

Four Million Homes
 Knowledge and action for change in social housing

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CCH The Confederation of Council Housing
 #cchcouncilhousing

PPCR Public Private Rents
 Public Private Rents Committee

HM Ministry of Housing, Communities & Local Government

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Repairs & Maintenance

Presenter: Mo Ali

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Repairs and Maintenance – What you need to know

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What You Need to Know

- Keeping your home safe and in good repair 
- Your rights as a tenant 
- How your feedback helps improve services 

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Today's Session

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What We'll Cover

- What repairs your landlord is responsible for 
- Safety in your home 
- How to report repairs 
- What to do if things go wrong 
- How your voice makes a difference 

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Your Home, Your Rights

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What Your Landlord Must Do

- Keep your home safe 
- Carry out repairs in a reasonable time 
- Make sure gas, electrics, and fire safety checks are done 
- Treat you fairly and keep you informed 

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Your Responsibilities as a Tenant

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What We Ask From You

- Report repairs as soon as possible 
- Give access for inspections and repairs 
- Take reasonable care of your home 

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Safety in Your Home

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Your Safety Comes First

- Gas safety checks every year 
- Electrical safety checks 
- Fire safety in your building 
- Safe water and heating 

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Damp and Mould

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You Should not have to live with Damp or Mould

- It can affect health
- Your landlord must investigate and act
- Not just cleaning – the cause must be fixed



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Types of Repairs

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How Repairs are Prioritised

- **Emergency repairs** 
 - Serious risk to health or safety
 - Usually fixed same day or within 24 hours
- **Urgent repairs** 
 - Need quick attention
- **Routine repairs** 
 - Non-urgent but still important

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How Long Should Repairs Take?

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What Tenants Should Expect

- Clear timescales 
- Appointment dates and times 
- Updates if there are delays 
- Extra help if you're vulnerable 

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Reporting a Repair

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Ways to report repairs

- Phone 
- Online form or app 
- Housing office 

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Helpful Information to give

- What the problem is 
- Where it is 
- When it started 

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What Happens After You Report

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The Repair Journey

1. Repair is logged 
2. Priority is set 
3. Appointment booked 
4. Repair completed 
5. You're asked for feedback 

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Appointments and Access

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Working Together

- Keep appointments if you can 
- Let your landlord know if you can't attend 
- Missed appointments can delay repairs 

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Your Feedback Matters

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How landlords measure satisfaction

You may be asked about:

- How happy you are with repairs
- How long repairs took
- Whether your home feels safe
- Whether your home is well maintained



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Why Surveys Are Important

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Your answers help to:

- Improve services 
- Manage contractors 
- Spot problems early 
- Hold landlords to account 

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When Things Go Wrong

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If a repair isn't fixed properly

- Report it again 
- Ask for an update 
- Make a complaint if needed 

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Complaints: What to Expect

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Your landlord must:

- Listen to your complaint
- Respond within set times
- Put things right where possible
- Learn from mistakes



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The Housing Ombudsman

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If you're still unhappy

- Independent service
- Free to use
- Looks at fairness and service failures



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Working Together

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Better repairs happen when:

- . Problems are reported early
- . Access is given
- . Communication is clear
- . Tenants share feedback



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Key Messages

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Remember

- . You have the right to a safe, well-maintained home
- . Repairs should be clear, timely, and fair
- . Your voice helps improve services



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Questions



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Thank you for taking part

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Evaluation Survey



<https://www.surveymonkey.co.uk/r/fourmillionhomesonline>

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