation of telephone lines where one has not been installed previously.
Electrical	Fixed wiring for sockets and Lighting	Y		
Electrical	Fuseboard / consumer Unit	Y		Unless resetting trip switches / RCD's which should be checked before reporting.
Electrical	Light Fittings	Y		Except light bulbs, dimmer switches, fuses or any lights not fitted by ABC Council.

Item	Type of Repair	ABC	Resident	Notes and exceptions
Electrical	Switches and socket fittings	Y		Except switches/sockets fitted by residents or damaged by residents
Electrical	Exterior lighting		Y	Residents are responsible for exterior lighting unless fitted by ABC Council
Electrical	Doorbells		Y	Unless part of door entry system
Electrical	Plugs and fuses to appliances		Y	Except if for a temporary appliance supplied by ABC Council
Electrical	Electrical vehicle charging points (if installed by ABC Council)	Y		
Electrical	Photovoltaic panels (if installed by ABC Council)	Y		
Electrical	Replace batteries in smoke detectors		Y	Battery detectors will be changed to hardwired systems. Unless not fitted by Ashford Borough Council.
External	Garden paths	Y		Including steps, footpaths and ramps that provide access to the front, rear or side door only
External	Garden patios & decking		Y	

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External	Gardens, cut lawns, trim hedges, shrubs, and trees.		Y	Hedges should be maintained to a height of approximately 2 metres. Residents are required to request permission to plant new trees, hedging or fast growing shrubs.
External	Driveways installed / adopted by the Council	Y		The Council will not repair resident installed or any type of gravel, paving slab or grass driveways.
External	Fencing		Y	Except chain link fences / privacy panels or any fence bordering on public land and highways.
External	Gates	Y		
External	Drains, Gullies	Y		Residents are responsible for keeping gullies free of leaves and other debris. If a blockage is caused by the residents, then there will be a recharge.

Item	Type of Repair	ABC	Resident	Notes and exceptions
External	External decoration	Y		Where previously painted by the Council
External	Garden Sheds or Garden buildings		Y	This includes garden sheds, pergolas, gazebos and summer houses and other structures
Heating	Boiler or heat pump	Y		
Heating	Electric heating systems	Y		
Heating	Leaking radiators	Y		
Heating	Thermostatic Radiator Valves	Y		
Heating	Bleeding Radiators	Y		Unless residents feel confident in doing this themselves.
Heating	Topping up water pressure	Y		
Heating	Relighting pilot light	Y		Including the initial setting of any heating controls or programmers
Heating	Secondary heating, gas/electric/solid fuel fires and surrounds		Y	Unless supplied by the council
Hot Water	Hot water cylinders	Y		

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Hot Water	Immersion heaters	Y		
Internal Repairs	Carpentry e.g. skirting, window boards, stairs, stair rails, weather boards.	Y		
Internal Repairs	Floorboards	Y		
Internal Repairs	Floor covering		Y	Except where fitted by the council in kitchen or bathrooms or in temporary accommodation. Excludes laminated flooring, fitted thermoplastic vinyl tiles - these can only be removed or altered by the council.
Internal Repairs	Internal doors,		Y	Except door frames or fire doors
Internal Repairs	Internal door locks		Y	Council will replace bathroom locks. Exceptions for safeguarding and domestic abuse cases.
Internal Repairs	Internal walls and plaster	Y		Except minor plaster cracks up to 10mm wide/ repair of small holes. The Council will not reskim or plaster following the stripping of wallpaper.
Internal Repairs	Internal decoration to your home		Y	The Council will not be responsible for repairs arising from decorating activity. The Council does not redecorate after repair work has been completed, although the council do make good and prepare surfaces ready for your decoration
Kitchen	Installation of domestic Appliances		Y	Unless supplied by the council

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Item	Type of Repair	ABC	Resident	Notes and exceptions
Kitchen	Maintenance of domestic Appliances		Y	Unless supplied by the council
Kitchen	Kitchen units, cabinets and door, frontals, handles and plinths	Y		Where items failure and are beyond repair or fail to meet the requirements of the Decant Homes Standard. Replacement items may not match existing colours or finishes. Only failed items will be replaced. Unless fitted by the resident or damage caused by resident misuse e.g. child or pet damage, painting unit doors etc.
Kitchen	Kitchen sink & taps	Y		Will recharge if blockage caused by resident misuse e.g. food waste and fats, or if fitted by the resident.
Kitchen	Dishwasher waste traps		Y	
Kitchen	Washing machine waste Trap		Y	
Kitchen	Worktops	Y		Where items failure and are beyond repair or fail to meet the requirements of the Decant Homes Standard. Replacement items may not match existing colours or finishes. Only failed items will be replaced. Unless fitted by the resident or damage caused by resident misuse
Kitchen	Tiling	Y		Unless fitted by the resident or damage caused by resident misuse
Kitchen	Cooker supply - gas & electric	Y		

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Plumbing	Plumbing repairs and leaks to any part of the dwelling.	Y		Except for resident appliances e.g. washing machines and dishwasher taps and hoses
Safety & Security	Smoke & carbon monoxide detectors	Y		Hard wired detectors will be maintained by the council. Resident owned battery-operated detectors will be maintained by the resident including replacement of batteries.
Safety & Security	Front / back door Locks	Y		We will replace all defective locks through normal wear and tear, except where damage has been caused by residents or loss of keys.
Safety & Security	Loss of keys or door entry Fobs		Y	Including repairs for forced entry if you get locked out
Safety & Security	Communal doors & access systems	Y		
Safety & Security	Pests in your home.	Y		Except Infestations by animals or insects inside the property which are not due to a defect in the property or an wider infestation affecting wider properties
Safety & Security	Pests in communal areas	Y		Except Infestations by animals or insects inside the property which are not due to a defect in the property or an wider infestation affecting wider properties

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Item	Type of Repair	ABC	Resident	Notes and exceptions
Structure	External doors (including frames, hinges, locks, door jambs, letterboxes and handles).	Y		Except where damage has been caused by residents. The council would fix these but there will be a recharge to the resident.
Structure	Glazing	Y		If criminal damage, the Council will replace but a crime number must be obtained (the Council will not accept an incident number) within 24 hours of the damage. Residents will be recharged for broken glazing replacement without a crime reference number.
Structure	Windows and frames	Y		Except loss of window keys, which the council will recharge the resident for. Excludes both internal and external window cleaning unless specifically part of a service charge. Tickle vent cleaning and removal of mildew from windows caused by excess condensation.
Structure	Roofs including guttering and external rainwater goods, soffits and fascias	Y		
Structure	Brickwork & Render	Y		
Structure	Garages, out buildings and storage sheds, where provided by the council	Y		The Council will not be responsible for contents or resident alterations.
Waste	Waste and rubbish		Y	Including dustbins and refuse areas within your own garden. Dustbin and refuse areas in common parts will be maintained by the council. Recharges will be made for inappropriate disposal of goods in communal areas.

Appendix B

Qualifying Repairs under the Right to Repair Scheme

Repair type	Response time (working days)
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working between 31 October and 1 May	1
Heating or hot water not working between 1 May and 31 October	3
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Blocked sink, bath or basin	3
Tap cannot be turned	3
Leak from a water pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or hand rail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan not working	7