

# Repairs and maintenance policy summary

This summary shares what you can expect from our repairs service and what to do if you're unhappy with our service.

For any questions, please [contact us](#).



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## Introduction

As your social landlord, it's important to us to deliver a consistent and effective repairs and maintenance service that meets your expectations, as our residents. We aim to provide good-quality housing that is maintained to a high standard and meets statutory and regulatory requirements.

We have different responsibilities to repair and maintain homes depending on how the home is managed. For example:

- **'Acquired and equity properties'** are homes managed by Newham Council which means they are responsible for repairs. They use their own teams or external contractors, and in some cases, Local Space's external contractors may carry out repairs (because we lease these homes to Newham Council and have certain responsibilities as the property owner).
- **For all other homes**, these are managed by Local Space which means that we are responsible for repairs and use external contractors to carry out repairs.

If you are unsure who manages your tenancy, please [contact us](#).

**Please note:** Local Space does not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks. It is therefore recommended that you take out your own personal contents insurance.

## Our commitment to you

We want to make sure your home is safe, comfortable, and well-maintained. We aim to:

- **Keep your home in excellent condition** – carrying out repairs and maintenance to a high standard.
- **Make it easy for you to get help** – with accessible services and support if you're struggling with heating your home.
- **Keep you safe** – ensuring homes meet legal and safety standards.
- **Help you help us** – by letting you know your responsibilities for minor repairs and encouraging you to report issues.
- **Invest wisely** – using information about your home to plan repairs and improvements that provide the best value for money.
- **Improve our communities** – making sure our investment also helps neighbourhoods and the people who live there.
- **Support your needs** – carrying out adaptations where needed and making empty homes ready quickly for new residents.
- **Listen to your feedback** – reviewing our repairs policy with the Residents' Panel to make it work better for you.

## Repairs timescales

We will prioritise repairs in your home within these timescales:

- Emergency repairs – completed within 24 hours.
- Urgent repairs – completed within seven calendar days.
- Routine repairs – completed within 28 calendar days.

## Repairs definitions

We encourage residents to [report repairs](#) promptly to prevent further damage. Repairs can be reported in person, by phone or email, on our website, or on the tenants' portal – whichever is easiest for you.

We want you to be happy with every repair we carry out. We monitor how many repairs are completed on time, fixed first time and how well appointments are kept. This information is shared with our Senior Management Team and Board to help us improve.

**Please note:** where you have carried out alterations or improvements to a property and written permission has been sought, Local Space will not be responsible for carrying out repairs (unless this has been previously agreed and in writing).

## What is an emergency repair?

An emergency repair is a situation that requires immediate attention and action to prevent further damage or health and safety risks. Some examples of emergency repairs may include:

- Burst pipes or major leaks that cause flooding or water damage.
- Gas leaks that pose a fire risk or explosion.
- Electrical faults or power outages that affect essential services.
- Malfunctioning heating or cooling systems in extreme weather conditions.
- Security breaches or break ins that require immediate repairs.

- Structural damage or collapse that puts residents' safety at risk.
- Sewage backups or drainage issues that pose health hazards.

In these cases, a quick response and resolution are essential to avoid further damage, loss of essential services or risk to health and safety.

### **What is an urgent repair?**

An urgent repair is a situation that requires prompt attention and action, although it may not pose an immediate threat or emergency. Some examples of urgent repairs may include:

- Non-emergency plumbing issues such as slow drains, minor leaks or water pressure problems that may worsen if not addressed quickly.
- Non-functioning appliances or equipment that are essential but not causing immediate safety hazards.
- Minor electrical issues like flickering lights or malfunctioning outlets.
- Heating, ventilation and air conditioning system issues that affect comfort but do not pose a health and safety risk.
- Refrigerator repairs, only if you have medical needs requiring refrigerated medication or where newborn babies require breastmilk storage.
- Minor roof leaks or damage that may worsen if not addressed promptly.
- Non-critical repairs or maintenance tasks that could impact the functionality or appearance of the property.

While urgent repairs are not emergencies, they still require timely attention to prevent the situation from escalating into a more serious problem.

### **What is a routine repair?**

A routine repair is a situation that does not require immediate attention or action, as it does not pose an immediate threat to the property or its residents. Routine repairs may be addressed during regular maintenance appointments or scheduled at a convenient time based on availability. Some examples of routine repairs may include:

- Cosmetic repairs such as painting, minor wall repairs or imperfections.
- Non-critical appliance repairs or replacements that do not impact daily activities.
- Non-emergency plumbing issues like dripping faucets, slow drains or minor leaks.
- Minor electrical repairs or upgrades that do not pose safety risks or affect essential services.
- General maintenance tasks like cleaning gutters, trimming trees or landscaping.
- Repairs of white goods. Repairs of refrigerators will be classed as urgent if you have medical needs requiring refrigerated medication or where newborn babies require breastmilk storage.
- Issues with non-essential components or features of the property that are not critical to its functionality.
- Outdated fixtures or equipment that need upgrading or replacing for aesthetic or efficiency purposes.

Routine repairs can be scheduled at a convenient time based on the availability of the repairs and maintenance service provider and the resident's preferences. While these tasks may not be urgent, addressing them in a timely manner can help maintain the overall condition and appearance of the property.

## Repairs responsibilities

### Tenant responsibilities

As a tenant, you're responsible for some repairs and maintenance of your home, including, but not limited to:

- Keeping your property clean, well-decorated and well-ventilated to prevent condensation.
- Allowing access for annual inspections and legally required safety checks.
- Reporting vandalism or criminal damage to the police and providing a crime reference number.
- Taking reasonable steps to prevent further damage once a repair is needed.
- Repairing, replacing and maintaining window blinds once the defects period has expired and any items you've installed yourself (such as shelves or radiator covers).
- Moving personal belongings if needed before major works are carried out.
- Replacing lost front door keys, unless you provide us with a crime reference number. We will replace lost communal keys.

You are also responsible for carrying out minor repairs and maintenance, such as:

- Replacing small fixtures (for example doorbells, shower curtains, toilet seats, bath plugs, shower hoses/heads and smoke alarm batteries).
- Replacing broken or cracked glass, unless you provide us with a crime reference number. Without this, we will temporarily board up the windows for your own safety.
- Resetting trip switches, changing light bulbs or tubes and bleeding radiators.
- Clearing minor blockages in sinks, toilets, pipes or gullies.
- Cleaning shower heads.
- Tightening or adjusting hinges and catches on doors and cupboards.
- Repairing small cracks or holes in walls and ceilings.
- Maintaining and replacing white goods, as confirmed in the disclaimer you signed when you moved in, which can be found in Appendix A (Inventory of Furniture and Effects).

Always check your tenancy agreement for full details. If you need additional support, please [contact us](#).

### Landlord responsibilities

As a social landlord, we are responsible for structural repairs, repairs to essential supplies (such as water, gas, electricity) and any repairs where there could be a health and safety risk. This includes, but is not limited to:

- Repairing and maintaining the structure of the property (chimney, roof, walls, floors and stairs).
- Carrying out annual gas safety checks for every home with a gas supply.
- Looking after external parts to the property (such as gutters, paving, fences, brick outhouses, steps and paths leading to front or back doors).
- Repairing and replacing internal fixtures such as baths, sinks, kitchen units, pipes, wiring, fixtures and fittings for heating, power and lighting, drainage and mains-operated smoke detectors, skirting, worktops and floor tiles.
- Maintaining shared spaces including door entry systems, lifts, stairways, TV aerials and gardens.

## **Pre- and post-inspections**

Before a repair can take place, a pre-inspection may be required to understand more about the work required to carry out the repair. Following the inspection, the repair will be diagnosed and planned within the appropriate timescales.

Post-repair inspections are also important to ensure that the contractors employed by Local Space are meeting the high level of service we require for our residents. We will complete an appropriate amount of post-repair inspections, based on the overall volume of repairs completed.

## **Major works**

Local Space may need to relocate you (temporarily or permanently) when a property needs major work, refurbishment or modernisation work or when a property needs to be rebuilt or disposed of.

If a temporary relocation is needed in the case of an emergency, we will work with you and our local authority partners to find temporary accommodation. This may include:

- Staying with friends or relatives.
- Staying at a B&B or hotel (board only) at Local Space's expense.
- Temporarily moving to an alternative Local Space property.

We will remain in contact with you and keep you informed of progress with the work to your home.

Where disposal, demolition or the scale of refurbishment or modernisation requires a permanent move, we will work with you to meet your requirements and preferences. We will also work with you to establish your entitlement to statutory home loss and disturbance allowance payments. Local Space reserves the right to offset, wholly or partly, these payments against debts owed to Local Space. Exceptions to this will be considered on an individual case basis.

The criteria for home loss allowance are as follows:

- You must have occupied the property as the sole or main residence for a period of one year before the need to move.
- The move must be permanent.
- You must have an assured or fixed term tenancy (not an assured shorthold tenancy).

Entitlement to disturbance allowance is based on you occupying the property at the time of the decision to move.

Local Space will provide vulnerable residents with additional support which may include:

- Assistance with packing.
- Arranging temporary storage of belongings.
- Arranging removal of items no longer wanted.
- Helping with filling out forms.
- Providing a checklist to remind residents of the things to do.

## **Aids and adaptations**

Local Space will fund minor adaptations in directly managed properties and work with our local authority partners to find the best solution for you and your family where major adaptations are required (either by way of grant or a move to an adapted property).



In general, Local Space will work with local authority partners to find alternative, appropriate accommodation for residents of temporary accommodation requiring major adaptations to properties.

Acquired and equity properties are either adapted by the Newham Council or by Local Space (but funded by Newham Council).

## Complaints

At Local Space, we work hard to provide an excellent service to all our customers. However, there may be times when we do not get it right. We want to hear your feedback, suggestions and complaints so that we can improve our services.

If you are a Newham Council tenant and your complaint is about a tenancy issue (such as repairs or antisocial behaviour) you will need to [contact Newham Council directly](#) to make a complaint. If you are unsure whether to make your complaint to Newham or Local Space, please [contact us](#).

Before making a formal complaint, we would like to hear about the issue so it can be resolved promptly and informally with a member of the Local Space team.

We will treat this as a service request, which will be documented, monitored and reviewed. If we cannot resolve the issue as a service request, we will treat it as a formal complaint and escalate it to stage one of the complaints process.

If you would like to make a complaint, find out more about our [two-stage complaints process](#) and read our [complaints policy](#) on our website. You can make a complaint in person, by phone, email or on our website.

## Ending your tenancy

We help solve the homelessness crisis for families, which means it's important for us to be able to provide homes as quickly as possible. Additionally, loss of rental income between tenancies can have an impact on the level and quality of the service Local Space provides.

When you end your tenancy, you can help Local Space provide a home for a new family as quickly as possible by:

- Leaving the property in a clean and tidy condition.
- Clearing the property of all personal belongings.
- Removing any fixtures or fittings installed without permission.
- Putting right any damage caused by you, your household or your visitors.
- Handing in all keys before the tenancy end date.
- Arranging a pre-termination inspection with Local Space so the condition of the property can be assessed and agreed with you. This will avoid any dispute after you have moved out and allows us to discuss and resolve any issues before the tenancy ends.

## Related legislation, regulations and policies

We comply with the following legislation, regulations and policies:

- Landlord and Tenant Act 1985
- Housing Acts 1985 and 1988
- Equality Act 2010
- Data Protection Act 2018
- Land Compensation Act 1973
- Planning and Compensation Act 1991

- Local Space Corporate Strategy 2025-30: Foundations for Successful Lives
- Local Space Asset Management Plan
- Affordable Warmth Strategy
- Gas Safety Procedure
- Asbestos Management Policy
- Fire Risk Procedure
- Equality and Diversity Policy
- Decant Procedure
- Data Protection Policy
- Key Worker Allocations Policy
- Tenant Involvement
- Complaints Policy
- Void Letting Standard
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- Construction (Design and Management) Regulations 2007
- Regulatory Reform (Fire Safety) Order 2005
- Control of Asbestos Regulations 2012
- National Standard, BS 7671 (IEE Wiring Regulations)
- Electrical Equipment (Safety) Regulations 1994