

Maintenance	Tenant Like Repairs Policy and Procedure
Providence Row Housing Association	Version: 2

Tenant Like Repairs (TLR)

Policy

The Association has legal and contractual responsibilities to keep its premises in a good state of repair.

The Association's tenants & licencees also have a responsibility to look after their property as set out in their occupation agreement.

The Association recognises that tenants & licencees living in temporary **Supported Housing** may not be able to meet their repair responsibilities. Many of our supported Housing service users are vulnerable and any outstanding repair could be detrimental to their Health and Safety.

The Association therefore provides **an additional service at no cost** to carry out some repairs on behalf of our Supported Housing service users, where it is requested & where it is not considered that these repairs should be rechargeable due to tenant/licencee damage.

Budget

An annual TLR budget will be agreed as part of the Association's annual budget setting process with a unique budget cost code. This will allow the Association to identify the actual cost of the service and to assist with future budget setting.

Definition of a TLR

A TLR is a repair that a tenant in General Needs accommodation would be responsible for within their occupancy agreement in line with Landlord and Tenant legislation.

Appendix A gives a list of repairs that fall within the TLR policy.

Procedure

The procedure for processing a TLR will be the same as that for Response Repairs with the following exceptions:

- The work will be coded to the TLR code NOT the Response Repairs code
- The TLR service will be delivered by the Association's In House Operatives (IHO) unless:
 - The IHO are not skilled to do the work
 - The work is of a specialist nature or requires a qualified contractor
 - The IHO are at full capacity and the remedy of the repair would be fall outside the Association's published repair response times for urgent or emergency responses if the work was not given to an external contractor.
 - All requests to use external contractors for TLR must be approved by the Assistant Director (Property Services) or in their absence another SMT member
- Repairs that fall within the Association's Rechargeable Repairs Policy and Procedure (see separate policy).

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Appendix A- Tenant Repair Responsibilities

- **Replace** plugs and fuses.
- **Replace** light bulbs.
- **Replace** household dustbins, including wheelie bins.
- **Replace** plugs and chains on sinks, baths and basins.
- **Replace** damaged toilet seats.
- **Put up** blinds & curtain tracks
- **Install** extra security locks, spyholes and bolts where considered to be essential for Health & safety reasons
- **Provide** replacement keys/swipe cards where these are not considered rechargeable items due to loss or damage.
- **Adjust** internal doors so they open and close over fitted carpets.
- **Unblock** sinks, basins and baths.
- **Replace** tap washers.
- **Replace** door handles, latches, letter boxes and door knockers.

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