



Kennett Community Land Trust

Repair and Maintenance Policy and Procedures

Kennett Community Land Trust is a Community Benefit Society registered with the FCA under number 7443, registered office 66 Station Road, Kennett, Newmarket CB8 7QF

Repair and Maintenance Policy and Procedures (For rented properties only)

1 Statement of Policy and Purpose

In keeping with the Trust's Home Standard Policy Kennett Community Land Trust (KCLT) recognises its responsibilities to ensure the homes continue to meet the standards of design and quality when they were first built, to meet Decent Homes Standards and to keep the homes in a reasonable state of repair.

Our approach to managing customer requests for repairs is to:

- Meet relevant legal and regulatory requirements
- Meet the Government Decent Homes Standard
- Meet contractual requirements of Tenancy Conditions and Fair Landlord
- Deliver a cost effective and customer focused service
- Undertake as many repairs as possible as planned or packaged work to deliver Value for Money.
- Allocate requests for repairs to a category based on information provided by the customer but at the ultimate discretion of KCLT

2 Making Requests for Repairs

KCLT will offer a range of ways to make requests for repairs including:

- Via e-mail at lisa.leonard@palacegreenhomes.co.uk
- Via the website www.kennettclt.org
- Via telephone 07455 401091

KCLT will regularly communicate the range of ways to make a repairs request, usually through the website. Customers are encouraged to provide as much information regarding the Repairs and Maintenance Policy repair as possible, including photographs if possible.

All contact is logged on a database so that a clear audit trail is available.

3 Allocating Requests for Repairs

Requests for repairs will be allocated to one of the following categories:

- An emergency
- An urgent repair
- A routine repair
- Covered by planned works
- Covered by cyclical works
- Covered by capital improvements
- Inspection required before allocation can be made
- Not the KCLT responsibility

4 Out of hours repairs

If the repair is out of hours which mean between the hours of 17.00 and 09.00 or a bank holiday or a weekend, then the repair will only be dealt with if it is classed as an emergency. Tenants who contact the Out of Hours Emergency Service when the issue is not an emergency will be recharged for the cost of the call out. (Refer to rechargeable repairs Policy)

5 Repairs and Maintenance

Our aim is to allocate all requests for repairs based on the information provided by the tenant and not to have to carry out a further inspection. Where this is not possible an inspection appointment will be offered to investigate further within 10 working days of the repair request. Orders or instructions for work will not be raised until inspection has taken place.

1. KCLT aims to respond to requests for repair within the following guidelines:

Emergency repairs	Within 24 hours
Priority repairs	Within 5 working days
Routine repairs	Within 28 working days
Planned	Planned maintenance schedule

2. Response times may be affected by when the repair is reported, i.e. whether it be a Sunday or a Bank Holiday, but we will do our best to consider tenants who have special needs or those with very young children.
3. In general, repairs will fall into the following categories:

Emergency	Serious floods or leaks
	Total loss of water or power supply*
	A dangerous broken window
	Total loss of hot water and heating in winter (Nov-March)
	Making a property secure (e.g. after a break-in)
This only applies to the work that is needed to make the repair safe and further repair work may be finished later. *Tenants can check if there is a power cut in the area by call the Fault Emergency Service on 0800 783 8838 *Tenants are asked to check that the stopcock is turned on and then contact their water supplier	

Priority	Faults that are causing considerable inconvenience or risk
	Partial loss of water or power supply
	Removal of racist and other discriminatory or offensive graffiti
	A blocked toilet (where there is more than one toilet in the property)
	No hot water
	Defective central heating boiler
	Missing or slipped roof tiles that can cause rainwater to enter the property
	Dripping pipes or waste

Routine	Repairs that are not an immediate health or safety risk
	Broken gutters

	Inside doors (unless sticking fire doors/front door)
	Fixtures and fittings
	Minor plumbing and plastering jobs

Planned	Planned improvements
Repairs of a general nature that can be included in a planned maintenance schedule. For example: replacing a kitchen, bathroom, doors etc.	

- 4 When a repair is requested, we will notify the tenant(s) of who will be doing the work and when, and we ask that the tenant(s) co-operate in providing access to their home. If we need to change the appointment, we will give you as much notice as possible. Should tenants need to change an appointment we require a minimum of 4 hours' notice to be given by phone.
- 5 If KCLT fails to carry out the repair within the set timescale the tenant(s) should inform KCLT that the repair has not been done. KCLT will then, where it is reasonably practical, provide further notification of who will be doing the work and when.

Maintenance

- 6 KCLT is responsible for maintaining and repairing the structure and outside of the properties and shared areas.

- Foundations, roofs, chimney stacks, outside walls, windowsills, window frames, gutters and outside pipes
- Inside walls, skirting boards, door frames, doors, plasterwork, ceilings, and floors
- Fitted cupboards and kitchen units (if provided by KCLT)
- Cooker hood (other than changing filters) if provided by KCLT
- Hob and oven/cooker if provided by KCLT
- Access routes including pathways and steps, boundary walls and fencing, gates, and rubbish facilities, such as bin stores for the flats
- Outbuildings, if provided by us
- Painting outside as part of our maintenance programme.

- 7 Tenants are responsible for reporting to KCLT's agent promptly any disrepair or defect for which KCLT is responsible.
- 8 Tenants are responsible for:

- Replacing plugs in sinks (except the pull up fixed plugs), washers in taps, toilet seats and lids, shower hoses

- Replacing starter motors in strip lights, fuses, light bulbs, doorbells, broken glass to doors and windows
- Replacing keys and locks, cupboard catches and hinges
- Adding jackets to cylinders and fire ignition units
- Redecoration inside the home (neutral colours preferred) and keeping the decoration in good condition
- Maintaining fixtures and fittings, e.g. curtain rails, that the tenant has installed
- Treating household pests and infestations
- Clearing blockages in waste pipes and toilets due to lack of care
- Keeping airbricks and ventilators clear
- Changing filters in ventilations systems and cooker hoods
- Setting heating controls and relighting boilers
- Taking reasonable care to protect their homes from damage caused by fire, frost or water
- Avoiding the storage of materials or gases which catch fire easily
- Carrying out repairs to any alteration which has been approved and which the tenant has carried out
- Maintaining private garden
- Making minor repairs to fencing
- Making minor repairs to plaster (e.g. filling in small holes/cracks prior to decorating)
- Any leak and consequential damage caused by the tenant's washing machine or other appliance (unless the damage can be recovered from insurance)
- Making good damage to the premises caused by the Tenant, a member of the Tenant's household or a visitor (fair wear and tear excepted) and to pay any costs incurred by KCLT in carrying out related repairs.

Rechargeable Repairs: There is a separate policy regarding rechargeable repairs. This includes remedial work following damage by a tenant and additional, chargeable work that residents may request.

9. Access to the property:

- a. KCLT or their agent or contractor need to be able to go into a tenant's home from time to time to inspect or repair the property or to carry out safety checks.
- b. KCLT undertakes to contact the tenant and arrange a suitable time to visit.
- c. KCLT may also have to enter the home with the tenant's permission in extreme emergencies such as a flood or fire. The tenancy agreement gives KCLT the right to do this without the tenant's permission or where the tenant is not available to let KCLT in.

Maintaining Services

10. KCLT is responsible for maintaining electricity water and sanitation services. (This applies only to service pipework and appliances that we have installed.)

- a. Electrical wiring, sockets, and light fittings (except if the tenant has put them in themselves). This does not include fuses, bulbs or tenants own electrical equipment.
- b. Water heaters and central heating systems.
- c. Baths, showers (except if the tenant has installed it themselves), toilets, sinks, basins and taps.
- d. Water pipes

11. KCLT would urge tenants to read and abide by any instructions provided when they move in regarding the disposal of items in toilets.

Alterations

12. No alterations may be made during a 'Defects Liability Period'.

13. Tenants may only carry out alterations which qualify for approval. Qualification depends on:

- a. where that alteration is clearly seen as beneficial and
- b. one which has received the prior written consent of the Trust.

14. Any tenant who wishes to carry out an alteration must first apply to the Trust in writing detailing the works they wish to carry out. The Trust's written approval must be given before any works can begin. It should be noted that although an alteration may be acceptable in principle; it may still be rejected on a number of grounds, such as:

- a. It is out of keeping with the rest of the dwelling
- b. It will be unduly expensive to maintain

- c. It would make the dwelling difficult to let in the future
- d. It would be unsuitable for possible future occupants
- e. It is one that the Trust expects to make within a reasonable time.

15. All requests for qualifying alterations will be carefully considered on their merits by the Trust, and where necessary, a site inspection will be carried out. Generally, any request under this policy should receive a response in writing to the tenant within 15 days following the next available meeting of the Repairs and Maintenance Sub-Committee.
16. Please see attached schedule which sets out minimum standards to which work should be carried out.
17. Tenants must advise the Trust once the work has been completed so that the Trust can inspect the work and be satisfied that it has been carried out entirely to its satisfaction, and any relevant certificates or guarantees are obtained.

Planned Refurbishment

18. Within its financial model KCLT has allowed for the scheduling of regular refurbishment of properties.
19. Properties will be inspected every five years. Arising from this inspection a schedule of replacements will be drawn up covering the next five years.
20. Alterations / additions that may be permitted, see below:

Alteration	Conditions
Shower	Must be installed by a competent electrician/plumber. 10mm cable and copper piping must be used and a copy of the electrical installation certificate supplied.
Laminate or wooden flooring	Only permitted in houses. The Trust will not be liable for any flooring damage or requirement to uplift to allow repair/major works.
Kitchens	Subject to 12 & 13 above. Full details of manufacturer's specifications and installer must be provided so that the Trust can make an informed decision on the quality of the kitchen, availability of spares etc.
TV Aerial	When fixed to a bracket within the loft space
Wall mounted Televisions/screens	Must be adequately fixed by a competent tradesman using a TV bracket recommended by the manufacturer. Any drill holes should not puncture the wall insulation.
TV Satellite Dish	Not to place or erect any satellite dish on any wall which faces any road, footpath, accessway or amenity areas. Extreme care should be taken that drill holes do not go right through and puncture wall insulation and thereby nullify defects liability.
Security/burglar alarm	Full details must be provided of installer/company carrying out the installation. Extreme care should be taken that drill holes do

	not go right through and puncture wall insulation and thereby nullify defects liability.
Tiled floors	Subject to 13 above. Houses and ground floor flats, except where the property is still under a defects liability period
Tiled Walls	Subject to 13 above. Houses and ground floor flats, except where the property is still under a defects liability period
External taps	Pipework must be insulated and fitted with an isolation valve e.g. Ballofix (or similar) valve to isolate external water supply.
Slabbing	Subject to 13 above. Slabbing works must have a minimum of 100mm hardcore to support the slabbed area and be free from any trip hazards.
Fitted Wardrobes	No structural changes allowed, and room must be reinstated to original layout if tenancy ends. (Unless agreed by KCLT)
Internal doors	Subject to 13 above. Fire doors must be replaced with doors of equal or approved fire rating. Any glazed doors must have regulation safety glass.
Windows & external doors	Subject to 13 above. Specification must be approved by the Trust. Must be like for like. No structural changes to the fabric of the building or canopies over doors.

6 Customer Complaints and Feedback

Feedback

We aim for all repairs and maintenance to be carried out to the highest standard. One of the ways we can monitor this is to receive feedback from you about your experience.

Once your repair or maintenance is complete we will send you a post repair survey which we would be grateful if you can fill out and return. You are also welcome to email us your feedback comments via the main email address lisa.leonard@palacegreenhomes.co.uk

Complaints

If you are dissatisfied with any aspect of a repair or maintenance carried out on your home please do let us know. We do not look at complaints as unwanted and we are firmly committed to a process of continuous improvement. If matters cannot be rectified informally to your satisfaction, You are entitled to make a formal complaint via our Customer Complaints and Feedback Policy, which you can find on our website www.kennettclt.org

7 Equality, Diversity and Equality

KCLT is committed to promoting equality, diversity, and inclusion in all aspects of its work. We believe that embracing diversity strengthens our community, enhances our services, and reflects our core values of respect, fairness, and integrity.

We aim to create an environment where everyone feels valued, respected, an empowered—regardless of their background, identity, or circumstances.

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010

8 Review and Monitoring

- All repairs and maintenance requests and outcomes will be logged and reviewed six monthly
- This policy will be reviewed every two years or following legislative changes

9 Related Policies and Documents

- Tenancy Agreement
- Tenancy Hand Book
- Repair Request Form
- Rechargeable Repairs Policy
- Housing Adaptations Policy
- Post Repair Feedback survey
- Home Safety Policy
- Customer Feedback and Complaints Policy
- Privacy Policy
- Equality, Diversity and Inclusion Policy

10 Policy Review Record

Version Number	Status	Revision Date	Summary of Changes
Version 02	Approved	September 2025	Updated in line with Tenant's Handbook Section – Customer Complaints and Feedback Section – Review and Monitoring Section – Related policies added to signpost users to other applicable policies Section – Policy Review Information to record details of changes to this policy