

Hillingdon Housing Repairs Policy

August 2026



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1. Purpose

The Repairs Policy explains what tenants and leaseholders can expect from Hillingdon's repairs service. It reflects the requirements and expectations of the Regulator of Social Housing, alongside relevant recent legislation. The policy sets out the Council's approach to the management and delivery of repairs, underscoring the importance of maintaining safe, secure and well-maintained homes for residents.

This policy ensures compliance with Awaab's Law, including statutory timeframes for the investigation and remediation of hazards that pose a risk to tenant health, including damp, mould and other prescribed hazards under Phase 2.

2. Definitions

Tenant – any person with a tenancy agreement with Hillingdon Council for a Council home

Tenant responsibilities - Tenant repairs and maintenance responsibilities are set out in their tenancy, lease or licence agreement and on the Hillingdon Council website.

Rechargeable repair – Repair that is needed because of wilful and accidental damage, negligence, or misuse caused by a customer, a member of their household, or their visitors. A rechargeable repair may also result if the customer fails to use the property as per the terms of their tenancy agreement”.

Leaseholder – any person that has a property lease agreement with Hillingdon Council for a Council home.

Leaseholders' responsibilities – The council is responsible for repairing and maintaining the structure and any shared areas in its properties such as communal paved areas or gardens. Leaseholders will be recharged for these works in line with lease agreements.

Responsive repairs – Often referred to as day-to-day or reactive repairs, these are general routine repair works undertaken in response to a reported issue. They do not form part of a planned, cyclical or long-term investment or capital programme.

The Regulator of Social Housing (RSH) – is a public body in England responsible for monitoring, regulating, and promoting the effective governance, financial viability, and performance of social housing providers

Tenant Satisfaction – Tenant Satisfaction Measures (TSMs) are standardized metrics used to assess tenant satisfaction with landlords' services, housing quality, and management practices.

Housing, Health and Safety Rating System (HHSRS) – risk-based assessment tool used by local authorities in England and Wales to identify and evaluate potential health and safety hazards in residential properties

Awaab's Law - sets strict legal timeframes for social housing landlords to investigate and fix damp, mould, and emergency hazards in England. Introduced after the tragic death of two-year-old Awaab Ishak in 2020

Prescribed Hazard - Hazards covered under Awaab's Law.

Awaab Case - A reported or identified hazard subject to statutory investigation and resolution timeframes under Awaab's Law.

Vulnerable Household - Households where occupants may be at increased risk of harm, including young children, older persons, or those with pre-existing health condition

3. Aims

This policy sets out the Council's approach to managing and delivering repairs, clearly outlining the respective responsibilities of residents and the Council in maintaining homes to an appropriate standard. It aims to ensure fair, consistent and transparent decision-making, provide clear information so residents understand what support is available and how decisions are made, and promote responsible tenancy behaviour to help prevent avoidable damage.

The policy enables a proportionate and supportive approach where repairs issues are linked to vulnerability, domestic abuse or other exceptional circumstances, and ensures compliance with all relevant legal and regulatory requirements, including equality, safeguarding, and health and safety obligations.

The Council will prioritise the prevention of harm by ensuring early identification, investigation and resolution of hazards, and will adopt a proactive approach.

4. Scope

This policy covers properties where the freehold is owned and managed by Hillingdon Council or where the Council has repairing responsibilities on properties in which Hillingdon Council is the leaseholder or headlease holder. People who are neither council tenants nor leaseholders are outside of the scope of this policy.

The policy governs the delivery of responsive repairs, planned and preventative maintenance, and major repairs necessary to maintain the safety, habitability and structural integrity of the Council's housing stock.

This policy does not apply to capital works, regeneration schemes, or capital investment programmes, which are subject to separate governance, funding arrangements and decision-making frameworks.

This policy also applies to the management of housing-related hazards reported by tenants, identified through inspections, or referred by third parties such as health professionals or support services. It includes the Council's statutory duties.

5. Area of Responsibility

Where a repair has been assessed and confirmed as falling within the Council's statutory or contractual responsibilities, it will be assigned a priority category in accordance with this repairs policy. This categorisation determines the level of urgency and the applicable response timescales.

For repairs assessed as an emergency response, the Council will take all reasonable steps to attend promptly (within one working day) and make the situation safe at the first visit, to mitigate immediate risks to health, safety, security or further damage to the property.

Where a full or more extensive repair cannot be completed at the initial visit, any necessary follow-up works will be raised and undertaken within an appropriate timeframe. In most cases, these works will be completed within 12 weeks of the initial attendance, subject to the nature of the repair, availability of materials, access arrangements and any other relevant operational considerations.

The Council will prioritise cases involving vulnerable residents, including young children, older people, and those with medical conditions. These cases may be subject to accelerated response times and enhanced monitoring.

The Council's Responsibilities

Hillingdon Council is responsible for repairs relating to the structure of the building and its communal areas, including matters such as communal heating systems, leaks, and window frames. The full list of these responsibilities can be found in the - [Repairs Responsibility Checklist](#) and summarised at Appendix 2

Tenant's Responsibilities

Tenants are responsible for the repairs outlined in the Repair Responsibility Checklist. Common examples include internal decoration, floor coverings (such as carpets), and the replacement of lightbulbs. Please see [Repair responsibilities | Repairs and maintenance | Hillingdon Council](#)

Leaseholder Responsibilities

All repairs to items serving an individual leaseholder's property are the responsibility of the leaseholder. This includes wall and ceiling plaster, floors (including the screed), all plumbing that serves your flat from the mains stopcock onward (including the stopcock itself), and all electricity and heating supplies from the meter onwards.

Certain items, such as windows and front doors, may fall within the Council's responsibilities. Leaseholders are advised to contact Leaseholder Services, who can review the lease and provide appropriate advice.

Where a leaseholder has sublet their flat, any repairs for which the Council is responsible must be reported by the leaseholder.

6. Hazard Identification and Response (Awaab's Law)

The Council operates a distinct process for the identification and management of hazards in accordance with Awaab's Law.

This policy ensures compliance with Awaab's Law, including statutory timeframes for the investigation and remediation of hazards that pose a risk to tenant health, including damp, mould and other prescribed hazards under Phase 2 of the implementation.

Where a hazard is reported or identified as meeting Awaab's Law criteria:

- The Council will assess whether the issue constitutes a potential hazard under the Housing Health and Safety Rating System (HHSRS)
- An inspection will be carried out within 10 working days of the report being made
- Following inspection, the Council will provide a written summary of findings to the tenant, including details of any identified hazards and the proposed course of action.

Where a hazard presents an immediate risk to health or safety:

- The Council will take action within 24 hours to make the hazard safe.

Where works are required:

- Remedial works will be commenced promptly and completed within statutory timeframes
- Where works cannot be completed immediately, interim measures will be implemented to reduce risk.

Where a property cannot be made safe within a reasonable timeframe:

- The Council will provide suitable alternative accommodation in line with its decant policy

The Council will not attribute blame to tenants for hazards such as damp and mould and will focus on identifying and addressing the root cause of the issue. The council will also provide advice on what action tenants can take to help control the spread of damp, condensation and mould.

6.1 Damp, Mould and Prescribed Hazards

The Council adopts a zero-tolerance approach to damp and mould and other prescribed hazards. All reports will be treated as a potential health risk and investigated in accordance with Awaab's Law. The Council will:

- Identify and address the root cause of damp and mould
- Ensure adequate ventilation, insulation, and heating provision
- Avoid reliance on lifestyle assumptions
- Prioritise cases involving vulnerable households

The Council will take proactive steps to identify hazards through property inspections and data analysis.

7. Reviewing our Policy

The policy will be reviewed again, ahead of the next phase of Awaab's Law. Stage 2 of the legislation, currently expected November 2026, will extend to additional hazards and this will be, followed by the final stage in 2027.

This document will be reviewed more frequently if required by changes in legislation, regulation, or the service.

8. Performance Reporting

Performance against this policy will be reported to the Housing Revenue Account Operational Group, with oversight provided by the respective subgroup. Reports will include volume of repairs report, repair completed in-line with targets, tenant satisfaction following a repair, and reoccurring themes that will inform future planned works.

Lessons learned from complaints, complex cases, and tenant feedback will be reviewed quarterly and used to inform service improvements.

Findings will be shared with governance structures (including Housing Revenue Account Operational Group, Cabinet Member for Planning, Housing and Property and through tenant structures.

Additional reporting will include:

- Number of hazards reported and investigated
- Percentage of hazard inspections completed within 10 working days
- Percentage of hazards remedied within required timescales
- Number of overdue hazard cases
- Cases involving vulnerable households.

9. Training

The Council, in its capacity as landlord, recognises that staff are the key resource in ensuring effective estate services. In this context it is important that staff have the knowledge, confidence, and skills to identify issues and take appropriate action. This resource extends to staff groups who are not solely responsible for the delivery of Estate Services but nonetheless visit properties on our estates on a regular basis and therefore have a real opportunity to contribute to identifying issues proactively, ensuring they are appropriately reported and raising standards.

All staff who visit our estates will receive training on estate services issues, including fire safety awareness, to enable and support them in making an effective contribution by putting their knowledge and skills into practice.

10. Equality and Diversity

The Council is committed to fairness and the principles of diversity and inclusion. Our aim is to ensure that our Policies and operational Procedures do not create an unfair disadvantage for anyone, either directly or indirectly. We are committed to:

- Consulting and engaging with residents, advocates, community organisations, and forums by listening to their views, taking notice of the issues they raise and recognising their contribution to the delivery of Estate Services and wider Neighbourhood Management
- Meeting the needs and choice of people from all backgrounds
- Ensuring that our Services are relevant, responsive, and sensitive to the needs of our existing and future residents
- Ensuring that all sections of the community in which we operate have equal access to our services.

11. Accessibility

We will ensure that tenants' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats or providing interpretation or transcription as appropriate.

12. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

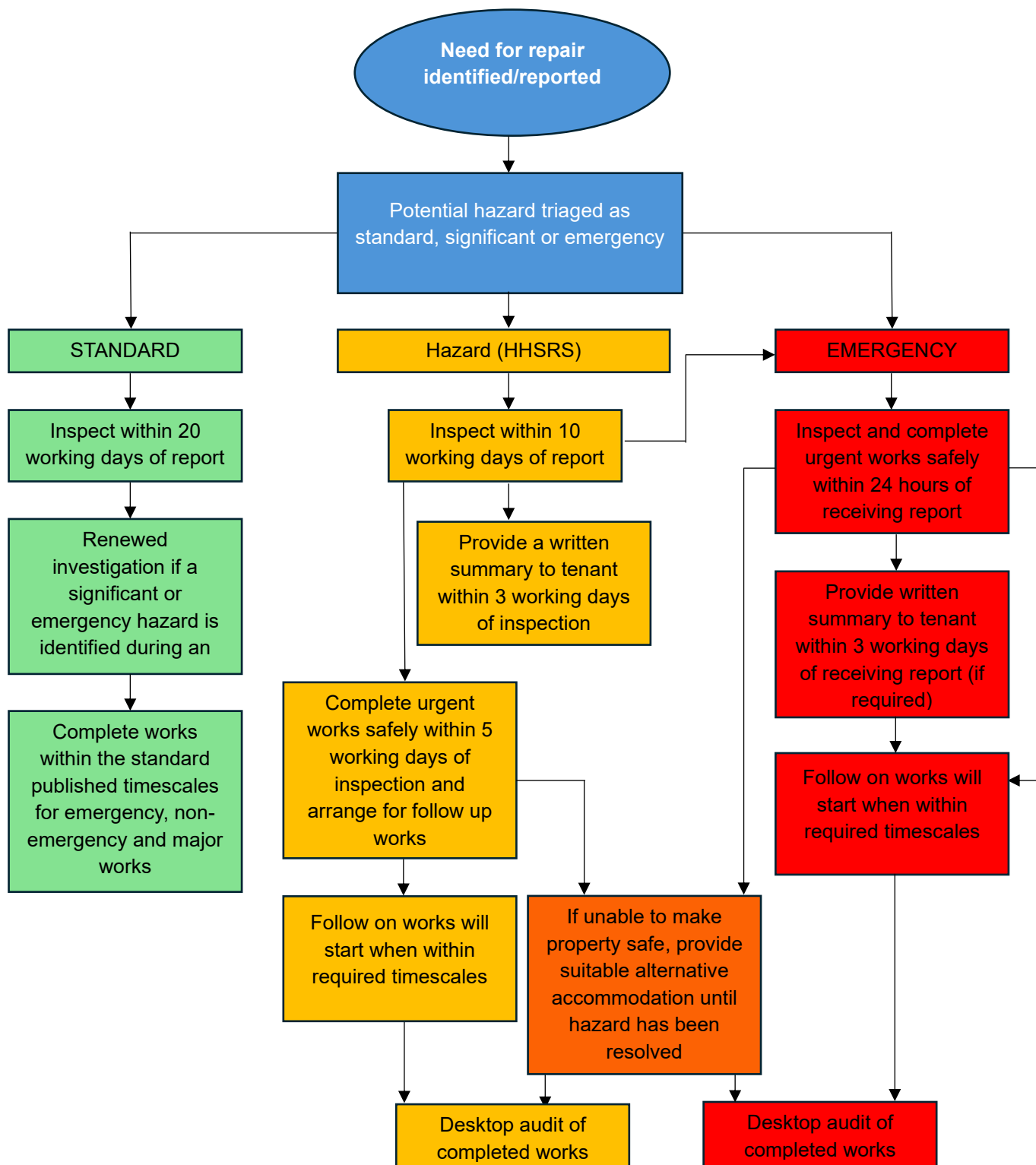
There are circumstances in which we are required by law to disclose information given to us. We will normally discuss this with the party giving us the information, but this may not always be possible.

13. Associated Documents and Links to Further Information

- [English Housing Survey 2023 to 2024: Headline findings \(GOV.UK\)](#)
- [Housing Ombudsman resources for DMC](#)
- [Landlord and Tenant Act 1985 \(Section 11\)](#)
- [Housing Health and Safety Rating System \(HHSRS\) Guidance](#)
- [Decent Homes Standard – June 2006 update](#)
- [Homes \(Fitness for Human Habitation\) Act 2018](#)
- [Regulator of Social Housing Regulatory Standards](#)
- [Public Sector Equality Duty \(Section 149 of Equality Duty 2010\)](#)
- [Building Regulations 2010 Approved Document F](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Awaab's Law: Guidance for social landlords – Timeframes for repairs in the social rented sector](#)
- [Repairs maintenance \(Fact sheet 1\)](#)

Appendix 1

Repairs Policy Diagram



Further investigations may be necessary to determine the extent of, or underlying cause of, a significant or emergency hazard. These will be completed as soon as Within required timescales to determine work required to make the property safe and prevent the hazard from reoccurring.

We can accept photos and videos to support a report and help us to triage

We will request a temporary move if required decant is deemed appropriate

We will follow our no access procedure if we cannot gain access to property at any stage

Appendix 2

Hillingdon's Repairs Responsibilities	
Door and Windows	• Front door and frame • Front and back door locks • Repairs following criminal damage • Door entry systems • Window frames • Boarding up broken glass in external windows and doors
Walls and Floors	• Internal walls, skirting boards, and plasterwork. • Replacing internal wall tiles, floorboards and panels, and plasterwork that has not been damaged through misuse • Replacing or repairing bath panel if damaged during course of repairs
Outside	• Clearance of rainwater goods where damage is being caused. • Roof repairs • Repairing brickwork • Damp proof-work • Repairs and maintenance of gullies and drains. Keeping shared space and walkways clear
Communal or Shared areas	• Estates roads and paths • Estate lighting • Communal hallways and staircases • Boundary walls and fences • Rubbish chutes and bin chambers • Communal lifts
Heating, Hot water, electrical and plumbing	• Annual gas safety checks, maintenance and repair of appliances we have installed to provide heating and hot water • The gas supply from the gas meter to the appliances it supplies • The electricity supply between the meter and the electrical sockets in your home • The water supply from the meter or stopcock outside your home, to fittings that use water inside your home • Hot and cold water pipework • Maintenance of heat metering equipment • Unblocking main drains and soil pipes connected with your home • Unblocking communal waste pipes • Maintenance of cold water tanks and hot water cylinders

Tenant's Repairs Responsibilities	
Doors and Windows	• Replacing lost or damaged keys • Additional security locks • Reporting criminal damage to the police to obtain a crime reference number • False reporting of crime is a criminal offence • Getting back into your home if you have lost or damaged your keys • Internal doors, locks, hinges and handles • Letter boxes, door numbers and security chains • Window catches and stays, security locks or replacement keys • Replacing broken glass or glazing, if you cannot provide a related police crime reference number. Installing secondary glazing, or repairs to secondary glazing not installed by Hillingdon
Walls and Floors	• Surface cracks to wall and ceiling plaster • Ceramic tiles on splash backs around sinks, worktops, basins and baths • Ceramic tiles on splash backs around sinks, worktops, basins and baths • Remember not to tile over access panels. • We will not repair or install laminate flooring • We will not be responsible for damage to laminate flooring if this must be removed to repair plumbing or electrics or other building elements • Sealant around baths • Replacing or repairing damaged kitchen units, including cupboard doors, shelves, handles, drawers and work tops • Floor coverings, such as carpets • Internal decoration
Outside	• Maintaining access routes for emergency services – remember to keep corridors and shared areas clear for emergency services and repairs staff that may need to access in emergency circumstances • Changing light bulbs and fluorescent tubes or starters • Electrical plugs, including fuses • Failure of gas or electricity suppliers to provide the agreed services or maintain their equipment

	• Faults or connections on domestic appliances such as fridges, cookers, resident installed equipment such as light fittings • Plugs and chains to baths, sinks and wash hand basins, shower heads, and toilet seats • Cleaning stains on sinks, wash hand basins, baths, showers and toilets • Unblocking kitchen sinks, wash hand basins and bath waste pipes. Please do not use chemicals to attempt to unblock sinks and when requesting a repair, notify the repairs team if chemicals have been used • Boxing in pipework • Damage to plumbing installation such as toilets sinks or showers, which is a result of misuse or accidents
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Version	Date	Updated by	Authorised by	Date of Next Review
1.0	June 2026	SP		Oct 2026
2.0	Aug 2026	SP	Cllr Denys	Nov 2026