

RESPONSIVE REPAIRS POLICY



PERSON CENTRED

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Table of Contents

1. PURPOSE	2
2. SCOPE	2
3. POLICY	2
3.1. Policy statement	2
3.2. Repairs priorities and target timeframes.....	3
3.3. What you can expect from our repairs service	5
3.4. Responsibilities for repairs.....	6
3.5. Reporting a repair and appointments	7
3.6. Access responsibilities and No Access procedure	9
3.7. Missed repairs appointments	10
3.8. Pre-inspections.....	10
3.9. Post-inspections	11
3.10. Fencing	11
3.11. Damp, mould and condensation	12
3.12. Flooring.....	12
3.13. Pest control	13
3.14. Void (empty) homes.....	13
3.15. Insurance and damages	14
3.16. Vulnerable tenants.....	15
3.17. Repairs when a Right to Buy (RTB) or Right to Acquire (RTA) application exists	17
3.18. Rechargeable Repairs.....	17
4. RESPONSIBILITIES	17
5. EQUALITIES	18
6. FEEDBACK	18
7. MONITORING AND REVIEW	19
8. RELEVANT LEGISLATION	19
9. LINKS WITH OTHER POLICIES AND DOCUMENTS	20
APPENDIX 1 – REPAIR RESPONSIBILITIES	21
APPENDIX 2 – FUTURE MAJOR WORKS SCHEDULES (BARNET HOMES ONLY)	24

Responsive Repairs Policy – April 2025

1. PURPOSE

- 1.1 The purpose of this policy is to set out The Barnet Group's approach to managing responsive repairs for tenants. It replaces any previous versions endorsed by The Barnet Group and its subsidiaries.

2. SCOPE

- 2.1 This policy applies to all tenanted homes that are managed or owned by Barnet Homes and Opendoor Homes (collectively referred to as 'The Barnet Group' in this policy), and all employees of The Barnet Group and its subsidiaries, including its Subcontractors.
- 2.2 **Tenants:** As per the tenancy agreement between tenants and The Barnet Group (your landlord), The Barnet Group is required by law to maintain the structure and exterior of the homes it manages and keep them in good repair, together with the supplies and fixtures for the main services provided. The Barnet Group will also undertake some additional repair responsibilities. A full list of the repairs which are The Barnet Group's responsibility and those which are tenants responsibilities is shared in Appendix 1 of this policy.
- 2.3 **Leaseholders:** As per the terms of your lease between the leaseholder(s) and The Barnet Group (freeholder), leaseholders are responsible for all internal repairs to their property e.g. replacing a leaking tap. For any internal repairs, the leaseholder will need to hire their own tradesperson and pay for them to complete the required work. If the repair required is outside the leasehold property, the freeholder (The Barnet Group) is responsible for resolving all external repairs in communal areas e.g. clearing blockages in communal areas. For more information visit [here](#).
- 2.4 In implementing this policy, The Barnet Group will:
- provide a high performing and resident-focused responsive repairs service that achieves value for money;
 - comply with relevant legislative, regulatory, and contractual requirements;
 - take into account, where practicable, tenants' additional support needs;
 - complete repairs within priority timescales; and
 - provide a range of ways for residents to report repairs.

3. POLICY

3.1 Policy statement

- 3.1.1 The Barnet Group is committed to providing an effective and efficient responsive repairs service to all its tenants. We are committed to the following approach:
- Making homes safe
 - Respecting the homes we work in
 - Carry out repairs 'right first time'
 - Listening to our residents and making changes based on their experiences
 - Providing an efficient and cost effective service
 - Following legislation, regulation or contractual obligations

Responsive Repairs Policy – April 2025

3.2 Repair priorities and target timeframes

- 3.2.1 Although The Barnet Group intends to respond to every repair as quickly as possible, it is necessary to categorise repairs into different priorities to ensure that we allocate Engineers and Operatives to fixing repair issues which present a risk or hindrance to residents first. Each priority will have a different target timeframe for attendance, making the repair safe and completion of the repair – in hours or working days. The priorities are categorised according to a ‘P’ scale. For example, an emergency repair is classified as a P2, whereas responsive repairs that are causing a hindrance are classified as a P3.
- 3.2.2 Repairs within tenants’ homes and communal areas will be categorised using the following priorities and timescales:

Priority	Timescale	Further detail and examples of repairs
<p>P1 – out of hours emergency repairs.</p> <p>Repairs reported between the hours of 17.00 – 8.00.</p>	<p>These repairs are to be attended and made safe within 4 hours (by the Out of Hours Subcontractor) and completed within 24 hours by a follow-up visit. This is a make-safe, not repair service and in most cases will require an in-hours follow-on visit.</p> <p>The priority of the follow-on visit will vary, depending on circumstances. If the outstanding repair issue is not of an emergency nature, it will be treated as a routine repair once it has been made safe.</p> <p><i>For example:</i> Carpentry/Front door security. If the door is unlockable it is an emergency repair (P1 or P2). If the door remains weak after it has been made safe/ secure then the outstanding work is a P3 repair. If the door locks and is entirely safe and secure via security bar or a blank, the final new door replacement will be considered a less urgent P4 (see more detailed Priority categories below)</p>	<ul style="list-style-type: none"> • Where there is immediate risk of: impact on tenants’ wellbeing; total loss of services; severe damage to the structure of the home; or to the security of the home. • Vulnerabilities will be taken into account such as young children, the elderly or disabled residents living in the home. Seasonality will also be considered with no heating or external leaks that may freeze in winter being more critical at certain times of the year. <p>Typical examples include:</p> <ul style="list-style-type: none"> - uncontainable leaks - no cold-water supply to home - complete loss of heating and hot water - only one toilet in the home which is not usable - severe waste blockages where resident has already unsuccessfully attempted to clear - electrical hazards like exposed or sparking wires - no power to the home after the resident has attempted to reset tripped switches - unsecured external doors posing a security risk <p>windows that do not lock or close posing a security or health and safety risk</p>

Responsive Repairs Policy – April 2025

Priority	Timescale	Further detail and examples of repairs
<p>P2 – daytime emergency repairs.¹</p> <p>Repairs reported between the hours of 8.00 – 17.00</p>	<p>These repairs are to be attended and made safe within 4 hours and completed by a follow-up visit within 24 hours.</p> <p>As with emergency repairs reported out of hours (P1 repairs), after being made safe, the priority of the follow-up will vary depending on the urgency of the outstanding work required.</p>	<ul style="list-style-type: none"> • Where there is immediate risk of: impact on tenants' well-being; of total loss of services; severe damage to the structure of the home; or to the security of the home. Vulnerabilities will be taken into account such as young children, the elderly or disabled residents living in the home. <p>Typical examples include all those listed in P1 above plus:</p> <ul style="list-style-type: none"> - unavailable bath or shower where it is the only means of washing in the home - no power to the home after the resident has attempted to reset tripped switches - failed or missing fire and carbon monoxide alarms (it is a resident responsibility to replace alarm batteries)
<p>P3 – responsive repairs that are causing a hindrance.</p>	<p>These repairs are to be completed within 15 working days (approximately 3 weeks)</p>	<ul style="list-style-type: none"> • Where a repair needs to be completed but is not considered an immediate risk. It is presenting a hindrance to the tenant and their ability to use their home or amenities correctly. If left it could cause damage, discomfort or inconvenience. <p>Typical examples include:</p> <ul style="list-style-type: none"> - localised water supply issues where water is available in other parts of the home - containable leaks - fittings to sanitaryware where a reasonable alternative exists such as a bath instead of shower - extractor fans to prevent unnecessary condensation - most electrical works that are not an emergency
<p>P4 – responsive repairs that are not</p>	<p>These repairs will vary in complexity – some will take one visit to remedy; some will be more complex and will require a pre-inspection.</p>	<ul style="list-style-type: none"> • Where a repair needs to be completed but is not considered an immediate risk and it is not presenting a hindrance to the tenant and their ability to use the property or

¹ It should be noted that emergency repairs which get reported close to the 17.00 cut off are likely to be referred to the Out of Hours Subcontractors to attend and make safe. This is due to in-hours Operatives running out of working hours.

Priority	Timescale	Further detail and examples of repairs
<p>causing a hindrance including those that require pre-inspections and multiple visits.</p>	<p>It may take multiple visits from more than one trade type to resolve more complex repairs. Work on these repairs should be planned, undertaken, and completed within 60 days (approximately 8-9 weeks).</p>	<p>amenities correctly. If left longer than 15 working days it would not cause damage, discomfort or inconvenience.</p> <ul style="list-style-type: none"> • Where a pre-inspection is required, involving 2 or more appointments. The resident's home will have been made safe and the outstanding repairs will not pose a risk or significant hindrance to residents or to the fabric of their homes. <p>Typical examples include:</p> <ul style="list-style-type: none"> - blown window glazing - replacement baths that are still safely usable - paths and walkways that are not dangerous or disability adaptations - kitchen unit doors, frames and runners and handles
<p>P5 – planned repairs.</p>	<p>Specifically, for “larger and more complex” repairs. Work on these repairs should be undertaken and completed within 90 days (approximately 12 weeks or 3 months).</p>	<ul style="list-style-type: none"> • Where a multi-trade, more complex repair, or renewal is required involving more than 3 appointments, including where a repair needs to be placed for specialist materials with a long lead time or where surveys identify structural issues of the home which need to be resolved.

3.2.3 The Barnet Group will act sensitively towards the diverse needs of individuals, and where practicable will take into consideration additional support needs where a resident may be considered to be vulnerable. Repairs may be given a higher priority if the resident or a household member is vulnerable and the repair could affect the well-being of this person if the usual priority was applied.

3.3 What you can expect from our repairs service

3.3.1 The list below sets out what you can expect from us (including our code of conduct):

1. We will use good quality materials to complete repairs.

Responsive Repairs Policy – April 2025

2. We will aim to complete repairs within the set the target timeframes.
3. We will try to minimise the number of visits where possible.
4. We will ensure that appointments for repairs and inspections are agreed with and are convenient for residents.
5. We will give reasonable notice if we need to get into your home to inspect it or to carry out repairs to your home or a neighbouring home.
6. We will contact you promptly if we need to rearrange or cancel a scheduled repair appointment.
7. We will make every effort to keep you informed of progress of your repairs and contact you if there are any delays or issues.
8. We require our Operatives and Subcontractors to behave appropriately while in the tenant's home, showing respect for both the tenant and their belongings. This includes wearing shoe coverings, showing ID badges, not using foul language and not playing loud music.
9. Our Operatives and Subcontractors are also required to leave the site of repair in a tidy, safe and secure manner. This includes taking away rubbish and using dust sheets to protect your home from dust or paint.
10. We ask that tenants remove, and put back (after repairs are complete), all personal belongings or fittings which would get in the way or hinder repairs being carried out. This includes laminated flooring or carpets if owned by the tenant. We can help with the movement of personal belongings and furniture if needed, but are not liable for any damage or issues that may arise from this.
11. In these instances, we provide at least 24 hours' notice, make your home secure immediately, and arrange to repair any damage caused by entering your home in such a way.
12. There may be a rare scenario if there is an emergency (for example, a flood) and we need to get into your home straight away, we can force our way in without giving you notice. We will always try to contact you first. We will secure the property and repair any damage if we have to force our way in.

3.4 Responsibilities for repairs

- 3.4.1 As set out in your Tenancy Agreement in the section labelled "What we must do as your landlord", there are certain repairs which The Barnet Group as your landlord has a legal obligation to complete. These include keeping the external structure of your home in good repair and to keep it wind and water tight. There are also a range of repairs which are our responsibility to complete which relate to fixtures and fittings inside your home and the maintenance of shared areas and facilities. The detailed list of repairs The Barnet Group is responsible for is shared in Appendix 1 of this policy.
- 3.4.2 As set out in your Tenancy Agreement in the section labelled "What all tenants must do" it explains tenants responsibilities in relation to repairs. This includes:
- Keeping your home clean and free from rubbish or clutter. Pests (such as bed bugs and fleas) can get into your home on things like second-hand furniture or clothing. If this happens you will have to pay the cost of getting rid of them.
 - Look after any fixtures or fittings in your home e.g. changing or replacing light bulbs, replacing toilet seats, internal decoration, not disposing of fats or wipes down waste pipes.
 - Our Operatives are here to help you, please treat them with respect, welcome them into your home and do not use foul or abusive language/ behaviour.

Responsive Repairs Policy – April 2025

- Inform us of any repairs which are The Barnet Group's responsibility to repair.
- All tenants must seek written permission from us before making **any** alterations or improvements to their home. To find out more information on the alterations that we may permit, and those that we cannot permit visit our website² [here](#). It should also be noted that before making an alteration you must ask for permission by completing a form which can also be found on our website.
- You must let us in/ provide access when we need to inspect or complete repairs.
- You must keep any outbuilding, yard or garden clean and free from rubbish. You must keep any trees, hedges, bushes or grass at a reasonable height and size.
- You will need to ensure that the area is clear/ move any furniture to enable the Operative to easily access the repair if you are able to. If you are registered disabled, have any recognised vulnerability or no family members to help you, we will support you to move furniture though we are not liable for any damage caused during this process.
- Not smoking whilst we are working in your home.
- Keeping pets secure and separate from the area of the repair when we are working in your home.

The detailed list of repairs which are tenants responsibility to complete is shared in Appendix 1 of this policy.

- 3.4.3 The Barnet Group are not responsible for repairing items/ fixtures where a tenant has carried out unauthorised alterations i.e. the tenant did not get permission to carry out the alteration and therefore it is now the tenants responsibility to repair/ fix.

3.5 Reporting a repair and appointments

- 3.5.1 Tenants may contact us to report repairs required inside their home or in communal areas by any of the following options:

- Online at Barnet Homes' and Opendoor Homes' websites: [Barnet Homes](#) or [Opendoor Homes](#);
- Email our Customer Contact Team at talktous@barnethomes.org or customercare@opendoorhomes.org;
- Telephone our Customer Contact Team on 020 8080 6587;
- In writing addressed to Customer Contact Team, Customer Experience, 3rd floor, 2 Bristol Avenue, Colindale, London NW9 4EW; or
- In person to an Officer of The Barnet Group e.g. during an estate inspection with a Housing Officer or Caretaker.
- **If you have a suspected gas leak, you should call the National Gas Emergency Service on 0800 111 999.**
- **If you have a serious leak or flooding, tenants should call the fire brigade on 999.**

- 3.5.2 All emergency repairs, also known as P2s, **must** be reported by telephoning our Customer Contact Team on 020 8080 6587 or in person due to the urgent response required. During normal working hours, an Operative from our in-house P2 Team or specialist Subcontractor will attend your home to complete the repair. Examples of

² The website(s) may be updated as alterations are continuously reviewed, monitored, updated to suit reports, findings and regulations on what can/ cannot be carried out. Please check the website(s) before going ahead and making any alterations and ensure you complete the required alterations form.

Responsive Repairs Policy – April 2025

emergency repairs include an uncontrollable leak, loss of power, loss of heating and/or hot water.

- 3.5.3 Outside of normal working hours (8am to 5pm, Monday to Friday, excluding public holidays), tenants can use the main Barnet Homes and Opendoor Homes telephone number 020 8080 6587 to raise emergency repairs which cannot wait until the next working day. All repair calls received during this period will be handled by the Out of Hours (OOH) Service and will be attended by an Operative from an approved Subcontractor.
- 3.5.4 The OOH Repairs Service should only be used by tenants to report repairs or issues which are an emergency e.g. uncontrollable leak. If your repair is not an emergency, tenants should wait until the next working day and ring the normal hours repairs service on 020 8080 6587 to report the repair or issue.
- 3.5.5 For emergency repairs, we will arrange an appointment to make safe; tenants will be expected to remain within the home until an in-house Operative or specialist Subcontractor arrives. During this appointment, we will address the underlying emergency in order to eliminate any high risk and make the home habitable but may not necessarily resolve the repair. If any further repairs are required, a new repair will be raised and an appointment will be made based on the repair's priority category (as shown in the table in 3.2.2).
- 3.5.6 For the majority of repairs, tenants will be offered appointments for an Operative to arrive between Monday to Friday within one of the following appointment slots:
- Morning: 8am – 12pm
 - All Day: 8am – 5pm
 - School Run: 10am – 2pm
 - Afternoon: 12pm – 5pm
- 3.5.7 The majority of repairs which are The Barnet Group's responsibility to repair are completed by our in-house repairs service. For routine repairs which are completed by the in-house repairs service, when an appointment is booked the repairs system automatically sends a SMS text message to tenants to confirm the date and time of the appointment. There is also a link included in the SMS text message for tenants to rebook the appointment themselves if the appointment provided is no longer convenient. For emergency repairs, tenants will receive a SMS text message to advise an Operative is on their way to their home. For routine repairs which are completed by the in-house repairs service, tenants will also receive a reminder SMS text message the day before a scheduled appointment, on the same day as the appointment, when an Operative is on their way to a tenants home and once the repair has been completed with a link to a survey so tenants can rate their experience of the Operative/ completion of the repair. For repairs which are allocated to Subcontractors, the resident will not receive SMS text messages.
- 3.5.8 Appointments are only necessary for communal repairs where access is required from tenants or leaseholders or the repair will be unduly disruptive. We will strive to undertake the communal repair within our priority timescales (as shown in the table in 3.2.2), but may not arrange a fixed appointment slot in such circumstances.
- 3.5.9 For some repairs which are of a specialist nature we will use an approved Subcontractor to complete the repair on our behalf. We robustly manage and monitor Subcontractors to ensure they are delivering the same service we expect from our in-

Responsive Repairs Policy – April 2025

house Operatives. Some examples of the types of repairs we commonly send to Subcontractors to complete on our behalf are roofing (anything over 2 storeys or larger square footage), replacing window glazing units and broken glass, certain types of flooring, larger garden paving boundary fences and gates, and aerials.

- 3.5.10 If a repair needs to be completed by a specialist Subcontractor, appointments will be made directly with tenants once the repair has been referred to the Subcontractor. The Subcontractor will aim to contact tenants to book an appointment within 48 hours of the repair being reported to them.

3.6 Access responsibilities and No Access procedure

- 3.6.1 As set out in your Tenancy Agreement, tenants have a responsibility to allow access and let us into your home in order to inspect or carry out repairs.

- We will normally give you at least 48 hours' notice if we want to come into your home.
- If there is an emergency (for example, a flood) and we need to get into your home straight away, we can force our way in without giving you notice. We will always try to contact you first. We will secure the property and repair any damage if we have to force our way in.
- You must allow our Operatives, staff, or Subcontractors to come into your home at all reasonable times. This may include access:
 - to inspect any repairs and the condition of the property;
 - to carry out repairs, alterations, and improvements to the property or to the block or estate that your property is part of;
 - to carry out any work to a whole block, for example, carrying out treatments for controlling pests; and
 - to get into a property next to yours.
- If we have asked to come into your home but you do not let us in, we may ask the court to order you to let us in.
- If you do not allow us into your home, we can charge you any reasonable cost we have to pay for forcing our way into your home.
- If your neighbour requires access through your home to carry out repairs, alterations or improvements or inspect their own home or services to their home, and we have given our permission you must allow this as it is part of your Tenancy Agreement. They must repair any damage they may cause as a result. If there are concerns or confusion around this contact our Customer Contact Team by telephone on 020 8080 6587 or email talktous@barnethomes.org or customercare@opendoorhomes.org.

- 3.6.2 For emergency repairs (P2s) it is really important that tenants stay home for the 24 hour period and provide our Operatives with access. We aim to give a rough arrival time of the Operative but it is vital that you remain home and allow access at the first attempt for the safety of the household and maintaining the fabric of the building.

- 3.6.3 Where one of our in-house Operatives or a Subcontractor attends a scheduled repair or inspection appointment and cannot gain access, a 'missed appointment' calling card will be left to advise the tenant to make a new appointment for a further visit. After the first 'no access' a new appointment will be arranged and our in-house

Responsive Repairs Policy – April 2025

Operative or Subcontractor will make a second attempt to gain access to your home. If access to complete the repair or inspection is not allowed at the second appointment the repair will be cancelled on our system and you will need to contact us again to have it re-raised by our Customer Contact Team.

3.6.4 On some occasions we may not cancel a repair after two attempts have been made to gain access and instead pursue other forms of entry if there is an assessed risk to a tenant or their home. For example, if the tenant is known to us as being vulnerable or if it is for certain emergency repairs (some P2s) such as an uncontrollable leak we would not cancel a repair even after normal No Access procedures have been followed.

3.6.5 In an emergency (for example where there is a serious health and safety risk; water leaks; gas leaks; electrical problems; a genuine and immediate concern for a tenants wellbeing; or further damage may be caused to the fabric of the building if not resolved), The Barnet Group may need to enter a home without the tenant's prior consent. This will only be considered as a last resort and when all other means of access have been considered.

3.7 Missed repairs appointments

3.7.1 Missed appointments occur when one of The Barnet Group's Operatives or a Subcontractor fails to attend an agreed repair appointment, or a tenant fails to allow access into their home. Avoiding missed appointments is essential to providing an effective and efficient repairs service. We recognise the disruption and inconvenience caused when appointments are missed and will be proactive in minimising and avoiding missed appointments.

3.7.2 Our approach to missed appointments where The Barnet Group fails to attend without reasonable notice is outlined here in our [Compensation and Financial Loss Policy](#).

3.7.3 Compensation of £10 per appointment can be claimed by tenants or leaseholders to compensate for the inconvenience caused and may be paid by The Barnet Group, when The Barnet Group or its Subcontractors fail to provide 24 hours' notice when rescheduling a pre-arranged repair appointment. Or compensation may be claimed and paid where The Barnet Group's Operative, or a Subcontractor, is more than an hour late for a pre-arranged appointment. Compensation for Emergency appointments, P1s or P2s, may only be paid if the attendance falls outside target timescales; that is to make safe within 4 hours, and repair within 24 hours. To submit a compensation request contact our Customer Contact Team by telephone on 020 8080 6587 or email [talktous@barnethomes.org/ customercare@opendoorhomes.org](mailto:talktous@barnethomes.org/customercare@opendoorhomes.org).

3.8 Pre-inspections

3.8.1 Once a repair request has been reported to the Customer Contact Team, a repair will be raised wherever possible; however, sometimes a pre-inspection is necessary before a repair can be raised. Inspections may be raised at the discretion of The Barnet Group, and may include the following reasons:

Responsive Repairs Policy – April 2025

- it is not clear who is responsible for completing the repair;
- measurements need to be taken e.g. to replace a window or door frame;
- the source of the problem needs to be identified;
- specialist materials/equipment may be or are needed;
- the repair may result from damage that is not normal wear and tear;
- there is dampness within the home that needs to be investigated;
- the repair request relates to kitchen or bathroom design;
- work to party walls is envisaged;
- the repair request relates to a boundary query;
- the repair may relate to tenants' alterations;
- there is a reoccurring problem;
- quality of work carried out is an issue;
- there is damage following fire or flooding;
- there are drainage queries where blockages are not the problem; or
- there is vehicle damage or another insurance-related repair issue.

3.8.2 A convenient and agreed appointment will be arranged with the tenant so we can carry out an inspection. The inspection will result in advice being given to the tenant or a further repair being raised.

3.8.3 Typical examples where a pre-inspection appointment is required includes repairs relating to window glazing, bath panels, and paths.

3.9 Post-inspections

3.9.1 The Barnet Group aims to complete post-inspections for the purposes of quality control on some of its completed repairs. A Surveyor or Repairs Supervisor may attend once a repair has been completed to confirm that a repair has been completed and to an acceptable standard. Post-inspection appointments will be made and agreed with tenants as required.

3.10 Fencing

3.10.1 The Barnet Group has no statutory responsibility to provide front, rear, or dividing fencing. The Barnet Group may, at its discretion, consider replacing or repairing fencing **only** where it is needed to:

- provide boundary fencing and gates that separate your property from public land;
- provide protection from vehicles or;
- provide a separation of a garden from hazards such as streams or severe changes in ground level at the edge of a home.

Making the boundary or separation fence secure (with a temporary fix for example) will be treated as a higher priority P2 or P3 repair if there is a safety risk. The final fix will be considered a P4 repair and completed within 60 working days.

3.10.2 It is tenants' own responsibility to repair fences that separate their garden from your neighbours garden. Barnet Homes tenanted properties are not land registered, and so we do not have records of which fence belongs to which property. If your neighbour is a leaseholder or a freeholder, you can ask them to show you their Deeds which will outline if the fence bordering their property belongs to them. If it does not, you can assume it belongs to you. If the fence is between your property

Responsive Repairs Policy – April 2025

and another council tenant, you can discuss this with your neighbour and decide as to who will repair the fence. You are not legally obligated to put up a fence. For more detailed information on fences and boundaries, visit [here](#). The Barnet Group will not repair or replace fencing between two tenants' properties.

3.10.3 Any other repairs to dividing fencing or where there are no protection issues remain the responsibility of the tenant; The Barnet Group will remove fencing on a tenant's behalf if required but will not replace it.

3.10.4 Where a tenant is identified as having a vulnerability which would be adversely impacted by a lack of protection or privacy fencing provides, these requests will be assessed in line with their specific needs to ensure they are not unfairly disadvantaged by the protection tests. The vulnerabilities this may apply to are:

- people experiencing domestic abuse;
- people experiencing anti-social behaviour concerns e.g. hate crime;
- people with children under the age of 5;
- people with children with sensory disabilities;
- people aged 75 or over who are frail/ live alone.

3.10.5 Where a decision is made to repair or replace fencing, the style of fencing used will be based on one which offers best value for money and will be at the discretion of The Barnet Group to choose.

3.11 Damp, mould and condensation

3.11.1 The Barnet Group has a separate [Damp, Mould and Condensation Policy](#). It sets out our approach to promptly diagnosing and preventing issues, as well as proactively managing the potential risks, which may arise from damp and condensational mould within council-owned tenanted homes.

3.12 Flooring

3.12.1 The Barnet Group are responsible for repairing or replacing slip-resistant flooring in kitchen and bathrooms only.

3.12.2 If your home has laminate, carpet, tiles, wooden or ceramic flooring, you are responsible for maintaining this and the replacement of this flooring if it became damaged and required repairing. The Barnet Group will not replace any placement of laminate, carpet, tiles, wooden or ceramic flooring if damage was caused by a repair issue – tenants do not have any entitlement regarding replacement of flooring.

3.12.3 You must seek permission from The Barnet Group before laying laminate, wooden or ceramic flooring. For flats, wooden, laminate, or ceramic flooring is not permitted for floors that are above the ground floor because of the noise nuisance it can cause for neighbours. You may be liable for the cost of removal of such flooring if removal has to be enforced. For houses, wooden, laminate or ceramic flooring may be permitted for floors that are above the ground floor.

3.12.4 If you wish to lay laminate flooring, please download, complete and return this permission [form](#) to talktous@barnethomes.org before starting any work. Please note if you live in a flat above the ground floor, permission will be denied.

3.13 Pest control

- 3.13.1 The control of pests is an important part of creating a healthier place to live. Pests are insects and rodents that can invade homes and pose a risk to health. Tenants should aim to keep their homes clean and in a way which would not encourage pests to infest their homes.
- 3.13.2 Tenants are responsible for resolving pest infestation issues inside their homes and communal areas caused by bed bugs, moths, wasps, bees and garden ants. You may wish to contact the London Borough of Barnet Environmental Health Team to find out the different options they may offer for treatment of these pests on 0208 359 7995. Please note that you will have to pay for these services. The exception to this list is that for tenants who live in Sheltered Accommodation schemes The Barnet Group are responsible for resolving block infestations of bed bugs.
- 3.13.3 As infestations can cause serious environmental health issues. If infestations are not treated and pose a growing health risk, The Barnet Group may have to intervene and complete remedial actions on the tenant or leaseholders behalf, the cost of which will be recharged to you (see section 3.18).
- 3.13.4 If you are a tenant, The Barnet Group are responsible for dealing with certain pests classified by Environmental Health as being a statutory nuisance inside the home and communal areas. This includes mice, rats, cockroaches and pharaoh ants.
- 3.13.5 The Barnet Group will not take action for pest control issues where it is not our responsibility. This includes if the pest infestation is outside such as in the garden or the street and if you are a leaseholder or shared owner.
- 3.13.6 For pest infestation issues which The Barnet Group are responsible for, these repairs are referred to and completed by an approved Subcontractor on our behalf. The Subcontractor responsible for pest control is the London Borough of Barnet Environmental Health Team. Once we refer a pest control issue to Environmental Health they will contact the tenant directly to arrange an appointment.

3.14 Void (empty) homes

- 3.14.1 It is the aim of The Barnet Group to minimise the amount of time a home is empty. Homes are re-let as soon as possible after they become available for letting to avoid unnecessary rent loss.
- 3.14.2 When a home is re-let to a new tenant the following minimum standards will apply:
- it will be wind and water tight;
 - it will be free from damp;
 - it will be clean;
 - it will be secure;
 - access to the home will be available;
 - doors and windows will be in working order;
 - gas and electrical installations will be checked for safety and a copy of the latest certificates will be provided;
 - plumbing services will be checked and in working order;
 - heating systems will be checked and in working order;
 - there will be a toilet, hand basin, and either a bath or shower, and these will be

Responsive Repairs Policy – April 2025

in working order;

- there will be a working kitchen with, as a minimum, provision of a sink, double base unit, and double wall unit where space allows;
- the staircase, banisters and balustrades will be safe; and
- the floors will be in a satisfactory condition to allow tenants to apply their choice of floor coverings.

3.14.3 All health and safety and security repairs will be completed prior to the incoming tenant moving in. In order to re-let homes as quickly as possible, some other repairs may be carried out following the occupation of the new tenant. These will be agreed with the tenant at the point of sign up. This should allow the incoming tenant some aspects of choice in the repairs that are delivered.

3.14.4 Once tenants move into their new home, if they notice any damage or repairs which are required, there is a 2-week defect period from the date you move in which means any repairs will be completed by our Voids Repairs Team. If it is after the 2-week period any repairs will be completed by the Responsive Repairs Team.

3.15 Insurance and damages

3.15.1 We strongly recommend that you take out an insurance policy with a reputable insurer to protect the contents of your home. The Barnet Group is responsible for the structure of your home (building insurance), we are not responsible for insuring tenants' or leaseholders' furniture, contents, or possessions.

3.15.2 Tenants and leaseholders are responsible for taking out their own home contents insurance to ensure their possessions (e.g. clothing) and decorations are protected against loss, theft, fire, water, and accidental damage. You may wish to make your own contents insurance arrangements or use an insurance scheme we offer through The Barnet Group, for more information click [here](#).

3.15.3 Tenants are responsible for minimising or avoiding loss that may be suffered as a result of any outstanding repair. For example, if experiencing a water leak, the tenant is expected as far as is reasonably practical to move items of furniture or possessions away from the affected area so they do not get damaged. The tenant may also be responsible for damage caused to another home; for example, damage caused by flooding from their home.

3.15.4 Should a tenant's decorations be substantially damaged in the process of carrying out a repair, The Barnet Group will offer decoration vouchers to assist them in making good the affected area, as detailed in our [Compensation and Financial Loss Policy](#). Consideration may be given to The Barnet Group undertaking such redecoration for tenants who may be considered vulnerable (see section 3.16 of this policy).

3.15.5 In a scenario where a Barnet Homes leaseholder has a leak in their home which is causing/ has caused damage to a Barnet Homes tenants home, firstly the leaseholder must ensure that they hire a tradesperson to resolve the leak and claim any costs back via their building insurance. If the leak has caused minor damage to the tenants home e.g. the ceiling has some water marks the tenant would be responsible for redecorating this area (as shared in the table in Appendix 1 of this policy) and if any possessions or contents of their home was damaged they should claim this back via their contents insurance policy. If the damage caused by the leak is substantial the Customer Contact Team will raise an inspection first so that a

Surveyor can take a look to determine what repair(s) is needed.

3.16 Vulnerable tenants

3.16.1 'Vulnerability' has different definitions in legislation but is generally defined as someone who is more likely than the 'average' person to suffer detriment or harm. For the purpose of this policy The Barnet Group considers tenants to be vulnerable if they experience difficulties with everyday living on account of financial, educational, health, age, employment, learning, language, behavioural, family, social, other circumstances, or any combination of these. To the extent that they need additional support to make sure they are not at a disadvantage; in some instances, this definition is applied to the household.

3.16.2 The Barnet Group's approach does not assume that whole groups of tenants are vulnerable. We also recognise that vulnerability can be temporary or permanent, that people may be vulnerable at different times for different reasons and it can be as a result of a single problem/ condition or a combination of factors. Although this is not intended to be an exhaustive definition as each case should be considered on its own merit, for the purpose of this policy the types of people who may be considered vulnerable can include:

- people aged 75 or over who are frail;
- people with a physical or sensory disability which impacts on the performance of normal daily living tasks or personal care tasks;
- people with mental health issues;
- people with learning difficulties;
- people with serious long-term, or terminal illness;
- people with a recent history of homelessness, rough sleepers, refugees and those with no experience of independent living;
- people experiencing domestic abuse;
- people experiencing hate crime or harassment;
- people with substance misuse problems, e.g. alcohol or drugs;
- pregnant people, especially teenagers;
- young people at risk, including those leaving care and teenage parents;
- people with significant problems with finances/ budgeting; and/or
- people who have difficulties understanding, speaking, or reading English.

3.16.3 Being considered part of a vulnerable group does not automatically give a tenant the right to a higher priority or quicker response to a repair request. Each case will be considered on its merits. The Barnet Group may, wherever practicable, carry out repairs with special consideration for tenants who may be considered vulnerable and in need of additional support. Particularly given that vulnerable tenants or their household members may be more affected than others when something goes wrong in their home. This may include accelerating repairs and completing them within a faster timescale, offering additional help and support while waiting for the repair to be completed or adjusting our repairs service for people with particular health or vulnerability issues. Depending upon the circumstances of the vulnerability, repairs may be undertaken in exceptional circumstances which are outside the usual scope of the service and/or they may be undertaken more quickly.

3.16.4 The Barnet Group ensures that staff are trained on the requirements of the Equality Act 2010, particularly with relevance to the importance of knowledge and information management as a tool for compliance.

- 3.16.5 A tenant's vulnerability may be identified by any member of The Barnet Group's staff who has contact with tenants, by our Subcontractors, from information provided by tenants when they apply for housing, by self-referral, or by an external organisation. We expect all our staff to be aware of the possibility that a tenant may be vulnerable. Estate/site-based staff or Subcontractors should raise concerns with their line manager to follow up on. For specialist types of repairs which we refer to a Subcontractor to complete on our behalf, we will alert them of any tenant vulnerabilities as required.
- 3.16.6 The Barnet Group uses the information we hold on our housing management and repairs systems and the information gathered at the point a repair is requested to tailor our services and give consideration to the needs of tenants who may be considered vulnerable and in need of additional support. We routinely gather and update tenants/ leaseholders and property insight data held on our systems to enable us to tailor services, for further information visit our separate [Vulnerable Tenants Policy](#).
- 3.16.7 We will mutually agree appointments and will ensure that appointments and visits are convenient to tenants and consider vulnerabilities. When tenants report a repair, we would encourage them to disclose to us whether they have any vulnerabilities or disabilities so we can accommodate for them as needed and tailor their experience. It is important any disability such as a hearing impairment or mobility restriction is communicated to our staff so that they can make special arrangements. For example, knocking louder at the door, allowing extra time for the door to be answered, no cold calling, ringing ahead or making contact via a third party such as a support worker. We will adapt our approach to assist tenants when gaining access, within the requirements of appropriate legislation and the tenancy agreement.
- 3.16.8 If you are vulnerable, live in Barnet, and need a repair completed which is listed in Appendix 1 as being a tenants responsibility, Age UK Barnet have a Handyman scheme available to access. They charge a small hourly rate and can help carry out essential repairs around the home. To find out more information visit [here](#), call 02081500963 or email handyperson@ageukbarnet.org.uk.
- 3.16.9 We have a zero-tolerance approach to domestic abuse. We are committed to supporting survivors and holding perpetrators to account. Our [Domestic Abuse Policy](#) sets out how we will assist and support tenants and household members across our housing services. For residents who have experienced domestic abuse, (where practical) we will explore alternative options to make sure that we complete the repair, for example providing an Operative of the opposite gender or additional staff members to attend alongside an Operative. As an organisation we are working towards a Domestic Abuse Housing Alliance (DAHA) accreditation and as part of this Operatives will be trained on how to spot signs of domestic abuse and report it.
- 3.16.10 We recognise that children and adults with certain health conditions are likely to be particularly susceptible to illness following exposure to damp or mould. We therefore prioritise our response to damp and mould reports by certain vulnerable households, as set out in our [Damp, Mould and Condensation Policy](#).
- 3.16.1 In line with our [Accessible Communications Policy](#), where practicable, information can be made available in different formats to ensure we communicate with our tenants in the best way possible and tailored to their individual needs wherever practicable. This includes in other languages, braille, and large print. Tenants can

Responsive Repairs Policy – April 2025

request alternative communication formats from any member of The Barnet Group's staff.

3.17 Repairs when a Right to Buy (RTB) or Right to Acquire (RTA) application exists

- 3.17.1 Until a Right to Buy (RTB) or Right to Acquire (RTA) application is completed, The Barnet Group must keep the structure and exterior of homes in good repair. It must also keep in good order and working condition the installations of the house for the supply of water, gas, electricity, and sanitation and complete an annual Gas Safety Check until the date the home is sold.
- 3.17.2 When a tenant is going through the RTB or RTA process, until the application is completed, only emergency repairs inside a tenants home or repairs to an external part of a tenants home or block can be reported to and completed by The Barnet Group. Any routine repairs to the inside of a tenants home will not be resolved by The Barnet Group.
- 3.17.3 The Barnet Group is also obliged to carry out all qualifying repairs under the Right to Repair scheme (please refer to the Compensation and Financial Loss Policy for more information). Repairs will continue to be recharged if the tenant has caused damage to the home or fittings (see section 4.16). Repairs that are not qualifying repairs or are not affecting the condition of the installations of the house for the supply of water, gas, electricity, and sanitation, will not be carried out whilst the tenant has a live RTB or RTA application.

3.18 Rechargeable Repairs

- 3.18.1 The Barnet Group has a separate [Rechargeable Repairs Policy](#), it sets out our approach to recharging the cost of repairs that are the tenants responsibility.
- 3.18.2 The Barnet Group defines a rechargeable repair as a repair or clearance work that is necessary because of one or more of the following:
- Repairs carried out by The Barnet Group where the repair would normally be considered the responsibility of the tenant (please refer to Appendix 1);
 - Damage (other than fair wear and tear) caused by a tenant or their family, invited guests, or Subcontractors employed by them, either through wilful action or negligence;
 - An item becoming defective due to anything other than reasonable wear and tear;
 - Damage to the home or neighbouring homes caused by alterations carried out by a tenant (regardless of whether these alterations were done with The Barnet Group's approval);
 - Home or garden clearance work either during or at the end point of the tenancy (including clearing of items left in any communal areas);
 - Missing items that are The Barnet Group's property, for example fire doors or radiators.

4. RESPONSIBILITIES

- 4.1 **The Barnet Homes and Opendoor Homes Boards** have overall accountability for monitoring the strategic performance of the responsive repairs service.

Responsive Repairs Policy – April 2025

- 4.2 **The Group Director of Resident Services** has overall accountability for this policy and the management of the overall responsive repairs service.
- 4.3 **The Head of Repairs** has overall responsibility for ensuring the smooth running of the responsive repairs service, for managing the associated budgets to ensure the effectiveness and efficiency of the service, and for ensuring that all staff are aware of this policy and receive appropriate training to deal with repairs effectively and efficiently. They are also responsible for keeping the policy up to date.
- 4.4 **The Senior Repairs Manager** is responsible for ensuring the Responsive Repairs Manager and their teams has implemented the policy correctly.
- 4.5 **The Barnet Homes Resident Board and Opendoor Homes Resident Scrutiny Group** are responsible for monitoring and scrutinising the responsive repairs service.
- 4.6 **All employees and Subcontractors** are responsible for ensuring all repairs are carried out in accordance with this policy.

5. EQUALITIES

- 5.1 The Barnet Group is committed to promoting equality of opportunity, fairness, and accessibility. We recognise that all residents should be treated equally and fairly regardless of their age, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity, race, religion or belief, sex, and sexual orientation, and we will not directly or indirectly discriminate against any person or group in implementing this policy and its associated procedure.
- 5.2 We will act sensitively towards the diverse needs of individuals and communities and may provide communications in alternative formats where practicable and appropriate to assist residents with distinct communication needs. Exceptions may be made to this policy in order to accommodate an individual's needs, and The Barnet Group will consider requests for reasonable adjustments in line with the Equality Act 2010.

6. FEEDBACK

- 6.1 The Barnet Group is accountable to the service standards as set out within this policy and can be held to account via our formal complaints process. Anyone who is dissatisfied with any aspect of the services provided by The Barnet Group will have the opportunity to seek redress³ through our [Complaints and Compliments Policy](#). We welcome all feedback, good or bad, in all formats, and will provide support, as required, to enable people to make complaints.
- 6.2 To make a complaint or log a compliment contact our Customer Contact Team by telephone on 020 8080 6586 or email at talktous@barnethomes.org or customercare@opendoorhomes.org.

³ If tenants request to log a formal stage 1 or 2 complaint which is about a repair which is not The Barnet Group's responsibility to repair and is the tenant or leaseholders responsibility to repair, it should be noted that the complaint will be logged but the complaint will not be upheld as Appendix 1 in the Responsive Repairs Policy clearly states responsibilities for different types of repairs.

7. MONITORING AND REVIEW

- 7.1 We will use management and performance information, including a suite of agreed performance indicators and targets, to monitor the effectiveness and implementation of this policy and will recommend changes to improve service delivery where appropriate.
- 7.2 We will attempt to gather tenant feedback and information about satisfaction with the Repairs Service based on a sample of around 10% of completed repairs each month. We will also engage with tenants through a range of initiatives as required, including focus groups, and other resident involvement groups, to identify areas for improvement.
- 7.3 Performance will be reported on a regular basis to the Executive Management Team, The Barnet Group Board, Opendoor Homes Board, Barnet Homes Resident Board, Opendoor Homes Scrutiny Group and Barnet Council. Information on performance will also be published on our websites annually in line with the Regulator for Social Housing Tenant Satisfaction Measures (TSMs).

8. RELEVANT LEGISLATION

Responsive Repairs Policy – April 2025

- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1990
- 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
- Housing Acts 1985, 1988 and 2004
- Health and Safety at Work etc Act 1974, Sections 2, 3 and 4
- Occupiers Liability Acts of 1957 and 1984
- Environmental Protection Act 1990
- Homes (Fitness for Human Habitation) Act 2018
- Home Standard
- Tenant Satisfaction Measures
- Consumer Standards
- Decent Homes Standard
- Awaab's Law
- Building Regulations Act 1984

9. LINKS WITH OTHER POLICIES AND DOCUMENTS

- Adaptations Policy
- Asbestos Policy
- Compensation and Financial Loss Policy
- Complaints and Compliments Policy
- Damp, Mould and Condensation Policy
- Domestic Abuse Policy
- Domestic Gas Safety Policy
- Electrical Safety Policy
- Equality Diversity and Inclusion Policy
- Fire Safety Policy
- Leasehold Alterations Policy
- Legionella Policy
- Pest Control Policy
- Rechargeable Repairs Policy
- Tenant Alterations Policy
- Vulnerable Tenants Pol

DOCUMENT CONTROL

Version	Type of Change	Date	Revisions from Previous Issues
0.1	Document creation	Feb 2018	
0.2	Revisions	April 2018	Amendments by L Giles, Head of Strategy and Compliance
1.1	Revisions	March 2020	Amendments by Head of Strategy and Compliance to appointments and priorities as new repairs service is mobilised.
2.1	Full policy review and refresh	April 2025	Major revisions by A Adams, Senior Service Improvement Officer and D Papas, Repairs Project Manager to existing sections including those about repair priorities/ target timeframes, tenants and landlords responsibilities for different repairs, assistance for vulnerable tenants and approach for dealing with damp and mould. New sections have been added to the policy including those about access and no access, pest control, flooring and what tenants can expect from our repairs service.

Appendix 1 – Repair Responsibilities⁴

The table below lists which repairs The Barnet Group are responsible for and those which are tenants responsibility, grouped by the different types of repair trades.

Plumbing	
Responsibility of The Barnet Group to repair	Responsibility of the tenant to repair
<ul style="list-style-type: none"> Fittings in homes which supply water, gas, electricity, and sanitation including sinks, basins, baths, and toilets 	<ul style="list-style-type: none"> Replacing and repairing toilet seats
<ul style="list-style-type: none"> Fittings for water and heating that we supply 	<ul style="list-style-type: none"> Attempting to clear own waste blockages – including basin, bath, toilet, and kitchen sink. Removing minor drain blockages – (not including waste pipes - tenants must demonstrate that they have made all reasonable efforts to unblock waste pipes, including the use of a plunger or domestically-available drain cleaning products). Not disposing of fats, wipes etc. down waste pipes
<ul style="list-style-type: none"> Water leaks including pipework and leaks from your heating system 	<ul style="list-style-type: none"> Chains and plugs on basins, baths, and sinks
<ul style="list-style-type: none"> Boxing in pipework where it already existed 	<ul style="list-style-type: none"> Descaling and replacing shower heads and hoses
<ul style="list-style-type: none"> Pop-up sink or bath plugs 	<ul style="list-style-type: none"> Bathroom accessories such as mirrors, toilet roll holders and towel rails
<ul style="list-style-type: none"> Pumps that supply water to or in your home 	<ul style="list-style-type: none"> Keeping the kitchen and bathroom clean and in good condition
<ul style="list-style-type: none"> Showers that have been installed/ fitted by us 	<ul style="list-style-type: none"> Connecting and repairing appliances
<ul style="list-style-type: none"> Storage tanks and water cylinders 	<ul style="list-style-type: none"> Washing machine or dishwasher wastes, water supplies or associated pipework
<ul style="list-style-type: none"> Shared drain blockages in maisonettes and flats 	
<ul style="list-style-type: none"> Collapsed or cracked external pipes and drains that are not the responsibility of the water company 	
<ul style="list-style-type: none"> Toilet flushing mechanisms 	

⁴ If tenants request to log a formal stage 1 or 2 complaint which is about a repair which is not The Barnet Group's responsibility to repair and is the tenant or leaseholders responsibility to repair, it should be noted that the complaint will be logged but the complaint will not be upheld as Appendix 1 in the Responsive Repairs Policy clearly states responsibilities for different types of repairs.

Electrical and Aerials	
Responsibility of The Barnet Group to repair	Responsibility of the tenant to repair
<ul style="list-style-type: none"> • Electrical wiring, sockets, and light fittings and kitchen isolator switches 	<ul style="list-style-type: none"> • Individual TV aerials, satellite dishes or tv sockets
<ul style="list-style-type: none"> • Shared (communal) TV aerials/ satellite dishes 	<ul style="list-style-type: none"> • Telephone lines and points
<ul style="list-style-type: none"> • Extractor fans and pull chords 	<ul style="list-style-type: none"> • Replacing light-bulbs
<ul style="list-style-type: none"> • Shaver sockets 	<ul style="list-style-type: none"> • Resetting consumer unit (fuse box)
<ul style="list-style-type: none"> • Hard-wired doorbells 	<ul style="list-style-type: none"> • Connecting and repairing appliances
<ul style="list-style-type: none"> • Maintaining mains wired smoke and carbon monoxide alarms (you are responsible for replacing any batteries). There should be a working smoke alarm on each level of your home and a working carbon monoxide alarm in any room with a fixed combustion appliance (e.g. gas cooker) other than a gas cooker 	<ul style="list-style-type: none"> • Smoke and CO alarm battery replacements
<ul style="list-style-type: none"> • Electrical hazards such as exposed or sparking wires 	
<ul style="list-style-type: none"> • Lightbulbs in sealed bathroom lights 	

Carpentry, uPVC and Glazing	
Responsibility of The Barnet Group to repair	Responsibility of the tenant to repair
<ul style="list-style-type: none"> • Damaged stairs, handrails and bannisters 	<ul style="list-style-type: none"> • Cleaning windows and wiping away and condensation
<ul style="list-style-type: none"> • Internal door handles and hinges 	<ul style="list-style-type: none"> • Medicine cabinets
<ul style="list-style-type: none"> • Cracked glass and blown double-glazing units. Cracked glass caused by a tenant may be recharged (see section 4.16). Glass damaged via crime will require a Crime Reference Number 	<ul style="list-style-type: none"> • Access to home if locked out (lock changes)
<ul style="list-style-type: none"> • External unsecured doors, frames and panels (any requests for new doors will be like for like) 	<ul style="list-style-type: none"> • Door chains, door numbers or any additional locks or bolts fitted by you
<ul style="list-style-type: none"> • All Fire doors (any requests for new doors will be like for like - these will not be done by the Responsive Repairs service, the in-house Fire Safety Team within Property Services oversee this responsibility) 	<ul style="list-style-type: none"> • Keeping internal doors in good condition
<ul style="list-style-type: none"> • Windows that do not open or close 	<ul style="list-style-type: none"> • Keeping your home well-ventilated
<ul style="list-style-type: none"> • Letter boxes and viewers 	<ul style="list-style-type: none"> • Draft excluders
<ul style="list-style-type: none"> • Communal entrance additional keys/ fobs 	<ul style="list-style-type: none"> • Tightening loose bath panels
<ul style="list-style-type: none"> • Window locks and handles 	<ul style="list-style-type: none"> • Kitchen cupboard and drawer handles
<ul style="list-style-type: none"> • Kitchen unit doors and frames 	<ul style="list-style-type: none"> • Replacement of any internal doors (non-fire) regardless of reasons behind renewal

<ul style="list-style-type: none"> • Kitchen unit fronts, backs and runners 	
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Groundworks and Roofing	
Responsibility of The Barnet Group to repair	Responsibility of the tenant to repair
<ul style="list-style-type: none"> • Front footpaths and steps to homes 	<ul style="list-style-type: none"> • Maintaining and repairing dividing garden fences and gates
<ul style="list-style-type: none"> • Unsafe garden walls and brick sheds 	<ul style="list-style-type: none"> • Garden maintenance including trees, boundary hedges, paths, and hard standings (if a tenant has sole use or it is shared with no service charge for maintenance)
<ul style="list-style-type: none"> • Roofs, guttering and downpipes 	<ul style="list-style-type: none"> • Hard standings (if a tenant has sole use or it is shared with no service charge for maintenance)
<ul style="list-style-type: none"> • Boundary fences and gates 	<ul style="list-style-type: none"> • Removing rubbish and keeping the garden tidy
<ul style="list-style-type: none"> • Dead or diseased trees that cause danger and Japanese knotweed 	<ul style="list-style-type: none"> • Weeding paths or paving
	<ul style="list-style-type: none"> • Driveways (unless damage caused by another repair issue such as leaks)
	<ul style="list-style-type: none"> • Garden pathways

Plastering and Tiling	
Responsibility of The Barnet Group to repair	Responsibility of the tenant to repair
<ul style="list-style-type: none"> • Outside external walls, external doors, windowsills, and frames (any requests for new doors will be like for like - provided by External Cyclical Decorations Programme via Property Services) 	<ul style="list-style-type: none"> • Internal decoration
<ul style="list-style-type: none"> • The internal structure (such as walls, floors, ceilings, and stairs) and larger cracks and severely crumbling surfaces 	<ul style="list-style-type: none"> • Surface cracks to wall and ceiling plaster
<ul style="list-style-type: none"> • Roofs and chimneys (chimneys will not be swept) 	
<ul style="list-style-type: none"> • Kitchen and bathroom splashback tiles and seals 	
<ul style="list-style-type: none"> • Structural collapse and falling ceilings 	
<ul style="list-style-type: none"> • Penetrative and rising damp causing damp and mould (see section 4.9) 	

Other	
Responsibility of The Barnet Group to repair	Responsibility of the tenant to repair
<ul style="list-style-type: none"> • Infestations of rats, mice, cockroaches, and Pharaoh ants, and block infestations of bed bugs in sheltered schemes 	<ul style="list-style-type: none"> • Infestation by pigeons (netting/ spikes repairs or replacement), bedbugs, moths, wasps, bees, or garden ants
<ul style="list-style-type: none"> • Shared (communal) areas including entrances, halls, stairways, lifts, rubbish chutes, and bins 	<ul style="list-style-type: none"> • Keeping drains and gullies clear
<ul style="list-style-type: none"> • Drains, gutters, and external pipes 	<ul style="list-style-type: none"> • Laminate, wooden, tiles, hard, ceramic flooring
<ul style="list-style-type: none"> • Kitchen and bathroom flooring 	<ul style="list-style-type: none"> • Floor coverings, carpets, carpet thresholds, and carpet grippers
	<ul style="list-style-type: none"> • Keeping your home clean, tidy, no clutter
	<ul style="list-style-type: none"> • Repairs to tenant alterations within the home

Appendix 2 – Future Major Works Schedules (Barnet Homes only)

Some larger types of repairs/ cyclical repairs are not completed by the Responsive Repairs Service, instead they fall under the Major Works Team located within Property Services.

To find out more information on our latest Major Works Schedules for Barnet Homes tenants and leaseholders and when you may be due for major works up until 2052/53 click [here](#). This spreadsheet will inform you roughly which financial year major works will begin in your area by postcode. There are five different types of major works included in the spreadsheet: external repairs and redecoration programme, windows, roof, water tanks and electrical rising mains.

Please note the following information:

- This programme is subject to change at any time without prior notice so should be **used as a guide only**
- All works are subject to further detailed surveys to establish the exact year of replacement nearer the time
- All works are subject to budget availability and allocation nearer the time
- The replacement date of any item may also be deferred if it is still in good condition when surveyed
- The programme is subject to further amendments due to:
 - Priority Health & Safety or other emergency works being required
 - A change in legislation resulting in other work taking priority
- Properties subject to a Right to Buy (RTB) application may be removed from the programme
- Barnet Homes will contact all residents prior to any major works commencing with more detailed information, including:
 - Works start date
 - How long the works will take
 - Leaseholder/Freeholder costs

If you want to find out roughly when your home may be due a kitchen or bathroom upgrade contact our Customer Contact Team on 020 8080 6587 or email talktous@barnethomes.org.