

Repairs and Maintenance Policy

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1. Introduction

Reading Borough Council is responsible for delivering housing repairs and maintenance services to Council tenants. Through our Housing Repairs and Property Services Team, we aim to ensure that homes are safe, well maintained, and kept in good repair. Our repairs service is delivered through a combination of our in-house team, the Direct Services Organisation (DSO), and specialist contractors who carry out major repairs, refurbishments and specialist works and all form part of our Housing Repairs and Property Services Team.

Reading Borough Council is committed to the services common purpose of “supporting the life that matters to you”, for our tenants whilst adhering to relevant regulations and standards.

2. Purpose

This Repairs and Maintenance Policy provides clear guidance for Council staff, tenants and other stakeholders of Reading Borough Council on how our repairs and maintenance services are managed and monitored.

In accordance with the requirements set by Reading Borough Council, the Regulator of Social Housing (RSH) in their Safety and Quality Standard, and other relevant statutory bodies, this policy complies with all applicable legal and regulatory standards. The list of these regulatory requirements is provided in Appendix 1.

The policy outlines:

- the statutory obligations of Reading Borough Council,
- the roles and responsibilities of both the Council and its tenants
- clear steps for reporting and addressing repair issues
- how repairs are carried out promptly, fairly, and to a high standard

Our aim is to ensure that all properties are well-maintained, safe, and in a good state of repair, while also promoting efficiency, transparency, and effective communication throughout the repair process.

Reading Borough Council is committed to ensuring all repair and maintenance work is conducted in a timely, effective, and transparent manner, resulting in safe, well-maintained properties and a positive experience for all tenants.

Reading Borough Council is committed to delivering services fairly and consistently for all tenants. We recognise that some tenants may require additional support or reasonable adjustments, and we work in line with the

Equality Act 2010, our Equality, Diversity and Inclusion commitments, and our Tenant Accessibility Policy.

3. Scope

This policy applies to all properties managed by the Council, including statutory repairs, routine maintenance, urgent repairs, and planned improvements.

Where properties are managed on behalf of the Council by another company (for example a Private Finance Initiative), this policy will apply unless alternative repair and maintenance responsibilities are outlined in a separate management agreement.

4. Responsibilities

This section outlines the responsibilities of the Council and its tenants regarding repairs and maintenance.

Reading Borough Council's responsibilities include the following:

- Maintaining the structure and exterior of the property including the roof, walls, windows, doors, drains and common areas and shared facilities in multi-unit properties.
- Ensuring homes are safe and free from damp, mould, and disrepair.
- Maintaining essential services, such as water, gas, and electricity supply systems, ensuring they are in proper working order and safe for tenant use.
- Ensuring homes meet the Decent Homes Standard which covers safety, thermal efficiency, and basic amenities including heating, hot water, and sanitation facilities in social housing.
- Carrying out repairs to a reasonable standard and within a reasonable period of time.
- Ensuring homes are compliant with the Housing Health & Safety Rating System (HHSRS).
- Ensuring homes meet all compliance levels required, according to all statutory legislation.
- Adhering to timescales we have agreed to follow.

Tenants' responsibilities include the following:

- Reporting repairs promptly where the Council is responsible for the repair, in line with the Tenancy Agreement.
- Notifying the Council as soon as possible if scheduled appointments are not suitable so that alternative arrangements can be made.
- Allowing access for repairs and ensuring that personal belongings are moved to allow work to be carried out safely.
- A clean, safe, smoke-free environment should be maintained for Reading Borough Council staff and contractors, with any risks being notified to Council staff when reporting repairs.
- Maintaining any items they have installed themselves.
- Arranging chimney sweeps for wood or solid fuel burning appliances that have been installed by tenants (with prior permission from the Council).
- Carrying out basic DIY tasks where possible, such as changing light bulbs, unblocking sinks and toilets, putting up curtains.
- Maintaining internal decoration to a good standard.
- Ensuring all vents are kept clear to allow proper ventilation in the property and ensuring they are always used to prevent damp and moisture.
- Using extract fans and heating systems to enable proper ventilation of the property.
- Caring for any items gifted to them by the Council.
- Keeping gardens, external spaces, and boundaries tidy, safe, and free from rubbish and weeds.

This list is not exhaustive. Further details about tenant's repair responsibilities can be found within the Tenancy Agreement, on the Council website [Tenancy agreement - Reading Borough Council](#), or by contacting the Housing Repairs and Property Services Team.

We will consider reasonable adjustments where tenants require additional support in meeting these responsibilities.

5. Repairs and Maintenance

Reading Borough Council use three categories for repairs:

1. Responsive Repairs

2. Programmed Maintenance

3. Major Repairs

Essential maintenance to services, including Gas Servicing, Electrical Testing, and water treatment, are covered separately in our Compliance Policy which can be found on the Reading Borough Council website.

6. Void properties

Repairs to void properties are carried out and completed before new tenants move into a property, or when the property is unoccupied for a significant length of time. We work to meet our specified re-let standard before the property is re-let. If a tenant moves into a new home and identifies outstanding repairs, or has concerns about repairs, they should contact the Housing Repairs and Property Services Team as soon as possible.

7. Responsive Repairs in tenanted properties

Responsive repairs are typically requested by tenants. Repairs requests can be reported via our online portal, by telephone, or via Housing Officers and Estate Management staff. Sometimes repairs are requested by our contractors or third parties visiting our properties.

All responsive repairs are categorised into four priorities and out of hours services:

Priority	Description	Target attendance time	Target Completion Time	Notes
P1	Emergency- including out of hours calls	3 Hours	24 hours	We use this when there is an immediate and serious risk to you and/ or the property. We aim to attend the property within 3 hours, and we will make safe and secure only within 24 hours. If further repairs are required, we will schedule these with you following completion of the emergency works.
P2	Urgent	Not applicable	2 working days	We use this where a serious risk to you and/or your home is likely to develop if action is not taken quickly.

P3	Routine	Not applicable	15 working days	We use this where there is a low risk to you or your home. This is the standard priority of most work we do.
P4	Extended	Not applicable	40 working days (or agreed timescale for major works)	We use this where an item must be ordered or made to measure to complete the works – usually items like doors or windows.

We are committed to supporting the diverse needs of our tenants by making reasonable adjustments to the repair categories where possible (see section 28). Further information can be found in the Tenant Accessibility Policy on the Reading Borough Council website.

8. Out of Hours Repairs

We provide an out-of-hours service for tenants to report emergency repairs. This service operates outside of our core staff working hours and is available as follows:

- **Monday to Friday** – From 4pm until 8am the next working day
- **Saturday & Sunday** – 24-hour coverage
- **Public holidays** – 24-hour coverage

With out-of-hours calls, the call handler will assess what priority is needed for your repair request. Should it meet the requirements for an emergency call out, the repair will be classified as **Priority 1 – Emergency repair**. We aim to attend within 3 hours, providing they meet one of the following criteria:

- There is a significant health and safety risk.
- A vulnerable tenant cannot manage without the service.
- The issue will lead to higher costs/damage if not immediately addressed (e.g. a major leak).
- The repair is necessary to make the property secure.
- The repair is essential to protect the property or asset.

9. Repair Appointments and Access

Reading Borough Council provides scheduled repair appointments for all non-emergency repairs and strives to accommodate the needs of our tenants wherever possible.

For non-emergency repairs, Reading Borough Council offers flexible appointment times. Tenants reporting a repair will be given an appointment that fits within the appropriate repair category laid out in the table above.

Repairs appointment slots are available Monday to Friday between:

- **AM** – 8:00 am and 12:00 pm.
- **PM** – 12:00pm and 4:00pm.
- **Avoid school run** – Monday to Friday, between 10:00 am and 2:00 pm - we will accommodate this wherever possible

When repairs are reported, we may ask whether any vulnerabilities, disabilities, or health conditions should be considered so we can make reasonable adjustments to our service to meet the specific needs of the household (please refer to the Equality, Diversity and Inclusion section of this policy)

If the scope of the repair is unclear or requires an inspection, Reading Borough Council will offer an inspection to assess the required work. Following inspection, repairs will be categorised and scheduled appropriately.

All inspections will be coordinated by a supervisor, surveyor or manager within Housing Repairs and Property Services. If the issue cannot be resolved through a responsive repair and requires a full component replacement, these works will be classified as 'Programmed Replacements.'

If the scheduled appointment is no longer convenient, tenants must inform us to rearrange the appointment to a more suitable time as soon as possible.

In cases where there is an immediate risk or hazard to the property or occupants, we may take further action to ensure access to the property. This will follow your tenancy agreement, which allows the Council to make a forcible entry. In these circumstances the Council reserve the right to charge you for all associated costs incurred in gaining entry and carrying out works. For further details, please refer to your tenancy agreement, which can also be found on the Council's webpages [Access to your home \(section 10\) - Reading Borough Council](#).

For communal area repairs, where tenant access is not required (e.g., corridors, stairwells, shared entrances, communal kitchens, etc.), repairs will still be scheduled and completed within the relevant priority timescales.

10. Reporting a Responsive Repair

Tenants of Reading Borough Council can report repairs through the following methods:

Online

Tenants can raise a repair via the “My Repairs” tile on the summary page of your Housing Online Account. Assistance with creating a Housing Online account can be obtained from Housing Officers or by following instructions via the ‘Report a Housing Repair’ page on the Reading Borough Council website. [Report a housing repair - Reading Borough Council](#)

Telephone

- Customer Fulfilment Centre free on: 0800 318 296
- From Mobiles: 0118 937 3757
- Out of Hours: 0118 937 3737 (between 4 p.m. and 9 a.m. weekdays, and any time at the weekends)

In writing

Tenants can report repairs in writing to:

Council House Repairs, Civic Offices, Bridge Street, Reading, RG1 2LU.

Emergency and urgent repairs should not be reported by post due to delays in postal delivery.

In person

Tenants can also visit the Civic Offices or speak with their Housing Officer for support with reporting repairs if the above options are not suitable.

Regardless of how the repair is reported, we aim to arrange repair appointments during the first point of contact and complete repairs in a single visit where possible.

11. Programmes of Work (Planned Maintenance)

If a responsive repair cannot resolve the issue and a full component replacement is necessary, the Council will categorise these works as 'Planned Maintenance.'

Programmed replacement works involve replacing key components, including, but not limited to, the following:

- Kitchen (partial or full)
- Bathroom fittings (partial or full), including anti-slip flooring
- External doors
- Internal doors
- Windows
- Fascias, soffits, and rainwater goods (guttering, downpipes)
- Secondary heating systems (gas and electric fires)

If a programmed replacement is related to Health and Safety, such as a fire door, the works will be prioritised.

All other agreed planned maintenance programmes are added to our programmes of work. Planned maintenance programmes are prioritised based on property condition, safety, available resources, and stock condition data each year.

Tenants will receive updates and communication throughout the programme, and programmes can run for up to 18 months.

12. Major Repairs

If a responsive repair requires more planning but is not urgent or hazardous, the Council will categorise these works as 'Major Repairs'. Major repairs are larger-scale repairs that require additional planning, surveying, procurement, or specialist works.

Major repairs include, but are not limited to, the following:

- Some boundary works (i.e. garden walls and garden fences)
- Outhouse repairs (i.e. roofing, demolition)
- Planned electrical works
- Roofing repairs
- Path repairs

- Pointing work
- Rendering work
- Cleaning out guttering
- Extensive plastering (more than one full surface area)
- Planned plumbing works
- Garage repairs
- Cleaning out cavities
- Structural repairs

If a Major Repair is related to Health and Safety, these works will be prioritised.

Tenants will receive clear and timely updates on any agreed and outstanding work via letter, telephone call or email regularly during the works.

13. Rechargeable Repairs

Reading Borough Council will actively seek to recover the cost of any repair it is not responsible for, or where damage has been caused by the tenant, other household members, or visitors to the property. The Council will recharge tenants where repair costs result from:

- Damage to the property resulting from intentional or negligent actions by the tenant, anyone living with the tenant, or visitors to the home.
- Any court costs arising from a breach of tenancy conditions, such as incidents of antisocial behaviour or issues related to accessing properties for legislative services like annual gas checks.
- Boarding up and re-glazing windows due to intentional or negligent actions by a tenant, their household members, or visitors.
- Lock changes and replacement keys if the tenant has lost their keys or locked themselves out of the property.
- Damage to the property following police action where the police are not responsible for the repair.
- Removal of items left in communal areas.
- Clearing properties during the tenancy or at the end of the tenancy.
- Clearing gardens during the tenancy or at the end of the tenancy.

- Misuse of the emergency call-out service, for example, when a repair reported as an emergency is not urgent.
- Reinstating any alterations or improvements made by the tenant that have resulted in damage to the property or neighbouring properties.

The Council will document all rechargeable repairs with photographs and will provide a clear explanation as to why the repair is considered rechargeable. This information will be communicated in writing by our Housing Income Recovery teams, along with a request for repayment of the associated costs. Further information is available in the Rechargeable Repairs Policy, and in the Tenancy Agreement. Where recharges are not being paid, or other arrears accrue on a tenant account, a repairs stop can be placed on the tenant account, leading to only necessary repairs being carried out. Tenants should contact the Housing Income Recovery Teams on 0118 9372784 if they are having difficulty in paying their rechargeable repairs. More information can be found in the Rechargeable Repairs Policy.

14. Adaptations

Adaptations are changes made to a property, recommended by an occupational therapist, to help tenants live as safely and independently as possible. These modifications can take place both inside and outside of the property. Tenants can contact us to request a needs assessment via their Housing Officer or Council Support Worker.

15. Right to Repair

Reading Borough Council aims to complete all responsive repairs within the agreed and published timescales, while ensuring that all repairs meet the required standards. If this does not happen, tenants may be eligible for compensation. Further information on this can be found on the Reading Borough Council website [Repairs \(section 8\) - Reading Borough Council](#).

16. Right To Buy

Tenants who wish to purchase their home can apply for the Right to Buy (RTB) if they meet the required criteria. Once a RTB application has been submitted, tenants are only entitled to statutory repairs to ensure the property remains weatherproof and safe. Reading Borough Council will ensure that essential services (gas, electric, water, drainage) are in proper

working order. No replacement or programmed works will be undertaken, unless deemed essential, once an application has been submitted.

17. Awaab's Law

Damp and mould issues are managed in line with the Council's Damp and Mould Policy, which reflects current legal and regulatory requirements, including Awaab's Law. This can be found on the Reading Borough Council website [Manage damp and mould - Reading Borough Council](#)

18. Housing Health and Safety Rating System (HHSRS)

Reading Borough Council will:

- Carry out property condition surveys, including HHSRS assessments, at least once every 5 years.
- Prioritise identification and removal of Category 1 hazards as an urgent priority.
- Ensure all reported hazards are inspected within 10 working days, with emergency hazards addressed within 24–72 hours.
- Maintain an up-to-date training programme for staff on hazard identification and management.
- Keep records of inspections and actions taken in response to findings.

19. Stock Condition Surveys and Asset Management

Reading Borough Council aims to survey 20% of its stock annually to ensure full coverage over a 5-year cycle. The data collected will support asset planning, lifecycle costing, and targeted investment as well as building the Planned Maintenance programmes.

20. Decent Homes Standard Commitment

Reading Borough Council are committed to ensuring homes are 'decent'. A home is considered "decent" if it:

- Meets the current statutory minimum standard for housing (no Category 1 hazards assessed using the Housing Health and Safety Rating System).
- Is in a reasonable state of repair.

- Has reasonably modern facilities (kitchen less than 20 years old, or a bathroom less than 30 years old).
- Provides a reasonable degree of thermal comfort.

Reading Borough Council will monitor the condition of the housing stock and use the information from stock condition surveys to target non-decent properties for upgrades through capital programmes.

21. Governance and Performance Monitoring

To ensure accountability, transparency, and delivery of strategic objectives, Reading Borough Council has a clear governance structure for asset management. This includes:

- **Elected Members:** Set political direction and approve key investment decisions, budgets, and strategic updates.
- **Director for Housing Landlord Services:** Holds overall accountability for housing services, including compliance and capital programme delivery.
- **Housing Repairs and Property Services Team:** Oversee day-to-day planning, procurement, and contract management aligned with strategic priorities.
- **Strategic Housing Board:** A cross-departmental body responsible for overseeing performance and risk across repairs, safety, and investment.
- **Tenant Engagement and Scrutiny Panels:** Provide tenant input into decisions about capital works, service delivery, and prioritisation.

22. Approval and Permissions

Tenants may wish to make improvements or alterations to their home. Written permission from Reading Borough Council as the landlord must be obtained before any work begins. This may also require planning permission or building regulation approval where relevant.

We will not unreasonably withhold consent when tenants request improvements, alterations, or additions, but all requests must adhere to the reasonable requirements of Reading Borough Council on any consent granted, including the standard of work to be carried out.

All authorised work must be completed to a high standard and by qualified and competent professionals. Any work involving gas or electrical installations must be

done by appropriately qualified individuals, and evidence of competency must be submitted to the Council before work begins.

After improvements, alterations, or additions are made or completed, the tenant will be responsible for the ongoing repairs and maintenance, or replacement of the improvement unless otherwise agreed in writing. In cases where permission has not been sought or approved for alterations, the property may need to be returned to its original condition when the tenant vacates. If it isn't returned to the original condition, recharges may apply. Tenants may be charged for any unauthorised changes identified during the tenancy where the Council deems necessary.

The Council will not be liable for any loss or damage caused by, or associated with, improvements or alterations carried out by tenants, with or without permission.

23. Performance

Reading Borough Council assesses the performance of the repair service through a set of published Key Performance Indicators (KPIs). KPIs are compared with those of the Council's peer groups to ensure effective benchmarking. Performance against these KPIs is monitored and reported to senior management monthly. Tenant feedback from satisfaction surveys related to Repairs and Maintenance provides an additional tool for monitoring and improving service quality.

The Council publishes repairs performance information to tenants who are involved with the engagement and/or tenant scrutiny process. As standard practice, our repair performance is included in our quarterly performance report, which is published and made accessible to a group of engaged tenants. This report includes a summary of actions being taken to address any areas of underperformance.

Reading Borough Council also completes the 'Tenant Satisfaction Measures (TSMs)' and submit the results annually to the Regulator of Social Housing. These results are published on the website [Landlord services performance - Reading Borough Council](#), ensuring transparency and inclusivity.

24. Performance Monitoring

A robust performance monitoring framework helps ensure that our repairs and maintenance services are effective, transparent, and focused on continuous improvement. This includes monitoring service standards, customer feedback, compliance, and contractor performance. Key features of our approach include:

- **Key Performance Indicators (KPIs):** monitoring performance across areas such as response times, customer satisfaction, completion rates, and compliance.

- **Monthly and Quarterly Reviews:** Service areas and contractors are subject to formal reviews, with escalation pathways for underperformance.
- **Periodic Reporting:** Progress against the strategy and regulatory compliance is reported to elected members every 3 months to the Housing, Neighbourhood, Leisure (HNL) Committee. The HNL reports are published for public scrutiny.
- **Benchmarking:** Performance is compared with peer local authorities and housing associations through sector bodies such as Housemark.
- **Complaints:** The Council is committed to dealing with complaints quickly and effectively, using complaints, comments, and compliments to review and improve its services.

25. Health and Safety

Reading Borough Council is committed to ensuring that tenants feel secure in their homes, with a strong focus on safety and compliance as the highest priority in service delivery.

Throughout all repairs and maintenance operations, the safety of tenants, staff, and maintenance contractors will be prioritised. Council staff and representatives must follow Reading Borough Council's Health and Safety policy, ensuring that all work practices align with applicable health and safety laws and industry standards, protecting employees, tenants, buildings, and stakeholders.

We are committed to investing in the ongoing training and development of staff, ensuring that services are delivered safely and that both staff and tenants are always kept safe.

Tenants also share the responsibility of enabling our staff to carry out repairs safely, without unnecessary risk, while working in their homes.

We are committed to providing equal and fair access to our services by considering the individual needs of tenants, their families, or anyone else living with them. These needs will be considered during the repair process, with reasonable adjustments made where required. Our approach is always to treat tenants with fairness, dignity, and respect.

Staff are trained to carry out dynamic risk assessments, and if any health and safety concerns or risks are identified, they are authorised to stop the repair and leave the property. Examples of situations where this may apply include, but are not limited to:

- Violence or aggression
- Dangerous animals

- The presence of needles or other hazardous materials

We are also committed to ensuring tenants and staff are all kept safe and free from harm. In cases like these, the matter will be referred to Housing Management to investigate and address any potential breaches of the Tenancy Agreement.

26. Equality, Diversity and Inclusion

Reading Borough Council is committed to ensuring equal and fair access to our services by considering the individual needs of our tenants, their families, and other members of their household. Whilst working with tenants we will consider these needs and make reasonable adjustments where necessary. We will always treat people with fairness, dignity, and respect.

This policy will be implemented in a way that:

- **Treats all tenants fairly and without discrimination** on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or any other protected characteristic.
- **Recognises and respects the diverse needs** of tenants, ensuring communication and support are accessible to everyone, including those with language barriers, disabilities, or other vulnerabilities.
- **Ensures reasonable adjustments** are made to accommodate tenants with specific needs or disabilities in relation to tenancy breach investigations and interventions.
- **Provides equal access** to complaint reporting mechanisms and support services for all tenants.
- **Promotes cultural awareness and sensitivity** among housing management staff to support positive and respectful interactions.
- **Monitors and reviews** the policy's impact on different tenant groups to ensure it does not disproportionately affect any particular community.

All our staff are regularly trained in Equality, Diversity, and Inclusion to help them understand when and where we may need to adapt our standard policies, procedures, and working practices to accommodate the unique needs of our tenants.

Our policies set out how we seek to meet the specific needs of vulnerable tenants, ensuring they receive the appropriate support and adjustments that they need to sustain their tenancies.

27. Communication

Effective communication is essential to managing tenancy breaches and maintaining good relationships between tenants and Reading Borough Council as the landlord.

Reading Borough Council commits to:

- **Clear Information:** Providing tenants with accessible information about their responsibilities under the tenancy agreement, and how to report concerns.
- **Responsive Contact:** Acknowledging complaints regarding tenancy breaches promptly and keeping complainants informed of the progress and outcomes of investigations.
- **Neutral and Respectful Dialogue:** Ensuring all communications with tenants are handled impartially, respectfully, and confidentially.
- **Engagement:** Encouraging open dialogue and, where appropriate, facilitating mediation between parties to resolve any disputes amicably.
- **Staff Communication:** Ensuring all staff involved in tenancy management are kept informed of procedures and updates to policy.
- **Multi-Agency Coordination:** Communicating effectively with internal and external agencies such as Environmental Health, the police, and social services when their involvement is required.
- **Feedback Mechanisms:** Providing tenants with opportunities to influence and give feedback on how their tenancies are managed to support continuous service improvement.

This policy is accessible to all tenants including lessee's, as well as Reading Borough Council (RBC) staff, and stakeholders via the Reading Borough Council website and will be updated to reflect any changes. [Accessible Information and Communications Policy - Reading Borough Council](#)

Internally, this policy will be available to all staff and stored on the Reading Borough Council SharePoint site for easy access.

28. Reasonable Adjustments

Reading Borough Council is committed to ensuring that all tenants, including those with disabilities or specific needs, can fully access and benefit from this policy.

To achieve this, we will:

- **Identify and respond to individual needs** by offering reasonable adjustments in communication, investigation, and resolution of tenancy breaches.
- **Provide information in accessible formats** such as Braille, audio, or translated versions, depending on tenant requirements.

- **Offer alternative methods of communication**, including email, text message, or face-to-face meetings, to suit the preferences and needs of tenants.
- **Adjust appointment times or locations** to accommodate tenants with mobility, health, or caregiving needs.
- **Work closely with support workers, advocates, or family members** where tenants require this assistance to facilitate a move.
- Ensure appropriate sensitivity and tailored support when dealing with tenants with **health conditions or disabilities**.
- **Train staff** to recognise and respond appropriately to requests for reasonable adjustments in relation to tenancy management issues.

29. Complaints

Reading Borough Council is committed to handling complaints fairly, promptly, and effectively. We use complaints, comments, and compliments, to help us review and improve our services.

If a tenant has a complaint about any policy or procedure this can be raised through the Council's Complaints Procedure. Further information, including how to make a complaint, is available via the Council's webpages [Housing complaints procedure - Reading Borough Council](#).

30. Implementation and review

This policy will be reviewed every two years, or when there are changes to best practice or statutory requirements, to ensure the policy achieves its objectives and continuously improve services and performance.

It is the responsibility of the Head of Housing Repairs and Property Services to ensure that implementation of the Repairs and Maintenance Policy is monitored. All staff involved in repairs and maintenance have the responsibility to read, understand and implement this policy.

31. Appendix 1 - Legislation

This Policy covers a broad range of relevant legislation and standards, including but not limited to:

- Building Regulations Act 1984
- Building Safety Act 2022
- Fire Safety Act 2021
- Care Act 2014
- Control of Asbestos Regulations 2012
- Data Protection Act 2018
- Decent Home Standard
- Electricity at Work Act 1989
- Equality Act 2010
- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety at Work Act 1974
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act 2004
- Land Compensation Act 1973
- Landlord and Tenant Act 1985
- Management of Health and Safety at Work Regulations 1999
- Corporate Manslaughter and Corporate Homicide Act 2007
- Social Housing (Regulation) Act 2023 – including Awaab’s Law once enacted
- The Secure Customers of Local Housing Authorities (Right to Repair) Regulations 1994

Appendix 2 – Definitions

- Housing Health and Safety Rating System (HHSRS) – Regular inspections to identify and remove Category 1 hazards.
- Decent Homes Standard – Ensuring all homes are warm, weatherproof, and have modern facilities.

- Building Safety Act 2022 – Implementation of accountable persons, building safety cases, and compliance with higher-risk building duties.
- Gas Safety (Installation and Use) Regulations 1998 – Annual gas servicing and certification for all applicable homes.
- Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 – Five-yearly electrical installation condition reports (EICRs).
- Fire Safety (England) Regulations 2022 – Fire risk assessments, evacuation plans, and communal area management.
- Control of Asbestos Regulations 2012 – Surveys and management/removal plans for asbestos-containing materials.
- Legionella and Water Hygiene – Regular testing and risk control measures in line with HSE guidance.
- Homes (Fitness for Human Habitation) Act 2018 – Ensuring properties are fit for human habitation at tenancy start and throughout occupancy.
- Equality Act 2010 – Providing reasonable adaptations and accessible housing to meet diverse needs.
- Data Protection and GDPR – Managing tenant and property data responsibly and transparently.

Appendix 3 – useful links

- Raising a repair - [Report a housing repair - Reading Borough Council](#)
- Making a complaint or leaving a compliment - [Housing complaints procedure - Reading Borough Council](#)
- Getting started with - [Housing Online - Reading Borough Council](#)
- A guide to your rights as a tenant - [Tenants - Reading Borough Council](#)