



ADUR & WORTHING
COUNCILS

Key Decision: No

Ward(s) Affected: Churchill, Cokeham,
Eastbrook, Hillside, Manor, Mash Barn,
Peveler, Southlands, Southwick Green,
St. Mary's, St. Nicolas, Widewater

Adur Homes Responsive Repairs Policy

Report by the Director for Communities

EXECUTIVE SUMMARY

1. PURPOSE

- 1.1 This report shares a new draft Responsive Repairs Policy for Adur Homes and sets out the reasons for developing this policy, the benefits and the key changes proposed.
- 1.2 The following appendices have been attached to this report:
 - (i) **Appendix 1** Draft Responsive Repairs Policy

2. RECOMMENDATIONS

The Joint Strategic Committee is asked to:

- 2.1 Agree that the draft Responsive Repairs Policy can be put out to consultation with Adur Homes Tenants and Leaseholders;
- 2.2 Delegate authority to the Head of Housing, in consultation with the Adur District Council Executive Member for Customer Services, to agree any changes to the draft policy, following consultation; and
- 2.3 Agree that, following consultation, the draft, as amended, be put before Adur District Council, at its meeting on 19 December 2019 for final approval.

3. CONTEXT

- 3.1 Adur Homes does not currently have a responsive repairs policy that covers all areas relating to the repairs service. There are a few stand-alone policy statements, which have not been reviewed for some time. These include:
- Repairs Service - Appointments (last reviewed January 2010)
 - Coloured Kitchen Units, Sanitary Ware and Wall Tiles (last reviewed November 2011)
 - Dealing with Post Inspections (last reviewed November 2011)
 - External Window Replacement (not programmed) (last reviewed November 2011)
 - Adur Homes Code of Conduct for Contractors (last reviewed no date)
 - Adur Homes Recharge Policy (last reviewed May 2010)
 - Adur Homes Right to Buy - Request for Work Policy (last reviewed Nov 2011)
- 3.2 Chapter 5 of the Tenant's Handbook, "Repairs and Improvements" also covers some of the responsibilities of tenants and the Council in respect of repairs. The current version of this document dates from 2006 but it is currently under review. This review will ensure the new version reflects any changes agreed as part of this policy.
- 3.3 Adur Homes has been reviewing the repairs service and so it was considered timely to bring together, and update, the policies and commitments relating to repairs and to produce one policy document to set out the Council's and tenants' responsibilities. This will increase transparency for our tenants and will ensure expectations are clear for the repairs service.

4. ISSUES FOR CONSIDERATION - PROPOSED POLICY CHANGES

- 4.1 The new draft policy (attached at Appendix 1) reflects current legislation and practice in other authorities. The key changes to current practice proposed are:
- a) The introduction of three appointment slots a day instead of two. This will increase customer choice and increase efficiency by reducing the risk of a tenant not being in because, for example, they have had to pick up children from school halfway through the current morning and afternoon slots
 - b) Making clear the usual method of reporting repairs is via the online Repairs Service (though those without access to the portal can still report repairs via the Contact Centre where staff can enter the details for them). The portal increases efficiency because it guides tenants through a series of questions to ensure they request the right repair and, in most cases, it enables them to make an appointment for themselves.
 - c) Clarification regarding tenants' and landlord's responsibilities, which are currently set out in the Tenant's Handbook, and a section covering when these requirements may be waived for vulnerable tenants.

- d) A move to a 28 day response time for non-urgent repairs, down from the 42 days set out in the current Tenants' Handbook. This is more in line with other social landlords response times and is the timescale the service currently endeavours to achieve.

5. ENGAGEMENT AND COMMUNICATION

- 5.1 Adur Homes Tenants and Leaseholders will be consulted on the draft policy before it is finalised and brought back to members for final approval.

6. FINANCIAL IMPLICATIONS

- 6.1 The cost of delivering the Repairs Service is covered by the Housing Revenue Account.

7. LEGAL IMPLICATIONS

- 7.1 Section 11 Landlord and Tenant Act 1985, as amended, places a statutory obligation upon Adur District Council, as landlord, to keep its properties in a good and decent state of repair.
- 7.2 A Policy which clearly sets out the Council's responsibilities will ensure tenants' understand their rights and obligations.
- 7.3 Article 4.01 of the Adur District Council Constitution provides that the full Council will be the policy making body from which the policy framework will be established. The Executive are responsible for policy implementation and effective service delivery. The Responsive Repairs Policy therefore requires full Council agreement for its adoption.

Background Papers

Repairs Service - Appointments
Coloured Kitchen Units, Sanitary Ware and Wall Tiles
Dealing with Post Inspections
External Window Replacement (not programmed)
Adur Homes Code of Conduct for Contractors
Adur Homes Recharge Policy
Adur Homes Right to Buy - Request for Work Policy
Tenancy Handbook

Officer Contact Details:

Anthony Alexander
Adur Homes Operations Manager
anthony.alexander@adur-worthing.gov.uk

SUSTAINABILITY AND RISK ASSESSMENT

1. ECONOMIC

The aim is to provide a responsive repairs service that offers best value for money, balancing costs and quality of repairs. This policy will underpin work to improve productivity and efficiency of the repairs service.

2. SOCIAL

2.1 Social Value

The repairs service ensures that residents of Adur Homes live in safe and functional environments. Clarity over the responsibilities of tenants, leaseholders and the local authority and around priorities and timescales will contribute to the provision of a more efficient service.

2.2 Equality Issues

The draft policy includes clauses to ensure that those unable to access the internet can still report repairs and setting out what additional help can be offered to vulnerable tenants.

2.3 Community Safety Issues (Section 17)

Matter considered and no issues identified

2.4 Human Rights Issues

Matter considered and no issues identified

3. ENVIRONMENTAL

The repairs service contributes to the overall sustainability of our housing stock in Adur and the management of the Housing Revenue Account capital assets.

4. GOVERNANCE

The proposed Policy will be put to the full Council of Adur District for adoptions post consultation with Executive Members and our tenants and leaseholders.

Adur District Council

DRAFT Responsive Repairs Policy

Introduction	1
Policy Statement and Service Standards	1
What are the Council's Legal Obligations?	1
Tenant Responsibilities	2
Landlord Responsibilities	3
Leaseholder Responsibilities	4
Reporting Repairs	5
Repairs Priorities	6
Emergency Repairs	6
Repairs included under the Right to Repair Regulations	6
Routine Repairs	7
Vulnerable tenants	8
Repairs Appointments	8
Pre-Inspections	8
Quality	9
Insurance	9
Exceptions	10

1. Introduction

- 1.1. This policy applies to general needs, sheltered accommodation, garages and all communal areas of stock managed by Adur District Council (the Council), including leasehold properties.
- 1.2. It covers responsive repairs, including general build, mechanical and electrical (M&E), communal heating, lighting, fire related works, door entry systems and lifts.
- 1.3. Items not covered by this policy are:
 - Servicing of domestic boilers;
 - Statutory compliance checks;
 - Void works; and
 - Cyclical and planned maintenance.
 - Private sector lets
- 1.4. The aim of this policy is to set out repair responsibilities, service priorities, the framework within which decisions regarding repairs are made and the principles on which future service developments and improvements can be designed and implemented.

2. Policy Statement and Service Standards

- 2.1. Our aim is to provide a service that is responsive to residents' needs, achieves high levels of satisfaction, delivers value for money and operates at an affordable cost. We will monitor our performance in these areas, using key performance indicators and satisfaction surveys, to ensure that we meet these aims.
- 2.2. An effective repairs policy implies a degree of partnership between residents and landlord. Tenants have an obligation within their tenancy agreement to report essential repairs to their landlord.
- 2.3. Where we agree to carry out a repair for which we would not normally be liable and for which the resident will be charged, we will ensure the resident is notified of their liability and will work to the same service standards which would apply should we be responsible for the repair.
- 2.4. We will only use employees and contractors who are suitably qualified and experienced to complete the work they are asked to do. They will follow the appropriate Code of Conduct and will carry and provide photo identification before entering a resident's home.

- 2.5. We will treat residents and their homes with courtesy and respect at all times. We ask that tenants' belongings are cleared out of the way before works commence but will do our utmost to ensure no damage is done in the course of carrying out work.
- 2.6. We will leave tenants' properties and communal areas clean and tidy following the completion of work.

3. What are the Council's Legal Obligations?

- 3.1. The Council, as your landlord, is legally obliged to keep its properties in a decent state of repair. The key legislation on this is as follows:
 - **Landlord and Tenant Act 1985:** This Act gives landlords an absolute obligation to carry out basic repairs, including the structure and exterior of the property and installations for the supply of water, gas and electricity, sanitation and space heating and heating water.
 - **Defective Premises Act 1972:** Section 4 of this Act places a duty on the landlord to take reasonable care to ensure that anyone who might be expected to be affected by defects in the property is reasonably safe from injury or damage to their property.
 - **Environmental Protection Act 1990:** This Act makes provision for the control of premises whose conditions are considered to be prejudicial to health or a nuisance. This legislation means we are liable for damages and compensation to tenants and their families who suffer as a result of failure to maintain their properties.
 - **The Secure Tenants of Local Authorities Housing (Right to Repair) Regulations 1994:** These Regulations ensure that tenants get urgent minor repairs which affect health, safety or security done quickly, in line with a prescribed schedule. Repairs costing over £250 are not included in the scheme.
 - **Homes (Fitness for Human Habitation) Act 2018:** imposes a covenant on the landlord, that dwellings must be fit for human habitation at the time a lease is granted and remains fit for human habitation during the term of the lease. The covenant also applies to all common and retained parts of the building.

4. Tenant Responsibilities

- 4.1. Tenants are responsible for carrying out the following themselves:
 - Repairing damage caused by accident, misuse or neglect by the household, their visitors or pets
 - Installing a gas meter if one is not provided

- Installing, repairing and replacing gas cookers and other household appliances.
- Fitting waste pipes and supply valves to washing machines and dishwashers and vents for tumble driers
- Repairing plumbing, electrical and other works not installed by the Council
- Clearing blocked waste pipes to baths, basins, sinks, showers and gully grids which are avoidable and may be solved using a domestic cleaning fluid
- Replacing light bulbs, fluorescent starters and resetting trip switches/circuit breakers
- Testing of smoke alarms and replacing batteries as required, except in Sheltered housing and communal areas
- Internal decorating, such as painting, papering and filling surface cracks, including any decorating required following a repair.
- Repairing/replacing wall tiles unless these have been fitted by the Council
- Repairing/replacing fireplaces and fireplace tiles unless these have been fitted by the Council
- Repairing/replacing fire baskets and grates unless these are the only form of heating in the property
- Sweeping flues and chimneys where the tenant has their own solid fuel heating system
- Resetting thermostats and programmers
- Repairing floor coverings which have not been installed by the Council
- Repairing or replacing internal doors, handles and latches
- Replacing keys and locks as a result of loss or damage (apart from communal keys and locks which will be replaced by the Council and recharged to the tenant)
- Getting any spare keys cut for your locks
- Fitting extra locks and door chains
- Controlling condensation, including cleaning away mould
- Bleeding radiators
- Replacing insulation jackets to hot water cylinders (loose-fitting)
- Repairing or replacing sanitary-ware, plugs and chains

- Replacing toilet seats and covers
 - Repairing/replacing external door furniture not fitted by the Council
 - Repairing, replacing door bells
 - Repairing or replacing television aerials and satellite dishes, unless they are communal. (NB permission is needed from the Council to install a satellite dish)
 - Repairing/replacing garden gates and gate furniture, fences, paths and sheds unless adjacent to a public highway.
 - Keeping gardens or outside areas in a reasonable state.
 - Replacing clothes posts, clothes lines or rotary driers, unless these are shared with other people
 - Repairing faulty outside taps, unless these are shared with other people
 - Repairing or replacing TV aerials, satellite dishes and cabling, other than communal systems
 - Dealing with pests such as mice, rats and wasps (unless these are in a communal area). Full details of a tenant's responsibility for pests can be found on the Council's website [\(add link\)](#).
- 4.2. Where the Council carries out a repair which is due to accident, misuse or neglect by a tenant, a member of their household, a visitor or a pet, whether or not it is something for which we would normally be liable, we will charge the tenant for the work. Tenants should also be aware that they will also be held liable for any damage to a property due to a faulty appliance.
- 4.3. When attending to carry out a repair, it is the tenant's responsibility to lift any fitted carpets, laminate flooring or similar and to move furniture to allow access to undertake the work. Tenants are also responsible for reinstating these and for any costs incurred.
- 4.4. If there is any damage to plasterwork, woodwork or other finishes during repairs, the Council will ensure it is made good. However, any re-decoration required, such as papering or painting, is the responsibility of the tenant.
- 4.5. For vulnerable tenants, at our discretion, we will fit and refit floor coverings and in special circumstances move furniture. See paragraph xxx below for details of the circumstances in which this will be considered. Allowing the Council to undertake these tasks is at the Tenant's risk and, while all due care will be taken, the Council will not be held liable for any damage.

5. Landlord Responsibilities

5.1. These are the most common items that the Council will repair:

- the structure (walls and supports)
- fire bricks and fire backs
- the roof
- windows and glazing, including window catches
- external doors and glazing, including locks
- Chimneys (repairs not sweeping), tiles and other floor coverings (as originally fitted)
- external decorations
- door frames and skirting boards
- kitchen worktops and fittings including cabinet doors, handles and hinges where there is damage due to fair wear and tear
- fixed electrical wiring, switches, lighting and power points.
- heating systems
- pipes, taps, fittings and drainage,
- water tanks and cylinders
- sinks, basins, toilet pans and cisterns, baths and showers
- fences and walls (excluding gates) that front a highway
- essential access paths and steps
- gutters and external pipes
- cubbyholes, outbuildings and sheds we own
- shared parts of blocks of flats (corridors, stairways, passages and access ways)
- fire equipment, CO2 detectors, where installed by the Council, and door closers on the front doors of flats and communal doors
- Communal lighting, entry phones and shared TV aerials/satellite dishes

5.2 During the Right to Buy process, the Council will only undertake emergency repairs and those under the Right to Repair Scheme. On completion, responsibilities will be

as a leaseholder. If the purchase is not completed, responsive repairs will recommence.

6. Leaseholder Responsibilities

- 6.1. Leaseholders are responsible for carrying out all repairs except for:
- repairs and maintenance to the structure and common parts of the building.
 - repairs to the external fabric of the building (this does not include doors, windows or glazing which are a leaseholder responsibility).

If the Council agrees to undertake any works for which the Leaseholder is responsible, it is entitled to recover the costs of the works.

- 6.2. Leaseholders have the right to redecorate the interior of their property and replace fittings such as bathrooms and kitchens. Any structural alterations or installations on the exterior of the property (for example a satellite dish or a porch) require the permission of the Council before works commence, alongside any planning permission or building control consents required.
- 6.3. Under the lease, the leaseholder is obligated to keep the property in good order and ensure electrics and gas appliances are safe. We recommend an annual inspection of gas and regular servicing of appliances.
- 6.4. Leaseholders are responsible for any drainage that serves only their property up to the point of the shared drains. In the case of a shared water supply, the Council will take responsibility up to the point where pipes enter the property.
- 6.5. Leaseholders must allow Council operatives or contractors to access their property to deal with repairs that are the Council's responsibility. We will always endeavour to give reasonable notice where possible. In the event of an emergency, access may be gained reasonably under any provision that the lease allows.

7. Reporting Repairs

- 7.1. Repairs should normally be reported online via the online Repairs Service ([add link](#)). If a tenant does not have access to the portal, repairs can also be reported by telephone to the Contact Centre.
- New repairs requests should not be made by email, through social media or via a councillor or member of parliament.
 - Tenants with a disability that prevents them using both the portal and the telephone, for example a hearing or sight impairment, can report repairs direct to their housing officer. Other tenants who report a repair to a housing officer will be asked to report the repair in the usual way, as set out above.
 - If a tenant reports additional repair(s) to an operative while in attendance or if an operative identifies additional work, the operative can undertake this if it doesn't conflict with their next appointment. If

they cannot do it, they will ask you to report the repair in the usual way, as set out above

7.2. Housing staff also regularly inspect communal areas and report repairs.

7.3. When a repair is reported, we will:

- review the repairs history of the property to check it hasn't been reported already
- confirm whether the repair is our responsibility
- if the repair is a tenant responsibility but we agree to carry it out, we will take payment in advance
- confirm the priority and timescale for the repair

7.4. In most circumstances when a repair is reported by a tenant online, they will be given the opportunity to book a convenient appointment for themselves. In the same way, when a repair is reported by telephone to the Contact Centre, the call handler will be able to enter the details into the Repairs Portal and agree an appointment.

7.5. Appointments will not be able to be booked at the time of reporting when the repair is:

- An emergency; or
- A repair that needs to be carried out by an external contractor (for example a heating contractor)

Emergencies will be responded to according to the timescales set out in paragraph 8.1 below. Where a contractor needs to be engaged, we ask the contractor to contact the tenant as soon as possible to agree an appointment. .

8. Repairs Priorities

8.1. Emergency Repairs

8.1.1. A repair will only be designated as an emergency in cases where there is:

- an immediate danger to life & limb;
- a high risk of major damage to the property
- a total loss of electricity or water supply (unless this is the responsibility of the supplier);

- a total failure of heating or hot water (winter months only October to March);
- a water leak that cannot be contained;
- a serious blockage of main drains (or of a WC if there is only one in the property);
- a need to make the property secure after a break-in or other incident; or
- a need to allow access where the door entry system is not working.

8.1.2. In the case of an emergency repair, an operative will attend to make the property safe within 4 hours of the repair being reported. The repair will then be completed within the next 24 hours.

8.1.3. In cases where the property cannot be made safe, arrangements may have to be made to decant tenants to another property until repairs have been completed.

8.1.4. Only emergency repairs will normally be undertaken out of hours and will be limited to making safe unless it will be more cost-efficient to complete at the time. If a tenant uses the Out of Hours service for a non-emergency, a call-out charge of £80 may be made. The duty supervisor will advise tenants of this at the time the repair is reported.

8.2. Urgent Repairs

8.2.1. These are repairs which cannot wait for a routine priority appointment and may cause you significant inconvenience or loss of comfort. We aim to respond to urgent repairs within seven working days. These repairs include, but are not limited to:

- constantly running overflows
- failure of door entry systems
- communal light repairs (where there is potential risk)
- partial heating failure
- WC repairs (including no flush)
- repairs to doors and windows, where security is at risk
- badly leaking wash hand basin, bath or sink trap

8.3. Routine Repairs

8.3.1. Routine repairs are usually unforeseen and minor in nature, and can generally be completed on a first visit from standard van stocks. These repairs include, but are not limited to:

- minor leaks and blocked drains and pipes
- faulty electrical fittings and minor electrical faults
- leaking roofs/minor roof repairs
- repairs to outside walls
- repairing and replacing kitchen units and worktops
- replacing door and window furniture (if no security risk)
- major repairs to plasterwork for example plaster is blown and large areas are crumbling. (NB The tenant is responsible for minor repairs to plasterwork and where the damage, though more major, has been caused through redecoration such as steaming the walls to remove wall paper).
- minor plumbing and repairing taps
- repairing and cleaning guttering and downpipes

8.3.2. Modernisation, improvement works or replacement of components (for example, doors, windows and kitchens) will not usually be considered a responsive repair and will fall into the category of planned works for which

there is likely to be a longer timescale as these works tend to be planned a number of months or years ahead and carried out as a programme.

- 8.3.3. In the case of a routine repair, an operative will make a first visit within 28 days of the repair being reported. In the majority of cases the repair will be able to be completed on that first visit. However, in some cases the first visit will identify that the job is more complex, for example an inspection may need to be arranged, items may need to be ordered or scaffolding may need to be erected. These circumstances will lead to unavoidable delay and subsequent visits. Tenants will be informed in these cases.

9. Vulnerable tenants

- 9.1. The Council recognises that our tenants include individuals and groups who are vulnerable and may need extra consideration and support in the delivery of services.
- 9.2. We will always consider reducing the time taken, where possible, for repairs for frail, elderly or disabled customers, particularly for faults like broken heating systems where the residents' health may quickly be affected if the system is out of action. We may also agree to carry out work that is usually the responsibility of the tenant if they are unable to undertake it themselves. In these circumstances, the tenant will be recharged for the work..
- 9.3. Being considered part of a vulnerable group does not automatically give a tenant the right to a quicker response to a repair request or to have the work undertaken by the Council. Each case will be dealt with on its own merits and is at the discretion of Adur Homes management.

10. Repairs Appointments

- 10.1. Appointments will usually be made at the time the repair is reported for all internal, non-urgent works that are to be carried out by the Council. Tenants can choose from one of the following time slots:
 - 8.00am to 10.30am
 - 10.30am to 1.30pm
 - 1.30pm to 4.00pm

Note: The time slots indicate the times between which an operative will arrive on site. They do not guarantee that the repair will be completed in that time period.

- 10.2. If a repair is internal to the property, or in an external location that can only be reached by going through the property, an adult 18 or over must be present to let the operative into the property. Under normal circumstances we ask that an adult remains in the property for the duration of the works. If it is unavoidable that an operative must be left in the property alone, tenants are responsible for

moving/locking away any valuables or breakables. They will also be asked to sign a disclaimer before leaving the property. If the repair is external and can be accessed without going into the property, an adult does not need to be present.

- 10.3. An appointment can be cancelled at any time without penalty by phoning the Council. If operatives arrive on site and the tenant, or an adult over 18, is not there to give them access, a calling card will be left and tenant can call the Council before 5pm the same day to rearrange. If the tenant does not call before 5pm, the repair will be cancelled, unless it is a health and safety issue, in which case the Council will take steps to gain emergency access in the tenant's absence.
- 10.4. On occasion, emergency access is needed for essential repairs, maintenance or inspections. Failure to allow access may result in the serving of a notice seeking possession, forced entry by a blue light service, the council seeking a warrant from the courts to force entry or other specific measures such as interrupting utility supplies or no repairs or major works being carried out until the essential repairs are completed. As set out in the Tenancy Agreement, in cases where, due to an issue in the tenant's property, a neighbouring property is at risk of serious damage or its occupants are at risk, the Council can force access immediately to make safe. In the case of a leasehold property the Council may gain access reasonably under any provision that the lease allows.

11. Pre-Inspections

- 11.1. Pre-inspections will be arranged where:
 - the source of the problem that has been reported is unclear;
 - previous repairs have not resolved the problem;
 - where a potential generic problem has been identified;
 - the tenant cannot explain the problem;
 - works may be more complex than a routine repair for example, measurements or detailed specifications are required; or
 - a survey is required before sending out an external contractor.
- 11.2. If a pre-inspection is needed, the timescale to carry out this inspection will not be included within the target timescale for repair.
- 11.3. Following the pre-inspection, the inspector will inform the tenant of the works that will be undertaken, the priority of those works and how long they are likely to take. In cases where the works will be subject to obtaining more than one price or will involve more than one contractor, it may not be possible to give clear timescales.

- 11.4. Where it is suspected that asbestos is present, a check will be made to see if a sample is on record – if not an asbestos test will be arranged before any repairs are undertaken

12. Quality

- 12.1. We will use materials which meet industry standards, represent value for money and, where appropriate, are of the same specification as materials used in planned works or improvement schemes. We will endeavour to match like for like but may not always be able to do so.
- 12.2. Post-inspections will be carried out on a proportion of all repairs to monitor quality and customer experience. A tenant or leaseholder can also request a review of works that have been undertaken where they are concerned about the quality of work carried out.
- 12.3. Tenants will be provided with means to feed back to the Council on the timeliness and quality of repairs.
- 12.4. The Council will also monitor the delivery of the repairs service through a series of key performance indicators to check that we are meeting timescales and providing an efficient service.

13. Insurance

- 13.1. Claims for damage will only be considered where the Council could reasonably have foreseen the need for repair in advance of it being reported but failed to take action, or where there is a clear legal liability. In all other circumstances it is the responsibility of tenant to claim against their contents insurance.
- 13.2. In the event of internal damage, leaseholders are required to contact their insurers in the first instance.

14. Exceptions

- 14.1. The Council retains the right to divert from this policy when authorised by Adur Homes Housing Improvement Board.

Appendix 1 - Other Related Policies

Adaptations for Tenants with Disabilities Policy (May 2008) (Needs Review)

Adur Homes Voids - Asbestos Policy (Nov 2011) (Needs Review)

Adur and Worthing Councils Asbestos Policy (Currently under Review)

Asset Management Strategy (Needs to be developed)

Adur Homes Joint Estate Inspections with Residents' Groups and Tenants Reps (Nov 2011) (Needs Review)

Adur Homes Customer Charter (no date) (Needs Review)

Adur Homes Code of Conduct for Contractors (no date) (Needs Review)

Compensation Policy (Needs to be developed)

Adur and Worthing Complaints Procedure (add web link)

Adur & Worthing Data Protection Policy 2018

Decant Policy (Needs to be developed)

Disrepair Policy (Needs to be developed)

Adur and Worthing Equalities Policy (July 2011)

Adur Homes Fire Safety Policy (May 2017) (Currently under Review)

Adur Homes Smoke Detectors Policy (May 2010) (Needs Review)

Gas Safety Policy (Currently under Review)

Adur Homes Tenants' Improvements Policy (May 2017)

Pest Control Procedure (add web link)

Adur Homes Recharge Policy (May 2010) (Needs Review)

Recoverable Service Charge Policy (Needs to be developed)

Adur Homes Right to Buy - Request for Work Policy (Nov 2011) (Needs Review)

Adur & Worthing Councils' Safeguarding Adults and Children Policy 2018

Service Charge Dispute Resolution Policy (Needs to be developed)

Voids Policy (Needs Review)

Vulnerable Tenants Policy (Needs to be developed)