

Repairs Policy

1. What this policy is about

Our vision is to use our resources wisely to achieve lasting, beneficial changes and be an attractive organisation to work for and with.

This means really knowing and understanding both customers and communities and directing our investment to the areas and groups that need it most.

We believe that a quality Repairs and Maintenance service is of great importance. It enables us to provide well maintained, decent homes that help people live happy, successful, and fulfilled lives in diverse, welcoming places where they want to stay.

Through the effective delivery of this service, we will ensure that we continue to provide sustainable communities whilst demonstrating value for money (VFM) and protecting the value of our core assets.

We will define and tailor the service through consultation with our customers, setting clear, achievable standards and timescales within the resources available.

Our aim is to deliver a customer focused, high quality, “Right First Time” (RFT) and cost-effective responsive repair service.

This policy is also intended to give guidance to all colleagues who will handle customer requests for chargeable repairs.

2. Our approach

The aim of this policy is as follows:

- Set out what our customers can expect from the repair and maintenance service we provide, both within their home and internal communal spaces.
- Ensure that we fulfil our repairing obligations as a landlord.
- Provide transparency to customers about their rights and correct processes in the event of a service failure.
- Ensure that the service we provide does not discriminate against any individual or group.
- Set out how we will manage all repairs to defects that are directly caused by neglect or deliberate damage and repairs that fall outside of our responsibility.

Our approach to repairs is set out within the following categories:

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[Appendix A](#) sets out our guide to repair responsibilities.

[Appendix B](#) sets out our right to repair payments schedule.

2.1 Repairs Categorisation

Repairs and maintenance is broken down into the following categories:

Emergency Repairs (24 hours) – These are repairs that could pose an imminent and significant risk of harm to the health and safety of the customer and/or property. We will attend to these types of repairs at the earliest opportunity and within no longer than 24 hours. Examples include:

- Fires
- Unsafe gas fittings or Carbon Monoxide detector activations
- Loss of power or exposed electrical wiring
- Significant water leaks
- Insecure properties
- Structural damage
- Extensive damp & mould
- Blocked toilets or drains
- Loss of full heating, hot water, or bathing facilities

We will endeavor to provide a first-time fix for all repairs. However, when attending to emergency repairs our initial priority will be to make the property safe, e.g., by turning off the water, gas, or electricity (where relevant). Follow on remedial works will then be scheduled in line with this policy.



In the case where an Emergency Hazard is confirmed, as defined by the Hazards in Social Housing Regulations 2025 (also known as Awaab's Law), the timeframe to make safe, remediate and the associated action taken will be in line with our Property Hazard Management Policy.

Urgent Repairs (7 calendar days) – These are repairs which are not classed as an emergency and do not cause the customer unacceptable inconvenience, but further damage or inconvenience will be caused if the problem is not dealt with urgently.

Examples might include:

- Minor roof leaks
- Partial loss of heating
- Follow on works from make safe
- Insecure communal doors
- Containable water leaks
- Overflows running

We will aim to complete all urgent repairs within 7 days, however, when we need to undertake multiple visits, we will aim to complete the repair within 28 days.

Significant Hazards (14 calendar days) – if we are made aware of or identify a potential Significant Hazard, as defined by the Hazards in Social Housing Regulations 2025, we will attend to inspect the issue within 14 calendar days. The action taken will be in line with our Property Hazard Management Policy.

Routine Repairs (28 calendar days) – These are repairs which can wait without causing unacceptable inconvenience to the customer and might include:

- Plastering repairs
- General plumbing
- Skirting
- Internal doors and fixtures
- Guttering
- Brickwork
- Intercom repairs
- Window repairs (if not causing security concerns)
- Tiling

Major Repairs (56 calendar days) – These are repairs which are more complex in nature than routine repairs, which may require multiple visits and/or trades to complete or require attendance by specialist contractors, and might include:

- Groundworks
- Fencing
- External repairs
- Drainage
- Structural repairs

Planned Works – These are works that include the replacement of major components such as kitchens, bathrooms, windows, doors etc. The planned programme will be based on stock condition data, the life cycle and functionality of the component, economic assumptions, and investment priorities. We will always aim to repair components before replacing them; however, properties will be referred



to the planned works programme if attempts to fully repair a component have failed, it is now longer functional and it is not considered economically viable to continue attempts to repair. In these circumstances we will ensure that the component is made safe and properties will be prioritised for planned works based on risk and severity of the repair. We will ensure the customer is informed of when planned work will be carried out.

Compliance Works - Any works outside of normal maintenance or servicing schedules that are required in order to fulfill Livv Housing Group's Landlord compliance obligations.

Cyclical Maintenance - Planned cycles of work for maintaining external elements of a property (External Repairs & Painting) and servicing of mechanical and electrical equipment.

Major investment/divestment works - Major works that have been identified through option appraisal. This would include work such as demolition, remodeling, and adaptations.

2.2 Accessibility

We aim to make reporting repairs as simple and accessible as possible by offering our customers the ability to report repairs through the use of:

- Free phone reporting service with one telephone number regardless of the time the repair is reported to our Customer Access Team
- In writing
- Email
- 24-hour website
- Social media, Facebook etc.

We will confirm each non-emergency repair reported via a text or landline messaging service which will detail the time and date of the appointment using the contact number provided by the customer.

2.3 Repair Diagnosis

Repair diagnosis is critical to the successful implementation of our repairs service. We will seek to ensure an accurate diagnosis from the first point of contact.

Effective diagnosis is critical to ensure:

- An effective and efficient use of resources (Right first-time approach)
- Demonstrable value for money
- That the expectations of our customers are managed and met

To support this, we will regularly review customer feedback to ensure that the correct diagnosis of repairs in the first instance is taking place.



2.4 Repair Appointments

While we will respond to emergency repairs at the earliest opportunity and within no longer than 24 hours, we will offer our customers a wide range of appointment slots for Urgent, Routine and Major category repairs.

Our Customer Access Team will be available on freephone 0800 561 0007 during the following times:

Monday – Friday 8.00am – 8.00pm

Saturday 9.30am – 1.00pm

Emergency repairs can be reported 24/7, 365 days a year.

We will offer our customers a range of appointment slots which will include:

- All day
- A.M. or P.M.
- Avoiding school run (9.30am – 2.30pm).
- 5.00pm – 8.00pm (by exception and appointment only)
- Saturday 8.30am – 12.30pm (by exception and appointment only)

Appointments will always be offered within the target completion period except at the express request of the customer.

2.5 Winter periods, force majeure and “Acts of God”

In times where the service is affected by issues outside the control of Livv Housing Group, the service will revert to an emergency only response.

2.6 Customers Responsibilities and Rights

The maintenance of a home is a shared responsibility between Livv Housing Group and their customers. We have a legal duty to repair as a landlord, but this can only be effectively fulfilled if our customers notify us in a timely manner when they require a repair. Appendix A details what elements of maintenance and upkeep that fall under the responsibility of a customer.

Where Livv Housing Group is required to carry out necessary repairs which are the responsibility of the customer as identified within the Tenancy Agreement, the customer will be recharged for the cost of the work and any associated administrative costs. More details can be found in section 2.16.

2.7 Vulnerable Customers

We will ensure that our service is tailored to meet the needs of vulnerable customers, this may include a swifter response period where the customers' needs put them at increased risk or discomfort as a result of any repair requirements.

All cases will be dealt with on an individual basis. Where a customer reports a repair and identifies a new vulnerability that is not recorded on the customer records, the Contact Centre will record the vulnerability and make a request for an Alert to be added to reflect the reasonable adjustments required,



2.8 Cancellations

From time to time, it may be necessary to rearrange repair requests due to operational requirements or unforeseen circumstances. When this happens, the customer will be contacted to reschedule.

Repair requests may also be cancelled in the following circumstances, requiring the customer to contact us to re-appoint:

- Where we have visited a property for a repair and not been able to gain access, and after 12 working days there has been no response from the customer. (NB - An access attempt refers to a reasonable attempt to contact the customer or gain entry to the property and does not necessarily involve a physical visit. It may include a letter, phone call or text)
- Following a second consecutive physical visit to the property, both resulting in no access repairs will be automatically cancelled.
- Where a duplicate repair has been raised and the work is no longer required.
- Where the work is scheduled to be delivered as part of a planned programme of works.

Where an automated cancellation has occurred we will write to the customer to confirm the cancellation.

2.9 Quality Control

We believe that the quality of workmanship is of paramount importance in meeting customer expectations and the successful delivery and longevity of the service. We will undertake inspections of at least 3% of all completed repairs across all trades. Failings within service delivery will be dealt with through regular review meetings and appropriate action taken within clear timescales.

2.10 Trends within the Repairs Service

Where possible, we aim to proactively carry out tenancy checks to identify vulnerabilities, support packages, misuse etc. to ensure that both Livv and the customer are meeting their responsibilities under legislation or their tenancy agreement.

We will also use our repair trend information to identify problematic issues with materials which will enable us to change specifications to ensure greater reliability and/or an improved service.

2.11 Customer Experience

When making appointments for non-emergency repairs, we aim to provide sufficient notice to the customer and try to accommodate their preferred timing. Appointments are confirmed and reminders sent by text message or other agreed method of contact if the customer agrees to this. If the customer is not at home when we attend an appointment, we will leave a card explaining how they can rearrange the appointment.



If we need to rearrange an appointment for a repair, we inform the customer as soon as possible. If a customer needs to rearrange, they can do so using the communication lines outlined in section 2.2. During the appointment, the operative or contractor will explain to the customer what they are doing and how long it should take. If the repairs cannot be fully completed the customer will be advised of what will happen next.

Records of appointments, inspections, works orders and completion dates are accessible for all Livv staff to make it easy to provide clear updates to customers if they make contact about a repair.

2.12 Customer Involvement

Regular consultation will be undertaken with stakeholders, and we will contact a percentage of customers after works have been completed and use this feedback to tailor the service.

Customer satisfaction will be recorded through our internal performance management system.

2.13 Complaints

We have in place an easily accessible complaints policy for customers to follow should they be dissatisfied with our service. The complaints procedure is published on our website.

To successfully resolve a complaint, we will aim to:

- Address all of the issues raised in the original complaint and set out any further actions with timescales.
- Where appropriate, provide redress which should include an apology and an explanation and may include compensation. Any offer of compensation will be in line with the related policy, but discretion will be used to take account of the specific circumstances of the case.
- Where complex or extensive work is required, acknowledge that there are outstanding repairs. Explain what action will be taken and provide timescales, even if these are provisional. It may be appropriate to explain whether compensation will be considered once the works have finally been completed.

We will comply with orders and recommendations received via the Housing Ombudsman Service to pay compensation.

2.14 Compensation

We will not pay compensation in the following circumstances: -

- When a resident or member of their family or visitor has caused the loss or damage.
- When our contractor cannot gain access to a resident's home to carry out a repair.
- When another occupier in another property, e.g., leaking washing machine, has caused the loss/damage.



- When the resident has not reported the loss or damage within a reasonable timescale as stated in common law and has not retained damaged items claimed for inspection. In cases where there has been a delay in reporting or lack of evidence for the claim, we may decide to investigate to establish the facts. This may include taking photos and contacting people.
- When service failure is the result of extreme or unforeseen conditions such as weather conditions, where we have taken all reasonable steps to restore services or facilities under the prevailing conditions.
- When a claim arises from incidents that would normally be covered by contents insurance. Customers are advised to take out their own insurance, and we provide contents insurance advice on commencement of tenancy.

Livv will pay compensation in certain scenarios where a customer is at a loss as a result of any failing or negligence caused by the actions of ourselves.

2.15 Chargeable Repairs

We are committed to ensuring that customers are encouraged to look after their homes in accordance with their responsibilities under the Tenancy Agreement. We define which repairs are a customer's responsibility and which are our responsibilities in Appendix A.

We will define processes for customers to make advance payment for all chargeable repairs or services and will also define processes to recover all outstanding debt related to repairs. Appeals against any charges applied by us will be handled via the Customer Feedback process.

We are committed to ensuring that customers are encouraged to look after their homes in accordance with their responsibilities under their tenancy agreement. Any works carried out by us that are not our responsibility should only be completed if the customer accepts responsibility and will pay for the works.

We will always aim to obtain pre-payment for any chargeable repairs before they are completed, however this may be waived in the following scenarios:

- Emergency repairs where there may be a security, health, or safety risk due to the nature of the repair required and/or the vulnerability of the customer.

Customers will be given the opportunity to either carry out the repair work themselves or be advised of the amount they will be charged by us to carry out the work.

Where a customer arranges repairs themselves, it must be completed by a tradesperson who is qualified to undertake the specific work required. We must be notified prior to any repair so that we can give approval for the specified works and the contractor undertaking them.

We should also be notified when works are complete so that we can post inspect. Where repairs impact the fabric of the property, we will seek to inspect the repair to confirm that it meets our standards. Failure to properly notify us may result in further chargeable works to rectify the repair.



Our Tenancy Agreement sets out both landlord and customer responsibilities in relation to repairs.

At the point of 'sign up' of any new tenancy, new customers will be made aware of their responsibilities in relation to repairs.

2.15.1 Chargeable Repairs Definition

A chargeable repair can be defined as any one of the following:

- Any repair requested that is identified as the customer's responsibility as defined in Appendix A.
- A deliberate act of negligence or misuse caused by the customer, their family, or any visitors.
- Any reinstatement work resulting from unsatisfactory or un-authorized property improvements, substandard DIY, or un-authorized alterations.
- Overgrown or poorly maintained external areas, including the removal of graffiti or accumulation of rubbish in a garden or communal area.
- Any removal of property, waste or debris following the end of a tenancy.
- Works due to neglect or misuse when bringing a property up to our re-let standard.

2.15.2 Discretionary Powers and Vulnerable Customers

We have discretionary powers to deal with exceptions to this policy based on individual circumstances. This will include the discretion to waive, defer, or arrange alternative payment methods for vulnerable customers or any other mitigating circumstances.

There may be occasions when action may be taken to recover the full or partial cost of a repair after consultation with the supporting agency when there is repeated, deliberate damage or negligence by a vulnerable customer.

2.15.3 Police Search Warrants

Where a Police Search Warrant is served upon one of our customers at our property, the customer will be responsible for the cost of any repairs that may arise in executing the Warrant whether a prosecution is successful or not.

2.15.4 Notification Procedure

We will always advise the customer that they have the option to complete the work themselves and that a Property Manager will check to ensure that the works completed are safe and free from any further defect.

Customers will be informed of the approximate cost using the appropriate National Housing Federation Schedule of Rates cost or quoted value for specialist works.

The final cost will be determined on completion of the repair plus VAT. If the customer disputes the amount, they will be able to appeal via the Customer Feedback process.



2.15.5 Recovery

We expect that all works will be paid for in advance and only when the work is classed as an emergency or the customer has left the property, will we set up a separate rechargeable repair account.

We will seek full payment of all rechargeable repairs and, where appropriate, conduct income and expenditure assessments to agree a repayment plan to pay off debt within a reasonable timescale. Any agreement and/or plans will reflect the customers financial circumstances and ability to pay.

2.16 Shared Ownership

A shared ownership property is a homeownership scheme where customers purchase a share of the property and pay rent on the remaining share.

We use the Homes England suite of model shared ownership leases for our shared ownership homes and Older Person Shared Ownership offer.

Repair obligations vary depending on the specific terms of the shared ownership lease and will need to be dealt with on a case-by-case basis.

It is important to carefully review the shared ownership lease to understand the specific repair obligations and responsibilities that apply in the situation.

2.17 Leaseholder Repairs

A leasehold property refers to a property where Livv owns the building, while the customer holds a lease agreement granting them the right to occupy and use the property for a specified period.

For these types of agreements, we do not have any repair obligations for inside the customer's home. However, we do maintain:

- The structure
- The exterior
- All internal and external common areas

When the above repairs are required to properties containing leaseholders, they are charged for the works completed.

Any works costing more than £250, or services costing more than £100 per property per annum, will by law trigger a Section 20 (Landlord and Tenant Act) consultation process if the property affected contains a leaseholder.

Please refer to our "Management of works affected by Section 20" process for further information.



2.18 Mandatory Occurrence Reporting

The Building Safety Act 2022 requires us to operate a mandatory occurrence reporting system (MOR) which enables customers and colleagues to report building safety incidents and risks that have caused, or if not remedied are likely to cause:

- The death of a significant number of people
- Serious injury to a significant number of people

Building safety incidents and risks involve at least one of the following:

- Structural failure of the building
- The spread of fire or smoke in the building

Colleagues can report these incidents by following our MOR reporting process. Customers can report these incidents through our usual reporting lines outlined in section 2.2 above. All reports will be reviewed and triaged by our Building Safety Manager and appropriate action will be taken.

3. Responsibilities

All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Director of Assets is responsible for overall implementation of this policy, with the Director of Operations (Livv Maintenance) accountable for the operational delivery of our repairs and maintenance service.

Specific responsibilities are set out below:

Role	Responsibility
Customer Services Committee	<ul style="list-style-type: none">• Final approval of the policy.
Executive Director Property	<ul style="list-style-type: none">• Act as nominated Health & Safety Lead under the Social Housing (Regulation) Act 2023.
Director of Assets	<ul style="list-style-type: none">• Operational implementation of policy.
Director of Operations (Livv Maintenance)	<ul style="list-style-type: none">• Accountability for the operational delivery of our repairs and maintenance service
Head of Assets	<ul style="list-style-type: none">• Operational oversight of service delivery.
Head of Compliance & Legal	<ul style="list-style-type: none">• Operational oversight of compliance service delivery.
Compliance Officers	<ul style="list-style-type: none">• Compliance works management.
Assets Manager	<ul style="list-style-type: none">• Responsive repair management.• Responsible for undertaking and management of quality assurance audits including reporting.
Head of Asset Investment	<ul style="list-style-type: none">• Planned maintenance management.
Head of Customer Relationship Management	<ul style="list-style-type: none">• Effective communication of the policy to customers via operational teams.



Role	Responsibility
Head of Repairs & Maintenance (Livv Maintenance)	<ul style="list-style-type: none"> • Ensure the availability of sufficient operatives and subcontractors to meet repair timescales. • Ensure operatives and subcontractors are appropriately managed to deliver a high-quality repair service.

4. Monitoring and review

In order to monitor the implementation of this policy, a number of key performance indicators are in place.

As part of the annual home standard return we also confirm to the Regulator for Social Housing on an annual basis that the repair and maintenance service we provide is in line with the required standard

We will review this policy every 3 years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.



Control framework

Compliance

Under Section 11 of the Landlord and Tenants Act 1985, our repairs obligations are as follows:

- To keep in repair the structure and exterior of the dwelling-house (including drains, gutters, and external pipes)
- To keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity)
- To keep in repair and proper working order the installations in the dwelling-house for space heating and heating water.

This policy supports compliance with the latest editions of the following Acts, Regulations and Codes of Practice:

- Housing Act 2004
- Defective Premises Act 1972
- Occupiers Liability Act 1957
- Common Hold and Leasehold Reform Act 2002
- Construction Act 1996
- Construction (Design and Management) Regulations 2007
- Right to Repair Regulations 1994
- Gas Safety (Installation and Use) Regulations 1998
- Leasehold Reform, Housing and Urban Development Act 1993
- Health and Safety at Work Act 1974
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Environmental Protection Act 1990
- Room for Improvement: Spotlight on complaints about repairs, Housing Ombudsman Service 2019
- Homes (Fitness for Human Habitations) Act 2018
- Housing Health and Safety (England) Regulations 2005
- A Decent Home: Definition and guidance for implementation. June 2006
- Consumer Standards - Safety and Quality / Neighborhoods and Community (as of 1 April 2024)
- The Social Housing (Regulation) Act 2023
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025



Document control	
Version	1.2
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Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
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Responsible Executive Director	Executive Director – Property
Policy author	Director of Assets
Equality Analysis	26 April 2024
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Circulation	Intranet; Livv Housing Group website

Version control		
Version	Date of Review	Summary of changes made
1.0	May 2024	Revised policy following full three-year periodic review.
1.1	November 2025 (implemented February 2026)	<ul style="list-style-type: none"> • Policy updated to reference and align to the requirements of the Hazards in Social Housing Regulations 2025, including removal of the “Immediately Dangerous” repair category. • Addition of a “Major Repairs” category. • Section on damp & mould removed as this is now covered under the Property Hazard Management Policy. • Further details are added about the approach to the replacement of components and deferring repairs for planned works. • Minor changes made to align policy wording to the Repairs Service Standard • Update to Roles & Responsibilities to include Livv Maintenance.



1.2	May 2026	<ul style="list-style-type: none">• Section 2.7 - Vulnerable Customers - section updated to reflect that UDCs are now to be known as "Alerts".• Section 2.8 - Cancellations - section re-worded to make it clearer the circumstances in which repair jobs may be cancelled, with the process for cancelling jobs outlined in the policy reflective of the new automated no access process.
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Appendix A – A Guide to Repair Responsibilities

Introduction

We believe that a quality Repairs and Maintenance service is of great importance. It enables us to provide well maintained, decent homes that help people live happy, successful, and fulfilled lives in diverse, welcoming places where they want to stay.

While we keep your home safe, secure, and decent, the maintenance of a home is a shared responsibility. This guide provides a guide to ‘who does what’ from a maintenance perspective. Please note that this is not an exhaustive list and there may be tenancy specific exceptions. Details of shared ownership repair responsibilities are outlined within the lease agreement.

To keep this guide clear and easy to use, we have split the repairs into categories:

- Bathrooms and kitchens
- Internal jobs
- External jobs
- Communal areas

Each category details a breakdown of different items that are covered by us or covered by you.

Category	Our Responsibility	Your Responsibility
Bathrooms and kitchens	Bathrooms and kitchens	
	<ul style="list-style-type: none"> • Sinks, baths, showers, toilets, and taps. • Worktops, kitchen units, and kick boards. • Wall tiles and any other splashback wall covering we have fitted. • Waste outlets for washing machines and dishwashers. • Extractor fans. 	<ul style="list-style-type: none"> • Sink and bath plugs and chains. • Showerheads and shower curtains. • Bathroom cabinets and mirrors. • Toilet roll holders. • Fittings and taps installed by you. • You own appliances, e.g., washing machines and dishwashers.
	Plumbing	
	<ul style="list-style-type: none"> • Taps fitted by us. • Water mains, pipes, and waste pipes. • Immersion heaters if the property is electrically heated. • Waste outlets & water connection points for washing machines. • Cold water storage tanks. • External drains and septic tanks. 	<ul style="list-style-type: none"> • Washing machine hoses. • Minor blockages to sinks, baths and toilets.
Blocked Drainage		
	<p>If you've followed the steps outlined in "your responsibility" but haven't been able to clear the blockage, you should contact us to request a repair.</p> <p>However, you may be charged if you caused the blockage.</p>	<ul style="list-style-type: none"> • Try to clear the blockage using a plunger or drain cleaning products. • Speak to your neighbours to see if they have the same problem. • Contact your water supplier if there is an overflowing manhole outside – a shared drain could be blocked.



Category	Our Responsibility	Your Responsibility
Internal jobs	Interiors and Decoration	
	<ul style="list-style-type: none"> • Walls, ceilings, and plaster (to ensure they are ready to receive decoration). • Internal doors, frames, thresholds, architraves and stops. • Slip resistant flooring to kitchens and bathrooms. • Floorboards, floor joints, and skirting boards. • Stairs and handrails. • External door locks and bolts. • Built-in cupboards. • Fixing damage caused by our repairs. 	<ul style="list-style-type: none"> • Decorating and your own decorative finishes or furnishings. • Damage to walls and doors caused by you or visitors to your home. • Minor defects or imperfections in plaster. • Locks, letterboxes, and door furniture fitted by you. • Floor coverings.
	Electrics	
	<ul style="list-style-type: none"> • Storage heaters, convector heaters, and electric fires. • Smoke and carbon monoxide detectors. • Individual door-entry and warden call systems. • Electrical testing. • Light fittings. 	<ul style="list-style-type: none"> • Your own electric appliances, fires, and heaters. • Installing new intruder alarms. • Light bulbs.
	Gas Heating Systems	
<ul style="list-style-type: none"> • Servicing and maintaining boilers and heating systems. • Replacing any part of a gas heating system that is no longer functioning as it should. 	<ul style="list-style-type: none"> • Bleeding radiators. • Correct use of heating controls. • Reporting any suspected gas leaks to Cadent urgently on 0800 111 999 	
Condensation and Mould		
<ul style="list-style-type: none"> • Conducting surveys and providing advice and support on how best to tackle mould growth. • Cleaning affected areas with fungicidal wash. • Clearing blocked air vents. • Cleaning or replacing filters and duct systems in ventilation. • Installing extractor fans as needed. • Monitoring mould growth and damp to help tackle the issue. 	<ul style="list-style-type: none"> • Preventing condensation, mould and making use of any guidance we provide. 	



Internal Jobs (continued)	Our Responsibility	Your Responsibility
	Pest Control and Specialist Surveys	
	<ul style="list-style-type: none"> • Removing pests from communal areas. • Sealing openings that allow pests into your home and removing pests following the work. • Structural surveys if you've reported cracking or structural problems. • Damp and disrepair surveys. • Woodworm, dry rot, and wet rot treatment. • Removing or containing asbestos identified by an asbestos survey. • Identifying and removing Japanese Knotweed. 	<ul style="list-style-type: none"> • Removing pests from your home once we have identified and sealed any potential points of entry. • Preventing infestations in your home.
External jobs	Roofs	
	<ul style="list-style-type: none"> • Keeping the roof watertight. • Chimney breasts, stacks, and flues. • Gutters, downpipes, and gulleys. • Loft hatches. • Replacing insulation where we removed it to do work. 	<ul style="list-style-type: none"> • TV aerials and satellite dishes (non-communal).
	Windows, doors and outside walls	
	<ul style="list-style-type: none"> • Keeping windows, doors, and walls watertight. • Misted double glazing. • Installing window locks for health and safety reasons. • Patio and balcony doors. • Conservatories and lean-tos made by us. • Ironmongery, catches, hinges and stays. 	<ul style="list-style-type: none"> • Glazing if you've damaged it. • Conservatories and lean-tos made by you.
Outside area and buildings		
<ul style="list-style-type: none"> • Boundary walls and fencing. • Drives and paths from the boundary access to the front and rear doors. • Retaining walls. • Garages and permanent outbuildings (including removal when they are beyond economic repair) • If we repair fences, we may replace wooden fences with wire and post fences. 	<ul style="list-style-type: none"> • Garden maintenance. • Fence upgrades, and new fences or gates where not present before. • Sheds and structures put up by you. • Paths, drives and patios made by you. • Non-access concrete and paved areas or perimeter paths. 	



Communal areas	Our Responsibility	Your Responsibility
	Communal Areas	
	<ul style="list-style-type: none"> • Internal communal areas. • Doors and door-entry systems. • Letterboxes, cupboards, rubbish chutes, and bin stores. • Access routes to communal roofs. • Drying areas and equipment. • Parking areas, paved areas, and pedestrian bollards. • Communal boundary walls and fencing. • Gas appliances, boilers, and cylinders. • Immersion heaters if the property is gas or oil heated. • Radiators and thermostatic radiator valves. • Timers and thermostats. • Pipework for the primary heating or hot water system. • Equipment covered under service contracts. • Lateral mains and high-voltage installations. • Intruder alarms, communal alarms, and CCTV. • Street lighting within the curtilage of the block, if covered by a service contract. • Fire equipment, fire alarms, sprinklers, dry risers, and emergency lighting. • Barriers. • Generators. • Lightning protection. • Fall arrest systems. • Pump stations or sewage treatment plants. • Specialist ventilation systems. • Remedial works following legionella testing. • Photovoltaic panels, if covered by a service contract. • Stairlifts and hoists. • Medical equipment. • Booster pumps. • Laundry equipment. • Asbestos surveys. 	<ul style="list-style-type: none"> • Keeping communal areas free from personal items and waste, to ensure safe evacuation in the event of a fire.



Appendix B - Payments schedule

Item	Circumstances Payable	Amount Payable	Other details
Right to Repair	Where Livv has failed to complete a qualifying repair, following request by the customer for it to be completed by another contractor, within a second prescribed period.	£10, plus £2 per day, to a maximum of £50.	The repair must cost less than £250

